NORTHERN VIRGINIA COMMUNITY COLLEGE  
Annandale Campus  

Spring Semester 2007  
HRI 165  
Hotel Housekeeping and Engineering Management  

COURSE SYLLABUS  

Section: 001N, Wed., 06:30-10:20 p.m., CM 114  
Instructor: Howard E. Reichbart  
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703.323.3509 (Fax)  
Office: CM 122E  
Office Hours: on page 2 & office door  
E-mail: hreichbart@nvcc.edu  

(Available in the Annandale Campus bookstore)  

<table>
<thead>
<tr>
<th>WEEK/DATES</th>
<th>TOPIC</th>
<th>ASSIGNMENT/EXAM</th>
</tr>
</thead>
</table>
| 1 /Jan. 17 | Course Orientation  
The Executive Housekeeper as Department Manager | Chapter 2 |
| 2 /Jan. 24 | Structural Planning of the Housekeeping Department | Chapter 3 |
| 3 /Jan. 31 | Housekeeping Staffing Patterns | Chapter 4 |
| 4 /Feb. 7 | Management of Inventory and Equipment  
Characteristics of Housekeeping Equipment and Supplies | Chapter 5  
Chapter 6 |
| 5 /Feb. 14 | Linen Management | Chapter 7  
Exam #1  
Chapters 2-6 |
| 6 /Feb. 21 | Laundry Room Management | Chapter 8 |
| 7 /Feb. 28 | The Cleaning Function | Chapter 9 |
| 8 /Mar. 7 | Personnel Administration | Chapter 10 |
| March 12-18, 2007, Spring Break, no class meetings. |
| 9 /Mar. 21 | Controlling Operations  
Risk and Environmental Management | Chapter 11  
Chapter 12 |
| 10 /Mar. 28 | Organization and Staffing of Engineering | Handouts  
Exam #2  
Chapters 7-12 |

Page 2, HRI 165 Syllabus
<table>
<thead>
<tr>
<th>WEEK/DATES</th>
<th>TOPIC</th>
<th>ASSIGNMENT/EXAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/Apr. 4</td>
<td>Preventive Maintenance</td>
<td>Handouts</td>
</tr>
<tr>
<td></td>
<td>Plumbing Terminology and Systems</td>
<td>Handouts</td>
</tr>
<tr>
<td>12/Apr. 11</td>
<td>Electrical Terminology and Systems</td>
<td>Handouts</td>
</tr>
<tr>
<td>13/Apr. 18</td>
<td>HVAC Systems</td>
<td>Handouts</td>
</tr>
<tr>
<td>14/Apr. 25</td>
<td>Energy Conservation</td>
<td>Handouts</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Exam #3 Handouts &amp; Lectures</td>
</tr>
</tbody>
</table>

**FINAL EXAM/Exam #3:** see the last page of syllabus for the Annandale Campus Final Exam Schedule

**CLASS PROCEDURES**

- No eating, drinking or smoking in the classroom.
- Make-up exams will be permitted, but must be taken in the Testing Center (CG 404) within one week of the scheduled exam.
- Grades will be posted on the bulletin board located by CM 122 by the last 4 digits of your EMPL ID. If you do not want your grade posted, please inform the instructor.
- Class time will not be devoted to the review of exams. Make arrangements with the instructor to review your exam.
- There will be no extra-credit or make-up projects in this class. Should you choose not to complete an assignment, a grade of zero (0) will be calculated into your final grade.
- A 10% penalty may be applied to exams and assignments not completed by the due date.
- Participation is based on class attendance. Since what occurs in the classroom will enhance your knowledge and understanding of the course content, this portion of your grade will provide recognition and points toward the final grade for those who attend consistently.
- To insure a professional learning environment, turn off your cell phones and pagers, arrive on time, and remain seated during the class.

