

Course Description**HFT1300 | Executive Housekeeping | 3.00 credits**

In this introductory course the student will learn the fundamentals of housekeeping management. This course describes the management functions, tools, and practices required in today's lodging and institutional housekeeping departments. Special attention to environmental, and safety implementations. Design and architectural elements and their relation to housekeeping will be discussed.

Course Competencies:

Competency 1: The student will be able to demonstrate knowledge of the role housekeeping plays in the hospitality industry by:

1. Explaining the role of housekeeping to the hospitality industry
2. Describe characteristics of the U.S. and International lodging industry
3. Discussing the key roles and responsibilities of the professional housekeeper

Competency 2: The student will be able to select and administer housekeeping staff by:

1. Describing how to staff the housekeeping department
2. Explaining scheduling procedures
3. Describing how to develop training and evaluation programs for performance

Competency 3: The student will be able to manage cleaning operations by:

1. Explaining procedures on how to clean rooms and bathrooms
2. Identify techniques to clean public areas
3. Explaining how to clean the back of the house
4. Identifying key elements when conducting a general cleaning inspection
5. Describing how to clean and maintain floors

Competency 4: The student will be able to manage the care of interior design elements by:

1. Describing the role of the housekeeper in interior design
2. Categorizing walls, ceilings, and windows
3. Categorizing furniture, fixtures and equipment

Competency 5: The student will be able to manage equipment and supplies by:

1. Selecting guest supplies and amenities
2. Explaining how to purchase housekeeping products
3. Describing how to select and care for capital equipment

Competency 6 The student will manage the on-premises laundry services by:

1. Describing how to regulate the laundry process
2. Identifying critical equipment for on-premises laundry
3. Managing waste and loss
4. Creating quality assurance programs
5. Managing the linen supply and inventory
6. Calculating linen needs
7. Creating a replacement schedule
8. Establishing uniform controls
9. Organizing and maximizing storage space

Competency 7: The student will be able to oversee safety and security by:

1. Describing techniques to keep staff safe

2. Identifying key features when creating a safety and prevention program
3. Explaining compliance regulations from OSHA
4. Developing a loss prevention program

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Formulate strategies to locate, evaluate, and apply information
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Describe how natural systems function and recognize the impact of humans on the environment