

Course Syllabus

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| 1. Program of Study
Faculty/Institute/College | B.B.A. (Tourism and Hospitality Management)
Mahidol University International College |
| 2. Course Code
Course Title | ICTM 325
Housekeeping management |
| 3. Number of Credits | 4 (4-0-8) (Lecture-Lab-Self-study) |
| 4. Prerequisite (s) | ICTM 212 |
| 5. Type of Course | Elective Course |
| 6. Session | Trimester 1, 2, 3 / Every academic year |
| 7. Conditions | Maximum number of students is 20 |

8. Course Description

Management of housekeeping duties within an establishment, supervision of staff, scheduling, use of different cleaning agents, safety within the work environment; housekeeping technology.

9. Course Objective (s)

After successful completion of this course, students will be able to:

- 9.1 Understand the overall structure and operation of hospitality industry.
- 9.2 Understand role and responsibility of housekeeping department.
- 9.3 Discuss relationship of housekeeping with other departments.
- 9.4 Demonstrate an understanding of housekeeping basic planning activity and its organization.
- 9.5 Discuss various activities in housekeeping department such as chemical usage, managing inventories, laundry management and controlling expense.
- 9.6 Understand and analyze housekeeping standards together with safety and security aspects.
- 9.7 Demonstrate the creativity on housekeeping standards and trends.
- 9.8 Analyze and explain housekeeping impact of city and resort types of hotels.

10. Course Outline

Week	Topics	Hours			Instructor
		Lecture	Lab	Self-Study	
1	Overall structure and operation of hospitality industry <ul style="list-style-type: none"> Hotel organization chart and its reporting line Knowledge of overall operation of each department General relationship of each department and how it functions 	4	0	8	Tevabanchachai, N.
2	Role of housekeeping and its relationship with other departments <ul style="list-style-type: none"> Housekeeping department and its role and responsibility Housekeeping organization chart Positions and job descriptions in housekeeping department 	4	0	8	
3	Role of housekeeping and its relationship with other departments <ul style="list-style-type: none"> Relationship of housekeeping department with others particularly front office, food and beverage as well as engineering departments 	4	0	8	
4	Planning and organizing housekeeping department <ul style="list-style-type: none"> Planning the work in housekeeping department Area inventory Frequency schedule Performance standard Productivity standard Supply and equipment inventory level 	4	0	8	
5	Housekeeping standards / trends <ul style="list-style-type: none"> Housekeeping standard building Various standard set up 	4	0	8	
6	Human resource and training employees in housekeeping <ul style="list-style-type: none"> Staffing and training employees Motivating employees 	4	0	8	
7	Group presentations <ul style="list-style-type: none"> Chemical usage Laundry management Managing inventories Controlling expense 	4	0	8	

Week	Topics	Hours			Instructor
		Lecture	Lab	Self-Study	
8	Field trip	4	0	8	Tevabanchachai, N.
9	Safety and security <ul style="list-style-type: none"> • What safety and security is • How safety and security play roles in housekeeping operation 	4	0	8	
10	Guest speaker from industry <ul style="list-style-type: none"> • Room set up project discussion • Submission of analysis report 	4	0	8	
11	Room set up project at Salaya Pavilion: students are to be given with requirement of the room set up concept as well as budget. Students are required to discuss and prepare plan in group as well as budget and to conduct an actual room set up at one of the rooms at Salaya Pavilion Hotel.	4	0	8	
Total		44	0	88	
Final Examination					

NB. The course is subject to change without prior notice to fit the changing tourism circumstances.

11. Teaching Method (s)

- 11.1. Lectures
- 11.2. Discussion
- 11.3. In-class exercises
- 11.4. Practicum
- 11.5. Self-study

12. Teaching Media

- 12.1. LCD overhead projector
- 12.2. PowerPoint
- 12.3. Multimedia resources
- 12.4. Handouts
- 12.5. Text books

13. Measurement and evaluation of student achievement

Student achievement is measured and evaluated by

- 13.1 the ability in understanding the overall structure and operation of hospitality industry.
- 13.2 the ability in understanding role and responsibility of housekeeping department.