**OFFICE HOURS**

**Walk-in:** Monday, 11 A-12 P & 6-7 P; Wednesday, 11 A-12 P & 5:30-6:30 P; and Thursday, 12:30-1:30 P.

**By appointment:** Monday, 12-2 P; Wednesday, 12-2 P; & Thursday, 1:30-2:30 P.
ABSTRACT ASSIGNMENT

Find five (5) articles directly relating to the topics covered in this course. Appropriate articles may be located in publications such as: Lodging Hospitality, Hotel & Motel Management, Executive Housekeeping Today, The Cornell Quarterly, Lodging News, CM Cleaning Management, etc. Many of these publications are available in the NVCC library, or from your employer.

Note: You may also find the following web sites helpful as a source of housekeeping and engineering articles:

http://www.campusfacilitymaintenance.com
http://www.cmmonline.com or http://cleanfax.com (these are from the same publisher)
http://www.hotelmotel.com

No more than one (1) article should be selected from the same issue of a publication and at least one (1) article of the five should be on an engineering-related topic. This assignment is due by March 7, 2007, just prior to Spring Break.

Please staple the completed assignment in the upper left-hand corner, no covers or binders please. The abstracts should be neatly prepared using spell-check and grammar-check, one abstract per 8 1/2" x 11" sheet of paper, and be presented in the following format (the required sections for each abstract are in bold.

Your name
HRI 165-001N

Bibliographical Reference: be accurate, acceptable style, complete enough to locate the article from the information provided. e.g.


Significant Points: be concise, record important points so that they are complete without going back to the article.

Student Reaction to the Article: evaluate article as to usefulness and content, how may the ideas learned apply to your present or future situation. Your may be positive or negative about the article, but you must support your position.
1. COURSE INFORMATION

HRI 165 HOTEL HOUSEKEEPING AND ENGINEERING MANAGEMENT (4 credits)
Studies housekeeping and engineering departments of a hotel. Emphasizes organization, staffing, scheduling, staff development, cleaning materials and procedures, preventative maintenance, refurbishing, design, safety, and computer applications. Lecture 4 hours per week.

2. GENERAL COURSE PURPOSE

The general goal is to prepare the student to assume a managerial role in the housekeeping or engineering departments of a hospitality, health related, or commercial/industrial operation. To accomplish this, the student must be able to demonstrate his/her understanding of professional housekeeping and engineering management.

3. ENTRY LEVEL COMPETENCIES

None.

4. COURSE OBJECTIVES/EDUCATIONAL OUTCOMES

a. To discuss the importance of the housekeeping department as an integral part of a hospitality operation.
b. To inventory the personality traits and educational requirements for housekeepers.
c. To define the functions of the different positions within the housekeeping department.
d. To explain the procedures for guestroom and bath cleaning.
e. To identify solutions to problems in cleaning the public areas.
f. To identify several techniques and considerations in the cleaning of bathrooms and rest rooms.
g. To know the importance of use-oriented planning in the selection of hard floors, coverings, and care.
h. To describe the 12 basic considerations in carpet selection.
i. To discuss preventative and restorative approaches to carpet care.
j. To examine the criteria in the selection of linens, textiles, bedding and beds.
k. To identify functional quality, durability and ease of maintenance of wall coverings.
l. To illustrate the proper care and treatment of windows.
m. To select the appropriate equipment, tools, containers, supplies, and chemicals for cleaning tasks.
n. To inventory considerations in the selection, distribution, and control of uniforms.
o. To know the importance of the linen room.
p. To recognize the importance of the sewing room and storage areas.
q. To describe the importance of housekeeping relationships with guests and other departments.
r. To know typical records and forms used for personnel, purchasing, and control within housekeeping.
s. To describe the organization and functions of the engineering department.
t. To summarize the primary characteristics of preventative maintenance.
u. To identify basic plumbing terminology.
v. To trace a plumbing system from the water supply to the sewage system.
w. To identify common electrical terms.
x. To describe basics of electrical systems.
y. To characterize various types of HVAC systems.
z. To identify methods to conserve and manage energy use.
The Learning Environment

The Annandale Campus Community is committed to providing a learning environment that encourages the free exchange of ideas and information. To accomplish this goal, the members of the Annandale Campus Council have established the following expectations for the campus community:

1. That all backgrounds and cultures be respected.

2. That a free and civil exchange of ideas takes place, so everyone in a class feels welcome to participate.

3. That all members of the class arrive on time, leave the class only on breaks or in case of emergency, and leave classrooms and all college property in good condition.

