

CENTRAL TEXAS COLLEGE
Syllabus for HAMG 1342
GUEST ROOM MANAGEMENT
Semester Hours Credit: 3

INSTRUCTOR: _____

I. COURSE DESCRIPTION

- A. A study of the working relationship among housekeeping, front office, and maintenance in the lodging industry. Identify the steps for planning, organizing, and staffing as they relate to guest room operations; explain how housekeeping operations are directed and controlled; explain the budgeting function; and identify cleaning duties, cleaning supplies, laundry needs of guest room services and sustainability practices.
- B. This course, HAMG 1342 Guestroom Management, is a required course in the Hotel Management Specialization Degree Plan and the Rooms Division, Food and Beverage Management, and Property Management Advanced certificate.
- C. This course is occupationally related and serves as preparation for jobs in the Hotel Management Specialization Degree Plan.
- D. Prerequisites: None

II. LEARNING OUTCOMES

Upon successful completion of this course, HAMG 1342, the student will:

- A. Identify the steps for planning, organizing, and staffing as they relate to guest room operations.
- B. Explain how housekeeping operations are directed and controlled.
- C. Explain the budgeting function.
- D. Identify cleaning duties, cleaning supplies, laundry needs of guest room services, and sustainability practices.
- E. Define the management structure of lodging operations.
- F. Explain the elements of the rooms division.
- G. Discuss the interaction of the housekeeping department with other property units
- H. Discuss the necessity of achieving high productivity in housekeeping while considering the needs of the employees in the department
- I. Define the areas of housekeeping responsibility in large properties
- J. Discuss the alternative methods of scheduling employees in the housekeeping department.

- K. Define the concepts of fixed and operating assets.
- L. Explain the difference between capital expenditure and operating budgets.
- M. Discuss the function of purchasing material in the housekeeping department
- N. Define the basic characteristics of housekeeping fixed assets
- O. Describe the cleaning supplies most commonly used in lodging properties.
- P. Explain the operation of laundries, from the collection to the finishing of linens
- Q. Explain guestroom and bathroom cleaning procedures
- R. Discuss cleaning and maintenance of surfaces
- S. Understand the purpose of operating budgets in the housekeeping department
- T. Explain the structure of the profit and loss statement
- U. Discuss the management of safety in property operations
- V. Create awareness in lodging management students of the need for energy conservation
- W. Debate the issue of sustainability in the lodging industry and learn about green certification procedures

III. INSTRUCTIONAL MATERIALS

A. The instructional materials identified for this course are viewable through www.ctcd.edu/books

B. Additional references may be required that are available in the Central Texas College library.

IV. COURSE REQUIREMENTS

A. Reading Assignments: Read text assignments prior to class and be prepared to discuss the text material, answering instructor questions orally with well-organized thoughts and ideas.

B. Class Attendance: You are expected to attend each class period, be on time and stay the full class period or be counted absent. You are responsible for all course material missed due to absence. The instructor does not provide class notes for classes missed.

V. EXAMINATIONS

A. There will be two examinations worth 100 points each.

B. A student must be present for all examinations. No make-up examinations will be given. Students who know in advance they will be absent from an examination due to valid reasons must arrange to take an early examination. Unexpected absences due to

- illness or extenuating circumstances will require the student to see the instructor about individual make-up work in lieu of the missed examination.
- C. Students without excused absences will be given a zero for the examination missed.

VI. GRADE COMPUTATIONS

1000-900	A
899-800	B
799-700	C
699-600	D
Below 599	F

VII. NOTES AND ADDITIONAL INSTRUCTIONS FROM COURSE INSTRUCTOR

- A. Course Withdrawal: It is the student's responsibility to officially withdraw from a class if circumstances prevent attendance. Any student who desires to, or must, officially withdraw from a course after the first scheduled class meeting must file a Central Texas College Application for Withdrawal (CTC Form 59). The withdrawal form must be signed by the student.

