

**El Paso Community College**  
**Syllabus**  
**Part II**  
**Official Course Description**

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                 |                 |                 |                 |                |            |  |            |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-----------------|-----------------|----------------|------------|--|------------|
| <b>SUBJECT AREA</b>             | <u><b>Hospitality Operations</b></u>                                                                                                                                                                                                                                                                                                                                                                                                                                               |                 |                 |                 |                 |                |            |  |            |
| <b>COURSE RUBRIC AND NUMBER</b> | <u><b>HAMG 1342</b></u>                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 |                 |                 |                 |                |            |  |            |
| <b>COURSE TITLE</b>             | <u><b>Guest Room Management</b></u>                                                                                                                                                                                                                                                                                                                                                                                                                                                |                 |                 |                 |                 |                |            |  |            |
| <b>COURSE CREDIT HOURS</b>      | <table border="0" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;"><u><b>3</b></u></td> <td style="text-align: center;"><u><b>3</b></u></td> <td style="text-align: center;"><u><b>:</b></u></td> <td style="text-align: center;"><u><b>0</b></u></td> </tr> <tr> <td style="text-align: center;"><b>Credits</b></td> <td style="text-align: center;"><b>Lec</b></td> <td></td> <td style="text-align: center;"><b>Lab</b></td> </tr> </table> | <u><b>3</b></u> | <u><b>3</b></u> | <u><b>:</b></u> | <u><b>0</b></u> | <b>Credits</b> | <b>Lec</b> |  | <b>Lab</b> |
| <u><b>3</b></u>                 | <u><b>3</b></u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <u><b>:</b></u> | <u><b>0</b></u> |                 |                 |                |            |  |            |
| <b>Credits</b>                  | <b>Lec</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                 | <b>Lab</b>      |                 |                 |                |            |  |            |

**I. Catalog Description**

Provides a study of the working relationship among housekeeping, front office, and maintenance in the lodging industry. **(3:0)**.

**II. Course Objectives**

A. Unit I. The Role of the Executive Housekeeper

1. Describe how the role of housekeepers has changed over the years.
2. Discuss the theories of guest room management.
3. Identify characteristics of guest room management.
4. Explain the function of guest room management.
5. Identify methods of delegation.
6. List the standards of developing an inspection sheet.
7. Define the key terms and concepts.

B. Unit II. Structural Planning of the Housekeeping Department

1. Explain the development of the housekeeping department organization.
2. Distinguish a hotel organization chart.
3. Describe a House Breakout Plan.
4. Discuss the importance of a House Breakout Plan.
5. Demonstrate the use of a division of work document and an area of responsibility plan.
6. State why work load criteria is an important part of the breakout plan.
7. Explain the importance of communication with all departments in the planning stage.
8. Define the key terms and concepts.

C. Unit III. Housekeeping Staffing Patterns

1. Outline the staffing considerations.
2. Explain the concept of team staffing.
3. Describe the use of the department staffing guide.
4. Explain the importance of a job description.
5. Identify how to accomplish a complete scheduling system.
6. Create a standing rotational scheduling system.
7. Illustrate the purpose of developing a tight schedule for a typical day.
8. Define key terms and concepts.

D. Unit IV. Management of Housekeeping Inventory and Equipment

1. Explain the function of classifying, ordering, receiving, storing, and accounting for inventory.
2. List material classification of fixed assets for the housekeeping department.
3. Outline material classification of inventory assets.
4. Describe guestroom furniture and fixtures.
5. Discuss compliance with Americans with Disabilities Act.
6. Describe the care and treatment of walls, windows, and floors.
7. Define key terms and concepts.

E. Unit V. Characteristics of Housekeeping Equipment and Supplies

1. Identify chemicals used in housekeeping.
2. Explain how different chemicals are used in housekeeping.
3. Describe the trends in chemical use and their impact on guests, staff, and housekeeping staff.
4. Identify common cleaning supplies and equipment used in the housekeeping.
5. Describe recent innovations in cleaning supplies and equipment.
6. List common guest supplies.
7. Discuss the importance of the housekeeping cart.
8. Identify bedding, linens, and uniform requirements.
9. Define key terms and concepts.

F. Unit VI. Controlling Operations

1. Explain the budgets of a hotel.
2. Describe the proper methodology to use when staffing housekeeping positions.
3. Explain the elements of a job specification and an employee requisition.
4. Identify proper selection and interview techniques.
5. Describe different techniques used to train newly hired employees.
6. Explain how to maintain training and development records.
7. Discuss how to conduct an objective performance evaluation.
8. State the advantages of using forms to standardize procedure and communicate with employees.
9. Explain standard operating procedure.
10. Define key terms and concepts.

G. Unit VII. Special Topics

1. Describe staffing concerns for pools, including selection and training criteria for pool attendants.
2. List and describe the duties and responsibilities of pool attendants.
3. Identify common pathogenic organisms, types of soil, and common disinfectants.
4. Describe methods of handling infectious linen and other contaminated articles and how to dispose of infectious waste.
5. Explain how to properly administer pest control operations.
6. List and describe the primary concepts of risk management and the safeguarding of assets.
7. Explain actions to be taken in case of an emergency and tell how to safeguard against potential disasters.
8. Define key terms and concepts.

**III. THECB Learning Outcomes (WECM)**

1. Identify the steps for planning, organizing, and staffing as they relate to guest room operations.
2. Explain how housekeeping operations are directed and controlled.
3. Explain the budgeting function.
4. Identify cleaning duties, cleaning supplies, and laundry needs of guest room services.

**IV. Evaluation**

A. Unit Assignments

- 1. Unit assignments are designed to give the student the practice needed to become competent with front desk duties.
- 2. Activities will be graded on the basis of being correct and complete.
- 3. Assignments are due at the beginning of class unless otherwise instructed.
- 4. It is the responsibility of the students to complete assignments as outlined in the syllabus.
- 5. Activities will require time outside of the classroom.

B. Unit Written Exams, Lab Hours, Assignments, and Attendance

- 1. There will be written exams.
- 2. A minimum of 15 Lab hours will be assigned.
- 3. Completion of assignments and satisfactory attendance will be part of the evaluation of the competence of a student.

C. Final Evaluation

- 1. The course grade will be based on a point scale for each item used in the evaluation.
- 2. The final grade will be determined by the percent of the total points accumulated during the course.

D. Grading Scale:

|                             |   |   |            |   |   |
|-----------------------------|---|---|------------|---|---|
| 900-1000 points (90 – 100%) | = | A | Incomplete | = | I |
| 800-0899 points (80 – 89%)  | = | B | Withdrawal | = | W |
| 700-0799 points (70 – 79%)  | = | C |            |   |   |
| 600-0699 points (60 – 69%)  | = | D |            |   |   |
| 000-0599 points (00 – 59%)  | = | F |            |   |   |

E. Remediation

Students seeking additional help may obtain tutoring assistance from the instructor as time permits.

**V. Disability Statement (Americans with Disabilities Act [ADA])**

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

**VI. 6 Drop Rule**

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.

## **VII. Title IX and Sex Discrimination**

Title 9 (20 U.S.C. 1681 & 34 C.F.R. Part 106) states the following "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance." The Violence Against Women Act (VAWA) prohibits stalking, date violence, sexual violence, and domestic violence for all students, employees and visitors (male and female). If you have any concerns related to discrimination, harassment, or assault (of any type) you can contact the Assistant to the Vice President for Student and Enrollment Services at 915-831-2655. Employees can call the Manager of Employee Relations at 915-831-6458. Reports of sexual assault/violence may also be reported to EPCC Police at 915-831-2200.