

**NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY  
HRI 160 – EXECUTIVE HOUSEKEEPING (3 CR.)**

**Course Description**

Studies the housekeeping department with emphasis on organization, staffing and scheduling, staff development, work methods improvements, equipment, cleaning materials and cleaning procedures; maintenance and refurbishing; room design and safety engineering. Lecture 3 hours per week.

**General Course Purpose**

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

**Course Prerequisites/Corequisites**

HRI 101 preferred.

**Course Objectives**

Upon completing the course, the student will be able to:

- Explain the responsibilities of the Executive Housekeeper and the various duties of this position.
- Discuss the proper procedure for cleaning a guestroom and demonstrate a working knowledge of this procedure.
- Identify the correct cleaning supplies used in cleaning and sanitizing hotel guestrooms.
- Explain the responsibilities of the room inspector and demonstrate a working knowledge of this procedure
- Identify the cleaning needs in a hotel's public area.
- Understand the function and operations of the hotel laundry.
- Write and describe the components of a housekeeper and houseman job description.
- Understand the relationship housekeeping has with other operating departments.
- Analyze and evaluate the efficiency of a housekeeping department.
- Explain human resource issues in the housekeeping department.
- Explain safety and security needs of hospitality operations in relation to the federal governments OSHA Hazard Communication Standard.
- Develop selection criteria for ceiling surfaces, wall covering, furniture, and fixtures.
- Distinguish the basics of carpet and floor construction, the types of equipment used in carpet, floor care, typical carpet and floor cleaning methods.

**Major Topics to be Included**

- Management and supervision of the housekeeping department
- Equipment use and selection
- The inspection process
- Writing job description and specification
- The hotel laundry
- Housekeeping costs & controls