- 13.3 the ability in discussing relationship of housekeeping with other departments.
- 13.4 the ability in demonstrating an understanding of housekeeping basic planning activity and its organization.
- 13.5 the ability in discussing various activities in housekeeping department such as chemical usage, managing inventories, laundry management and controlling expense.
- 13.6 the ability in understanding and analyzing housekeeping standards together with safety and security aspects.
- 13.7 the ability in demonstrating the creativity on housekeeping standards and trends.
- 13.8 The ability in analyzing and explaining housekeeping impact of city and resort types of hotels.

Student's achievement will be graded according to the faculty and university standard using the symbols: A, B+, B, C+, C, D+, D, and F.

Students must have attended at least 80% of the total class hours of this course.

Ratio of mark

1. Class attendance	5%
2. Professionalism during field trip	10%
3. Group project	30%
4. Report analysis	25%
5. Written final examination	30%
Total	100 %

14. Course evaluation

- 14.1. Students' achievement as indicated in number 13 above.
- 14.2. Students' satisfaction towards teaching and learning of the course using questionnaires.

15. Reference (s)

Casado, M. (2000) *Housekeeping Management*. New York: John Wiley and Sons, Inc.

Martin, R. (1998) *Professional Management of Housekeeping Operations*. (3rd ed.). New York: John Wiley and Sons, Inc.

Kappa, M., Nitschke, A. and Schappert, P. (1995) *Housekeeping Management*. New York: Educational Institute of the American Hotel and Motel Association.

16. Instructor (s)

Nate-tra Tevabanchachai
Lecturer
Travel Industry Management Division
Mahidol University International College

17. Course Coordinator

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18. Additional Information

Class Policy:

- Students are required to be punctual at all times; attendance, assignments etc.
- Students are expected to be well-groomed and perform professionally according to the MUIC rules and regulations.
- Students must fulfill the minimum requirement of 80% of total class attendance. Failure to meet this requirement will not be eligible for the final examination.
- Medical certificate is required for any class absenteeism.

Group assignment: Group project (4 groups)

Assignment title:

1. Chemical usage
2. Controlling expense
3. Laundry management
4. Managing inventories

Due date: To be discussed (depends on the number of students in the class)

Assignment Overview: Students are required to conduct a research on the topic assigned and are expected to interview the housekeeping manager on specific. Furthermore, students will present the topic in the class (30 minutes) in order to demonstrate their understanding on the topics and deliver knowledge with classmates.

Overall Aim: Allow students to conduct self-study and research and provide opportunities for them to discuss with the practitioner(s) in order to gain practical knowledge.

Learning Outcomes:

- To be able to understand and discuss the assigned topic.
- To be able to share knowledge with classmates.
- To be able to work as a team.

Instruction:

1. One group should consist of 5 members.
2. Each group will be assigned with the topic.
3. Students are expected to conduct interview with housekeeping manager at a hotel.
4. Students are given freedom in choosing the hotel, but please consult the lecturer before hand.
5. Group presentation is required and each member must contribute in presenting.
6. Group presentation takes 30 minutes.
7. Report must be completed with a one A4-page of individual learning from the project.
8. Original report must given to the lecturer and a copy must be given to the classmates after the presentation.

Task and weighting (30%):

Presentation:

- Thorough, logical and quality information of the topic assigned (both written and presentation)	10%
- Actual presentation must be well-covered, creative and understandable	10%
- Individual learning report must come with group report	5%
- Group members demonstrate the understanding of the topics when being questioned by classmates.	5%
Total	<hr/> 30%

Remarks: Please refer to the lecturer if there is any concern or any further clarification your group may need.

Individual assignment: Analysis report on housekeeping impact on resort and city hotels

Due date: Week 10

Overview: Students will be brought to the field trip to pay a visit at a resort hotel. Drawing experiences from the field trip and the interview that each group conducts at the city hotel of first assignment, students are to produce an individual analysis report explaining the impact of housekeeping comparing between city and resort hotels.

Over all aim: To allow students to explore their experiences and to come up with the conclusion regarding housekeeping aspect of hotels / resorts they visited.

Learning outcomes:

- To be able to understand the differences of housekeeping of both city and resort perspectives.
- To be able to discuss and explain the impact of the above hotel types with one own observation, theory learned and practical experiences received throughout the course.

Task and weighting (30%):

Report:

- Good format and structure of the report	5%
- Relevancy of the housekeeping impact is clearly explained	15%
- Logical, thorough, accurate information is well – covered in the report	10%
Total	<hr/> 30%

Remarks: Please refer to the lecturer if there is any concern or any further clarification your group may need.