CTC Form 59 will be accepted at any time prior to Friday, the 12th week of classes during the 16-week fall and spring semesters. The deadline for sessions of other lengths is:

10-week session	Friday of the 8 th week
8-week session	Friday of the 6 th week
5-week session	Friday of the 4 th week

The equivalent date (75% of the semester) will be used for sessions of other lengths. The specific last day to withdraw is published each semester in the Schedule Bulletin.

A student who officially withdraws will be awarded the grade of "W," provided the student's attendance and academic performance are satisfactory at the time of official withdrawal. Students must file a withdrawal application with the College before they may be considered for withdrawal.

A student may not withdraw from a class for which the instructor has previously issued the student a grade of "F" or "FN" for nonattendance.

- B. Administrative Withdrawal: An administrative withdrawal may be initiated when the student fails to meet College attendance requirements. The instructor will assign the appropriate grade on CTC Form 59 for submission to the registrar.
- C. Incomplete Grade: The College catalog states, "An incomplete grade may be given in those cases where the student has completed the majority of the course work but, because of personal illness, death in the immediate family, or military orders, the student is unable to complete requirements for a course..." Prior approval from the

- instructor is required before the grade of “I” is recorded. A student who merely fails the final examination will receive a zero for the final and an “F” for the course.
- D. Cellular Phones and Electronic Devices: Cellular phones and electronic devices will be turned off while the student is in the classroom or laboratory.
- E. Americans with Disabilities Act (ADA): The Disability Support Services Program provides services to students who have appropriate documentation of a disability. Students requiring accommodations for class are responsible for contacting the Office of Disability Support Services (DSS) located on the main campus. This service is available to all students, regardless of location. Explore the website at <http://www.ctcd.edu/gc/sss/index.htm> for further information. Reasonable accommodations, in accordance with federal and state laws, will be given through the DSS office.
- F. Instructor Discretion: The instructor reserves the right of final decision in course requirements.
- G. Civility: Individuals are expected to be cognizant of what a constructive educational experience is and respectful of those participating in a learning environment. Failure to do so can result in disciplinary action up to and including expulsion.
- H. Honesty and Integrity: All students are required and expected to maintain the highest standards of scholastic honesty in the preparation of all course work and during examinations. The following will be considered examples of scholastic dishonesty:
- i. *Plagiarism*: The taking of passages from writing of others without giving proper credit to the sources.
 - ii. *Collusion*: Using another’s work as one’s own; or working together with another person in the preparation of work, unless joint preparation is specifically approved in advance by the instructor.
 - iii. *Cheating*: Giving or receiving information on examinations.

Students guilty of scholastic dishonesty will be administratively dropped from the course with a grade of “F” and will be subject to disciplinary action.

I. FEEDBACK

- i. INSTRUCTOR: As your instructor I will organize and present the course material in a manner designed to facilitate the learning process. I will evaluate your progress periodically via writing assignments and exams and provide feedback on your performance via exam scores, exam critiques, and critique of your writing assignments, etc. I am also available before and after each class period and during office hours to discuss your performance and answer questions.

- ii. **STUDENT:** As the student you are ultimately responsible for your success in this course. It is your responsibility to attend class regularly, prepare for class by reading assigned text material, participate in class discussions, ask questions when required to improve your understanding, prepare for and complete exams, and complete all other assignments.

