



Rooms Division Management II – HOSP 111 Hospitality Management Diploma

Course Outline

COURSE IMPLEMENTATION DATE: September 2018
OUTLINE EFFECTIVE DATE: September 2018
COURSE OUTLINE REVIEW DATE: April 2023

GENERAL COURSE DESCRIPTION:

This course focuses on the Housekeeping Department as part of Rooms Division Operations within the accommodation industry, with focus on the comfort of the guest and providing a clean and pleasant guest experience. Detailed discussions on theoretical principles, technical applications and practical implementations will equip the student to be an effective team member in the Housekeeping Department.

Program Information: This is a required course for the completion of the Hospitality Management Program.

Delivery: This course is delivered face-to-face

COTR Credits: 3

Hours for this course: 60 hours

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	45
Seminars / Tutorials	
Laboratory / Studio Hours	15
Practicum / Field Experience Hours	
Other Contact Hours	
Total	60

Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-Job Experience	
Formal Work Experience	
Other	
Total	N/A

Course Outline Author or Contact:

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Signature

APPROVAL SIGNATURES:

Department Head

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Department Head Signature

Dean Signature

EDCO

Valid from: September 2018 – April 2023

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: HOSP 110, WHMIS certificate.

Co-requisites: None

Flexible Assessment (FA):

Credit can be awarded for this course through FA

Yes No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio, Challenge Exam. Contact an Education Advisor for more information.

Transfer Credit: For transfer information within British Columbia, Alberta and other institutions, please visit <http://www.cotr.bc.ca/Transfer>.

Student should also contact an academic advisor at the institution where they want transfer credit.

Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Emerit. *Housekeeping Room Attendant* – Workbook (Version 4.0). Emerit.ca

Please see the instructor's syllabus or check COTR's online text calculator http://www.cotr.bc.ca/bookstore/cotr_web.asp?IDNumber=164 for a complete list of the currently required textbooks. Latest edition of the workbook will be required.

LEARNING OUTCOMES:

Upon the successful completion of this course, students should be able to:

- Describe the accommodation industry and the complex role of the housekeeping department as an operating department.
 - Identify the skills and abilities required by housekeeping staff and describe their contribution to overall departmental effectiveness.
 - Utilize technology in general housekeeping operations and understand its importance in day-to-day operations.
 - Perform appropriate housekeeping cleaning responsibilities, influenced by style, location and area requirements.
 - Research and apply relevant safety regulations throughout areas of work and supervision, including proper handling of cleaning supplies.
 - Investigate and prepare standard operation procedures (SOP) for maintaining industry quality standards of the supply store and linen room, including inspections, general operational duties and inventory control.
 - Prepare basic documents (e.g. checklist) for general supervisory duties including, but not limited to, room inspections and staff scheduling according to business needs.
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COURSE TOPICS:

- Overview of the accommodation industry
 - Identify the scope of the accommodation Industry
 - Overall extent of the housekeeping department's responsibilities
 - Current trends in the housekeeping department
 - Guest segmentation and expectations
- Housekeeping department
 - Operational procedures
 - Staff requirements
 - Housekeeping department's role in the guest cycle
 - Guest satisfaction and loyalty
- Influence of technology
 - Current trends in housekeeping
 - Property Management System (PMS)
 - Guest reservations and status

- Guest rooms & bathrooms
 - Guest room types
 - Layout and amenities
 - Furniture and fixtures
- Cleaning guest rooms & bathrooms
 - Preparation for cleaning
 - Suitable tools and equipment
 - Sanitary systems
 - Principles of cleaning
 - Cleaning schedules
 - Amenities
- Safety and emergencies
 - Protective wear
 - Pest control
 - Awareness of personal environment
 - Safe use of cleaning materials
- Laundry room
 - General laundry operations
 - Laundry room equipment e.g. washing and drying machines
 - Appropriate use of detergents
 - Effective stain removal
 - Linen maintenance
- Inventory management
 - Vendor choices
 - Inventory control and management
 - Use of technology in inventory management
 - Guest request items
- Housekeeping department management
 - Job analysis
 - Staff scheduling
 - Area inspections and an eye for detail

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

EVALUATION AND ASSESSMENT (Face-to-Face Delivery):

Class discussion and participation	10%
Housekeeping responsibilities - Presentation	10%
Standard operating procedures – Written manual	10%
Cleaning activity - Lab assignment	20%
Midterm	25%
Final Exam	<u>25%</u>
Total:	100%

Please see the instructor's syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.

EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	C	C-	D	F
Mark (Percent)	≥ 90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	< 50

A grade of "D" grants credit, but may not be sufficient as a prerequisite for sequential courses.

ACADEMIC POLICIES:

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

COURSE CHANGES:

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor endeavours to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.