KINGSBOROUGH COMMUNITY COLLEGE
The City University of New York

CURRICULUM DATA TRANSMITTAL SHEET

DEPARTMENT: Tourism + Hospitality
DATE: ____________

Title of Course or Degree: Housekeeping Management

Change(s) Initiated: (Please check)
☐ Closing of Degree
☐ Closing of Certificate
☐ New Certificate Proposal
☐ New Degree Proposal
☐ New Course
☐ New 82 Course
☐ Deletion of Course
☐ Other (please describe): __________________________

PLEASE ATTACH PERTINENT MATERIAL TO ILLUSTRATE AND EXPLAIN ALL CHANGES

I. DEPARTMENTAL ACTION
Action by Department and/or Departmental Committee, if required:

Date approved: 3/2/15 Signature, Committee Chairperson: aBouriezp

Signature, Department Chairperson: __________________________

II. PROVOST ACTION
Provost to act within 30 days of receipt and forward to College-wide Curriculum Committee exercising one of the following options:
A. Approved ☐ B. Returned to department with comments ☐

Recommendations (if any): __________________________

Signature, Provost: ___________________________________ Date: __________________

III. CURRICULUM SUB-COMMITTEE RECOMMENDATIONS:
A. Approved ☐ B. Tabled ☐ (no action will be taken by Curriculum Committee)

Recommendations (if any): __________________________

Signature, Sub-Committee Chair: __________________________ Date: __________

IV. COLLEGE-WIDE CURRICULUM COMMITTEE ACTION
Committee to act within 30 days of receipt, exercising one of the following options:
A. Approved ☐ (forwarded to Steering Committee)
B. Tabled ☐ (Department notified)
C. Not Approved ☐ (Department notified)

Signature, Chairperson of Curriculum Committee: __________________________ Date: __________

Revised/Oct.2013
1. **DEPARTMENT, COURSE NUMBER AND TITLE:**
   Tourism and Hospitality Department
   TAH-55
   Housekeeping Management

2. **DOES THIS COURSE MEET A GENERAL EDUCATION / CUNY CORE CATEGORY?**
   **IF YES, PLEASE COMPLETE AND SUBMIT WITH THIS PROPOSAL A CUNY COMMON CORE SUBMISSION FORM.**
   No

3. **TRANSFERABILITY OF THIS COURSE. DESCRIBE HOW THIS COURSE TRANSfers (required for A.S. degree course). If A.A.S. degree course and does not transfer, justify role of course, i.e., describe other learning objectives met:**
   This course will be a required course in the hotel management concentration. It may transfer to certain 4-year universities. It will provide students with practical housekeeping skills that will lead to jobs. Students may earn industry certification from the American Hotel and Lodging Association as a certified Guest Room Attendant by passing the certification exam that accompanies the course content.

4. **BULLETIN DESCRIPTION OF COURSE:**
   An application of housekeeping management theory and techniques. The importance of the housekeeping department and its role in hotel operations will be discussed from a management, employee, union and hotel type perspective. Students will learn prevalent housekeeping management theories, and obtain the skills associated with operating a housekeeping department of a hotel.

5. **NUMBER OF WEEKLY CLASS HOURS (please indicate the number of hours per week spent in a lab, hours spent on site doing fieldwork, hours of supervision and hours in classroom-- if applicable):**
   3

6. **NUMBER OF CREDITS:**
   3

7. **COURSE PREREQUISITES AND COREQUISITES**
   A. **PREREQUISITES:** TAH 1
   B. **COREQUISITES:** N/A
   C. **PRE OR COREQ:** N/A

8. **BRIEF RATIONALE TO JUSTIFY PROPOSED COURSE TO INCLUDE:**
   A. **ENROLLMENT SUMMARY, IF PREVIOUSLY OFFERED AS AN 82: N/A**
   B. **PROJECTED ENROLLMENT: 20-25 PER SEMESTER**
   C. **CLASS LIMITS:** 25
   D. **FREQUENCY COURSE IS LIKELY TO BE OFFERED: FALL AND SPRING SEMESTERS**
   E. **ROLE OF COURSE IN DEPARTMENT’S CURRICULUM AND COLLEGE’S MISSION:** This course is required for the A.A.S. Degree in the hotel management concentration.