VIII. COURSE OUTLINE

1. **Lesson One:** Chapters 1& 2, The Housekeeping Department in Lodging Operations and The Executive Housekeeper ad Department Head

1. Learning Objectives: Upon successful completion of this unit, the student will be able to:

- a. Discuss the history of the lodging industry.
- b. Describe the classification of lodging establishments.
- c. Define the management structure of lodging operations.
- d. Explain the elements of the rooms division.
- e. State the importance of the housekeeping department.
- f. Learn how management concepts apply to the position of executive housekeeper.
- g. Discuss the necessity of achieving high productivity in housekeeping while considering the needs of the employees in the department.
- h. Understand the role of the executive housekeeper as department head.
- i. Explain the role of the executive housekeeper as department coordinator.
- j. List the managerial responsibilities of the executive housekeeper.
- k. Discuss the interaction of the housekeeping department with other property units

2. Learning Activities:

- a. Classroom lecture/discussion
- b. Online Course
- c. Homework and other assignments designated by the instructor

2. **Lesson Two:** Chapter3, Design of the Housekeeping Department

1. Learning Objectives: Upon successful completion of this unit, the student will be able to:

- a. Define the areas of housekeeping responsibility in large properties.
- b. Discuss the need of establishing area cleaning inventories, frequency

- schedules and performance standards.
- c. Describe the process of dividing the guestrooms cleaning staff into teams.
- d. Explain the composition of a staffing matrix for a large hotel.
- e. Describe the process of setting up a Housekeeping Department Need table.
- f. Explain how to set up standing schedules for the different housekeeping teams.
- g. Describe how the number of workers is adjusted daily based on occupancy.
- h. Discuss the alternative methods of scheduling employees in the housekeeping department.
- i. Describe technology associated with the housekeeping department

2. Learning Activities:

- a. Classroom lecture/discussion
- b. Online Instruction
- c. Homework and other assignments designated by the instructor

C. Lesson Three: Chapter 4, 5, Management of Inventory and Equipment, Characteristics of Housekeeping Equipment and Supplies, Laundry Room Management, and The Cleaning Function.

1. Learning Objectives: Upon successful completion of this unit, the student will be able to:
- a. List factors to consider when planning an on-premises laundry operation for a hotel.
 - b. Learn how housekeeping material is classified.
 - c. Define the concepts of fixed and operating assets.
 - d. Explain the difference between capital expenditure and operating budgets.
 - e. Discuss the function of purchasing material in the housekeeping department.
 - f. Explain how housekeeping inventories are conducted.
 - g. Describe the purpose of conducting inventories
 - h. Define the basic characteristics of housekeeping fixed assets.
 - i. Emphasize the importance of maintaining interior design consistency throughout the property.
 - j. Describe the cleaning supplies most commonly used in lodging properties.
 - k. Discuss strategies to be followed in purchasing housekeeping chemicals.
 - l. Explain how to handle and store chemicals.
 - m. Learn about non reusable and reusable guest supplies.
 - n. Discuss issues regarding uniforms
 - o. Describe the characteristics of linens, linen pars, and linen inventories
 - p. Describe the process of planning on premise laundries.
 - q. Discuss the main characteristics of laundry equipment.

- r. Explain the operation of laundries, from the collection to the finishing of linens.
- s. Provide benchmarks for linen cost controls.
- t. Learn about the staffing of the laundry room
- u. Explain the distribution of work at the beginning of the housekeeping day.
- v. Describe the daily sequence of functions performed by the housekeeping department.
- w. Explain guestroom and bathroom cleaning procedures.
- x. Discuss lost-and-found and guestroom inspection.
- y. Learn about public areas and back-of-the-house cleaning.
- z. Discuss cleaning and maintenance of surfaces

2. Learning Activities:

- a. Classroom lecture/discussion
- b. On line Instruction
- c. Homework and other assignments designated by the instructor

D. Lesson Four: Chapters 6 and 7, Laundry Room Management, and The Cleaning Function.

1. Learning Objectives: Upon successful completion of this unit, the student will be able to:

- a. Describe the process of planning on premise laundries.
- b. Discuss the main characteristics of laundry equipment.
- c. Explain the operation of laundries, from the collection to the finishing of linens.
- d. Provide benchmarks for linen cost controls.
- e. Learn about the staffing of the laundry room
- f. Explain the distribution of work at the beginning of the housekeeping day.
- g. Describe the daily sequence of functions performed by the housekeeping department.
- h. Explain guestroom and bathroom cleaning procedures.
- i. Discuss lost-and-found and guestroom inspection.
- j. Learn about public areas and back-of-the-house cleaning.
- k. Discuss cleaning and maintenance of surfaces