4. That distractions be kept to a minimum. Cell phones and other electronic devices are turned off in class, labs, and the library. Students remain seated throughout the class and refrain from talking with classmates while another class member or the instructor has the floor.

5. That each student submits his or her own work.

6. That consideration is given to classes in adjoining areas.

Classroom Climate

NVCC is a place for learning and growing. You should feel safe and comfortable anywhere on this campus. In order to meet this objective, you should: a) let your instructor, his/her supervisor, the Dean of Students or Provost know if any unsafe, unwelcome or uncomfortable situation arises that interferes with the learning process; b) inform the instructor within the first two weeks of classes if you have special needs or a disability that may affect your performance in this course."

Mission Statement

The mission of the Business and Public Services Division at the Annandale Campus is to enhance and support the mission and purpose of the VCCS and NVCC. The divisions to accomplish this through the delivery of high quality, comprehensive associate degree programs, certificates, and courses in a broad array of business and public services disciplines. Students will benefit from excellence in teaching and advising to assist them in achieving their personal, academic and professional goals.

Fire/Emergency Evacuation Procedures

The CM building’s emergency evacuation plan is posted on the wall near the door to the room and lighted signs in the hallways indicate emergency exits. Please familiarize yourself with both of these.
NVCC CATALOG 2006-2007: Academic Dishonesty

When College officials award credit, degrees, and certificates, they must assume the absolute integrity of the work you have done; therefore, it is important that you maintain the highest standard of honor in your scholastic work.

Academic dishonesty is not condoned. When such misconduct has occurred, it subjects a student to possible disciplinary actions ranging from admonition to dismissal, along with any grade penalty the instructor might, in appropriate cases, impose. Procedural safeguards of due process and appeal are available to students in disciplinary matters.

Academic dishonesty, as a general rule, involves one of the following acts:

1. Cheating on an examination or quiz, including the giving, receiving, or soliciting of information and the unauthorized use of notes or other materials during the examination or quiz.
2. Buying, selling, stealing, or soliciting any material purported to be the unreleased contents of a forthcoming examination, or the use of such material.
3. Substituting for another person during an examination or allowing such substitution for one's self.
4. Plagiarizing. This is the act of appropriating passages from the work of another individual, either word for word or in substance, and representing them as one's own work. This includes any submission of written work other than one's own.
5. Colluding with another person in the preparation or editing of assignments submitted for credit, unless such collaboration has been approved in advance by the instructor.
6. Knowingly furnishing false information to the College; forgery and alteration or use of College documents or instruments of identification with the intent to defraud.

NVCC CATALOG 2006-2007: Attendance/Student Participation

Education is a cooperative endeavor between the student and the instructor. Instructors plan a variety of learning activities to help their students master the course content. Your contribution is to participate in these activities within the framework established in the class syllabus. Faculty will identify specific class attendance policies and other requirements of the class in the class syllabus that is distributed at the beginning of each term. Successful learning requires good communication between students and instructors; therefore, in most cases, regular classroom attendance, or regular participation in the case of a non-traditional course format, is essential.

