

Course Title	HOUSEKEEPING OPERATIONS
Course Code	HTL 122
Course Purpose and Objectives	<p>The purpose of this course is to present a systematic approach to managing housekeeping operations and provides a thorough overview, from the big picture of maintaining a quality staff, planning, and organizing, to the technical details of cleaning each area of a hospitality facility.</p> <p>Students will be able to appreciate the impact of an effective housekeeping in the overall success of a hotel. In completing this course, students will be able to explain the planning and organization of various housekeeping tasks.</p> <p>Consequently, the purpose of this course is to teach students the functions and procedures in the housekeeping department of a hotel. Hence it will help students to understand the challenges associated with the housekeeping department and critically evaluate methods for overcoming them.</p>
Learning Outcomes	<ol style="list-style-type: none"> 1. Explain the functions and procedures in the housekeeping department of a hotel and identify its importance. 2. Apply skills in housekeeping operations, organization as well as the management procedures of the department. Make use of a PMS. 3. Discuss the hierarchy in the Housekeeping department, its responsibilities and the responsibilities of each member and unit of the department. 4. List the specialised equipment used in the Housekeeping department as well as its operational functions. 5. Demonstrate skills in managing housekeeping stock.
Course Content	<ul style="list-style-type: none"> • Scope and organization of the housekeeping department • Cleaning the guestroom • Public area cleaning • Equipment and supplies • On premises laundry • Inventories of the housekeeping department