2. Learning Activities:

- a. Classroom lecture/discussion
- b. On line Instruction
- c. Homework and other assignments designated by the instructor

E. Lesson Five : Chapter 8, Personnel Administration

1. Learning Objectives: Upon successful completion of this unit, the student will be able to:
 - a. Understand the need to minimize employee turnover and absenteeism in the housekeeping department in order to maximize departmental income.
 - b. Explain the process of selecting, hiring, and evaluating housekeeping employees.
 - c. List some considerations to be followed when interviewing housekeeping employees.
 - d. Discuss procedures for testing and inducting workers.
 - e. Describe the four major areas involved in housekeeping employee training.
 - f. Discuss motivation theories applicable to housekeeping workers.
 - g. Describe the concept of employee evaluation and compensation.
 - h. Learn how to effect worker satisfaction.
 - i. Discuss the necessity of implementing guidelines for disciplining employees.
 - j. Acquire awareness on cultural diversity, racial discrimination, and sexual harassment.

2. Learning Activities:
 - a. Classroom lecture/discussion
 - b. On line Instruction
 - c. Homework and other assignments designated by the instructor

F. Lesson Six: Chapter 9, Controlling Operations

1. Learning Objectives: Upon successful completion of this unit, the student will be able to:
 - a. Identify flammability and acoustic considerations important to the initial selection of ceiling surfaces, wall coverings, and hotel furnishings.
 - b. Understand the purpose of operating budgets in the housekeeping department.
 - c. Learn the process of compiling operating budgets.
 - d. Express the process of calculating the justification for section housekeeper man-hours.
 - e. Explain the structure of the profit and loss statement.
 - f. Discuss how to obtain productivity indicators in the housekeeping department.
 - g. Learn how to work out the weekly forecast for section-housekeeper

work.

- h. Describe how to control payroll.
- i. Learn about automation in the housekeeping department

2. Learning Activities:

- a. Classroom lecture/discussion
- b. On line Instruction
- c. Homework and other assignments designated by the instructor

G. Lesson Seven: Chapter 10 & 11, Safety, Security, and Infectious Diseases in Property Operations, Energy and Water Conservations in Lodging Properties, Environmental Management and Sustainability

1. Learning Objectives: Upon successful completion of this unit, the student will be able to:

- a. Discuss the management of safety in property operations.
- b. Understand the importance of safety committees and employee training programs.
- c. Learn about security issues in lodging operations, including theft and bomb and terrorism threats.
- d. Describe guestroom and property-wide security systems.
- e. Discuss how infectious diseases spread in lodging properties and learn how to prevent cross-contamination of microorganisms.
- f. Create awareness in lodging management students of the need for energy conservation.
- g. Describe techniques used in lodging properties to conserve water.
- h. Discuss methods commonly used in lodging properties to conserve electricity.
- i. Learn about the procedures practiced in lodging establishments to conserve energy used in heating and cooling systems.

2. Learning Activities:

- a. Classroom lecture/discussion
- b. Online Instruction
- c. Homework and other assignments designated by the instructor

H. Lesson Eight: Chapter 12, Environmental Management and Sustainability

1. Learning Objectives: Upon successful completion of this unit, the student will be able to:

- a. Learn about environmental problems.
- b. Describe how to implement a recycling program in lodging operations.

- c. Understand the need to dispose of hazardous materials safely.
 - d. Explain what to do to improve indoor air quality.
 - e. Discuss how to attract environmentally-conscious travelers.
 - f. Debate the issue of sustainability in the lodging industry and learn about green certification procedures
2. Learning Activities:
- a. Classroom lecture/discussion
 - b. On line Instruction
 - c. Homework and other assignments designated by the instructor