It is your responsibility to inform your instructor prior to an absence from class, if this is requested by the instructor in the class syllabus. You are responsible for making up all course work missed during an absence. In the event of unexplained absences, especially if you miss the first three weeks of class, your instructor will withdraw you administratively from the course.
### Monitor Your Own Performance

<table>
<thead>
<tr>
<th>Grading Component</th>
<th>% Weight</th>
<th>Maximum Points</th>
<th>Your Points</th>
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<tbody>
<tr>
<td>Exam # 1</td>
<td>25%</td>
<td>25 points</td>
<td>____________</td>
</tr>
<tr>
<td>Exam # 2</td>
<td>25</td>
<td>25</td>
<td>____________</td>
</tr>
<tr>
<td>Abstracts</td>
<td>15</td>
<td>15</td>
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<tr>
<td>Participation</td>
<td>10</td>
<td>10</td>
<td>____________</td>
</tr>
<tr>
<td>Exam # 3</td>
<td>25%</td>
<td>25 points</td>
<td>____________</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100 points</td>
<td>____________</td>
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</table>

To determine your grade equivalent during the semester, divide the points you have earned by the maximum points for the completed grading components and you will get a decimal equivalent which can be compared to the grading scale.

If you earn between the following points, you will receive a/an ____________ for the course.

<table>
<thead>
<tr>
<th>Points Range</th>
<th>Grade</th>
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<tbody>
<tr>
<td>100 and 90 points</td>
<td>“A”</td>
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<tr>
<td>89 and 80 points</td>
<td>“B”</td>
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<tr>
<td>79 and 70 points</td>
<td>“C”</td>
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<tr>
<td>69 and 60 points</td>
<td>“D”</td>
</tr>
<tr>
<td>59 and 0 points</td>
<td>“F”</td>
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### ANNANDALE CAMPUS
### FINAL EXAM SCHEDULE SPRING SEMESTER 2007

**IF CLASS IS ON:**

<table>
<thead>
<tr>
<th>MW starting</th>
<th>DATE</th>
<th>TIME</th>
<th>DAY</th>
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<tbody>
<tr>
<td>8:00 or 8:30</td>
<td>May 9</td>
<td>8:00 – 9:50</td>
<td>Wednesday</td>
</tr>
<tr>
<td>9:00 or 9:30</td>
<td>May 14</td>
<td>8:00 – 9:50</td>
<td>Monday</td>
</tr>
<tr>
<td>10:00 or 10:30</td>
<td>May 9</td>
<td>10:00 – 11:50</td>
<td>Wednesday</td>
</tr>
<tr>
<td><em>HRI 101-001N</em></td>
<td>May 14</td>
<td>10:00 – 11:50</td>
<td>Monday</td>
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<tr>
<td>11:00 or 11:30</td>
<td>May 9</td>
<td>12:00 – 1:50</td>
<td>Wednesday</td>
</tr>
<tr>
<td>12:00 or 12:30</td>
<td>May 14</td>
<td>12:00 – 1:50</td>
<td>Monday</td>
</tr>
<tr>
<td>1:00 or 1:30</td>
<td>May 9</td>
<td>2:00 – 3:50</td>
<td>Wednesday</td>
</tr>
<tr>
<td>2:00 or 2:30</td>
<td>May 14</td>
<td>2:00 – 3:50</td>
<td>Monday</td>
</tr>
<tr>
<td>3:00 or 3:30</td>
<td>May 9</td>
<td>4:00 – 5:50</td>
<td>Wednesday</td>
</tr>
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</table>

**TR starting**

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<th>DAY</th>
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<tbody>
<tr>
<td>May 8</td>
<td>8:00 – 9:50</td>
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<tr>
<td>May 10</td>
<td>8:00 – 9:50</td>
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<td>May 8</td>
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<td>May 10</td>
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<tr>
<td>May 10</td>
<td>2:00 – 3:50</td>
<td>Thursday</td>
</tr>
<tr>
<td>May 8</td>
<td>4:00 – 5:50</td>
<td>Tuesday</td>
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</table>

- **FINAL EXAMINATIONS FOR EVENING AND WEEKEND CLASSES**

  - HRI 102-003N  Monday  May 7  7:00 – 8:50 p.m.
  - HRI 165-001N  Wednesday  May 9  7:00 – 8:50 p.m.