



Bergen Community College  
Division of Business, Arts, and Social Sciences  
Department of Business & Hotel/Restaurant Management

### HRM 107 Housekeeping

Date of Most Recent Syllabus Revision:

Course Typically Offered: Fall \_\_\_ Spring \_\_\_ Summer \_\_\_ **Every Semester** \_\_\_ Other \_\_\_\_\_

Syllabus last reviewed by: BCC General Education Committee \_\_\_\_\_ Date: \_\_\_\_\_

(Most courses need review Ad Hoc Committee on Learning Assessment \_\_\_\_\_ Date: \_\_\_\_\_

by only one of the following) **Curriculum Committee:** \_\_\_\_\_ Date: SPRING 2019

#### Basic Information about Course and Instructor

**Semester and year:**

**Course and Section Number:** HRM 107 Housekeeping

**Meeting Times and Locations:**

**Instructor:**

**Email Address:**

**Office Location:**

**Phone:**

**Departmental Secretary:** Linda Karalian, 201-447-7214, [lkaralian@bergen.edu](mailto:lkaralian@bergen.edu)

**Office Hours:**

#### Course Description:

##### Official Catalog Course Description

This course explores the managerial function of the housekeeping department. It covers maintaining a high-quality trained staff, planning and organizing the major logistics of performing all relevant duties including cleaning a room, managing the laundry area and controlling housekeeping supplies and equipment.

**Hours:** [3 lecture hours]

3 credits

**Prerequisites:** None

**Co-requisites:** None

**Cross Listed Courses:** None

### **Student Learning Objectives:**

As a result of meeting the requirements in this course, students will be able to:

1. Identify the correct cleaning supplies used in cleaning and sanitizing a hotel guest room.
2. Develop written housekeeping schedules for various sizes of hotels.
3. Explain the relationship of housekeeping with other departments
4. Assess systems for properly inspecting hotel guest rooms.

### **Means of Assessment**

The major assessment types (means of assessment) utilized in this course are graded lecture and lab participation, objective tests and examinations, presentations, and student research projects (individual).

### **Course Content**

The course is intended to guide students to examine the housekeeping duties within an establishment in relation to its functions with other departments, safety standards, technology, use of chemical agents, and in relation to streamlining daily staff planning. Therefore, the course includes the following mandatory components:

1. Describing activities in the housekeeping department such as inventories, laundry management, cost control, chemical usage, and safety and security aspects
2. Examining the relationship between housekeeping and other departments
3. Explaining and analyzing the impact housekeeping has on city versus resort type hotels

### **Special Features of the Course**

The use of learning technologies in the course (Internet, PowerPoint, Prezi, Moodle, etc.) is necessary to help you succeed in this course and in the industry.

### **Course Texts and/or Other Study Materials**

#### **Required**

Casado, M., (2011). *Housekeeping Management, 2<sup>nd</sup> Ed.* New York: John Wiley & Sons.  
ISBN: 978 1-118-07179-3

### **Grading Policy**

The grading system used for this course will combine the following

Quizzes	20%
Assignments	20%
Midterm Examination	15%
Class Participation	10%

Final Essay	15%
Final Examination	<u>20%</u>
	100%

### **Attendance Policy**

All students are expected to attend every scheduled meeting of each course in which they are registered. It is understandable there are times you may not be able to attend a session, or part thereof. In such cases, you are responsible for checking with the instructor, Moodle, classmates, etc. to be up to date on any work missed. You must also inform the instructor of any missed scheduled tests or presentations before class start time in order to request a make-up. Attendance will be kept by the instructor for administrative and counseling purposes. Assignments that are due by electronic submission are still due at the beginning of the scheduled class even if you are not present in class. A 5% per business day reduction will occur for late work submission, unless you had received an excused extension from your instructor before the assigned due date. (Ex. Monday to Tuesday = 1 business day)

### **Overall Class Participation (up to 10 performance points)**

Class participation by students (including regular and timely attendance and active engagement in class sessions) is an essential part of this course. I expect you to participate actively and constructively in our class sessions in ways that show respect and courtesy to me and to your classmates. As we proceed through the semester, there will be class discussions on all of the major topics covered in the course. You are required to participate actively in our discussions and other class activities. (You are also free to generate online discussions in the Moodle Forum. Such online discussions are not required. They are completely up to you and other members of the class. Online discussion activity will not affect your grade one way or another.)

"Plus" behaviors: To earn points for class participation, you must (1) attend class regularly and on time and not leave early; (2) be well-prepared for class by doing all assigned reading and other out-of-class assignments ahead of time; (3) participate voluntarily, actively, intelligently, and constructively in class discussions; (4) do all in-class assignments; (5) show a positive and serious attitude toward the course; and (6) utilize frequently and actively the materials and facilities on the Moodle site.

"Minus" behaviors: Behaviors such as the following will result in your losing points for class participation: (1) being absent from or late for class; (2) leaving class early; (3) continually walking out of and coming back into class; (4) sleeping in class; (5) being inattentive to class lectures and discussions; (6) behaving inappropriately in class (e.g., acting silly; conducting private conversations in the back of the room; utilizing cell phones, headphones, and other distracting devices in class; eating, drinking, or chewing gum in class; defacing classroom furniture; etc.); (7) being impolite, rude, or discourteous to me or to your classmates; (8) not being adequately prepared for class; (9) showing a negative or frivolous attitude toward the course; (10) Not utilizing the materials and facilities on the course website.

### **Other College Policy Statements**

#### **Code of Student Conduct:**

[http://bergen.edu/wp-content/uploads/StudentCodeofConduct2016\\_EngVer12062016.pdf](http://bergen.edu/wp-content/uploads/StudentCodeofConduct2016_EngVer12062016.pdf)

#### **Statement on plagiarism and/or academic dishonesty:**

Please read pages 8 – 9 in the above link. Students are not excused from the penalties for not being aware of or for not having read the policies set forth regarding plagiarism and other forms of academic dishonesty.

#### **ADA Statement:**

Students who require accommodations in accordance with the Americans with Disabilities Act (ADA) can request these services from the Office of Specialized Services. To learn more about how to apply for services, please visit <http://www.bergen.edu/oss>.

Note: Those who have completed the OSS paperwork and received accommodations during previous semesters might not be automatically eligible in subsequent semesters in every case.

## Course Outline and Calendar

Week	Date(s)	Topics	Chapters
1		Introduction to the Course; The Housekeeping Department in Lodging Operations	1
2		Role of Housekeeping and its Relationship with Other Departments	2
3		Structural Planning of the Housekeeping Department	3
4		Planning and Organizing the Housekeeping Department; Management of Inventory and Equipment	4
5		Characteristics of Housekeeping Equipment and Supplies	5
6		Laundry Room Management	6
7		Laundry Room Management (Cont'd); Housekeeping Standards	6
8		Midterm Examination	
9		The Cleaning Function	7
10		Personnel Administration	8
11		Controlling Housekeeping Operations	9
12		Safety and Security in Property Operations	10
13		Energy Conservation in Lodging Properties	11
14		Environmental and Sustainability Issues	12
15		Final Examination	

### **Notes to Students:**

- 1 - Syllabus may change due to unforeseen circumstances or to take advantage of educational opportunities.
- 2 – The instructor will provide Moodle and in-class updates on tests, presentation, and assignment due dates.
- 3 – Please log on to Moodle for handouts that are not distributed in hard copy form.