

KINGSBOROUGH COMMUNITY COLLEGE
The City University of New York

CURRICULUM DATA TRANSMITTAL SHEET

DEPARTMENT Tourism + Hospitality DATE _____

Title of Course or Degree: TAM 55 - House Keeping Management

Change(s) Initiated: (Please check)

- | | |
|---|--|
| <input type="checkbox"/> Closing of Degree | <input checked="" type="checkbox"/> Change in Degree or Certificate Requirements |
| <input type="checkbox"/> Closing of Certificate | <input type="checkbox"/> Change in Degree Requirements (adding concentration) |
| <input type="checkbox"/> New Certificate Proposal | <input type="checkbox"/> Change in Pre/Co-Requisite |
| <input type="checkbox"/> New Degree Proposal | <input type="checkbox"/> Change in Course Designation |
| * <input checked="" type="checkbox"/> New Course | <input type="checkbox"/> Change in Course Description |
| <input type="checkbox"/> New 82 Course | <input type="checkbox"/> Change in Course Titles, Numbers, Credits &/or Hours |
| <input type="checkbox"/> Deletion of Course | <input type="checkbox"/> Change in Academic Policy |
| <input type="checkbox"/> 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: A. Berger

Signature, Department Chairperson: A. Berger

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: _____

**KINGSBOROUGH COMMUNITY COLLEGE
THE CITY UNIVERSITY OF NEW YORK**

FORMAT FOR PRESENTATION OF CURRICULUM PROPOSALS

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 SUMMARIES, 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:

N/A

- 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):**
Nitschke, A, Frye, W.D. (2008) *Managing Housekeeping Operations*, 3rd Ed., Educational Institute of the American Hotel and Lodging Association, Lansing, MI
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**
- Hand 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 --eg., 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:

Nitschke, A, Frye, W. (2008). Managing Housekeeping Operations, 3rd ed., Lansing, MI, American Hotel and Lodging Association,

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.