9. **LIST OF COURSES, IF ANY, TO BE WITHDRAWN WHEN COURSE(S) IS (ARE) ADOPTED:**
10. If course is an internship or independent study or the like, provide an explanation as to how the students will earn the credits awarded. The credits awarded should be consistent with students' efforts required in a traditional classroom setting:
N/A

11. Proposed Text Book(s) and/or other required instructional material(s):
ISBN: 9780133097085

12. Required Course for Majors and/or Area of Concentration? (If course is required, please submit a separate transmittal with a degree requirement sheet noting the proposed revisions, including where course fits into degree requirements, and what course(s) will be removed as a requirement for the degree. NYSED guidelines of 45 crs. of Liberal Arts coursework for an A.A. degree, 30 crs. for an A.S. degree and 20 crs. of Liberal Arts for an A.A.S. degree must be adhered to for all 60 cr. programs).

Required for students in the Hotel Management Concentration:

13. If Open Only to Selected Students (specify):
Opened to any student who has passed TAH 1

14. Explain what students will know and be able to do upon completion of course:
- Have an understanding of housekeeping management theories
- Be familiar with housekeeping jargon and terminologies
- Create and prepare housekeeping management documents
- Be aware of how housekeeping managers recruit, train, develop, motivate, compensate, and relate to housekeeping personnel
- Have an understanding of strategic planning in housekeeping management
- Understand the importance of performance in a team environment
- Have an understanding of union involvement in housekeeping operations

15. Methods of Teaching —e.g., lectures, laboratories, and other assignments for students, including any of the following: demonstrations, group work, website or e-mail interactions and/or assignments, practice in application of skills:
   a. Lectures
   b. Discussions
   c. Demonstrations
   d. Group-work/Application of Skills
   e. Internet/Library/Database Research
   f. Assignments/Written

16. Assignments to Students:
Term paper on the creation of a strategic housekeeping management plan
Creation of various housekeeping reports such as: area inventory lists, discrepancies, housekeeping status, frequency schedules, performance standards, productivity standards, inventory levels, job tasks and descriptions

Written reports on housekeeping management functions of: planning, coordinating, staffing, directing, controlling, evaluating, and motivating

Research-based term paper about housekeeping management

Group project and oral presentation

17. DESCRIBE METHOD OF EVALUATING LEARNING SPECIFIED IN #15:

Assignments/Written: 25%
Mid-Term: 25%
Final: 25%
Term Paper: 25%

18. TOPICAL COURSE OUTLINE (WHICH SHOULD BE AS SPECIFIC AS POSSIBLE REGARDING TOPICS COVERED, LEARNING ACTIVITIES AND ASSIGNMENTS):

Week 1  Introduction and history of housekeeping management
Week 2  Hotel types and housekeeping management department structures basic, importance of the interaction between the housekeeping department and other departments within a hotel, housekeeping duties, occupancy reports, housekeeping status reports, discrepancy reports, room status definitions

Week 3  Other responsibilities aside from cleaning rooms, planning activities, area inventory lists, frequency schedules, performance and productivity standards, inventory levels, job task descriptions, management processes, supervisor dilemma

Week 4  Recruiting housekeeping employees, skills training, staffing schedules, motivating housekeeping employees, union issues

Week 5  Inventory par levels, linens, physical inventory counts, inventory controls, uniforms, guest loan items, machines and equipment, cleaning supplies, guest supplies, housekeeping carts

Week 6  Midterm Exam
Budgets, expenses, controlling expenses, contract vs. in-house

Week 7  Safety procedures and policies, job safety analysis, safety training, chemicals, OSHA requirements, the role of housekeeping in security, key control, fires, lost and found, union issues

Week 8  On premises laundry: fabrics, sorting linens, flow of laundry, common issues, laundry machines and equipment: washers, dryers, pressers, steamers, folding machines, valet services

Week 9  Guestroom cleaning, assembling supplies cart, room status report, guestroom tasks, inspection reports, deep cleaning procedures, special services, turndown
Week 10  Public areas: entrances, lobbies, front desk, corridors, vending areas, elevators, public restrooms, pools, exercise areas, dining rooms, administration offices, employee areas

Week 11  Flammable products, wall coverings, wall fabrics, ceiling and wall cleaning, window coverings, furniture in public areas and guestrooms

Week 12  Beds: spring mattresses, frames, selection, linens: types, sizes, replacement, selection, materials, uniforms: needs and selection, carpets and floors, cleaning methods, special treatments

19. Selected Bibliography and Source Materials:

American Hotel and Lodging Association, Housekeeping Operations Certification Exam

Please contact your Department Chairperson or Associate Dean Stanley Bazile at the Office of Academic Affairs x5328, if you require any assistance completing a course proposal according to this format. Copies of this format are available electronically.

DOF:/curriculum/new course proposal format SPR13