

NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
HRI 165 - HOTEL HOUSEKEEPING AND ENGINEERING MANAGEMENT (4 CR.)

Course Description

Studies housekeeping and engineering departments of a hotel. Emphasizes organization, staffing, scheduling, staff development, cleaning materials and procedures, preventive maintenance, refurbishing, design, safety, and computer applications. Lecture 4 hours per week.

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.

Course Prerequisites/Co-requisites

None

Course Objective

Upon completion of this course, the student should be able to:

- To discuss the importance of the housekeeping department as an integral part of a hospitality operation
- To inventory the personality traits and educational requirements for housekeepers
- To define the functions of the different positions within the housekeeping department
- To explain the procedures for guest room and bath cleaning
- To identify solutions to problems in cleaning the public areas
- To identify several techniques and considerations in the cleaning of bathrooms and rest rooms
- To know the importance of use-oriented planning in the selection of hard floors, their covering, and care
- To describe the 12 basic considerations in carpet selection
- To discuss preventive and restorative approaches to carpet care
- To examine the criteria in the selection of linens, textile, bedding and beds
- To identify functional quality, durability and ease of maintenance of wall coverings.
- To illustrate the proper care and treatment of windows
- To select the appropriate equipment, tools and containers, supplies, and chemicals for housekeeping tasks
- To inventory considerations in the selection, distribution, and control of uniforms.
- To know the importance of the linen room
- To recognize the importance of sewing room and storage areas
- To describe the importance of housekeeping relationships with guests and other departments
- To know typical records and forms used for personnel, purchasing, and control within the housekeeping
- To describe the organization and functions of the engineering department
- To summarize the primary characteristics of preventive maintenance
- To identify basic plumbing terminology
- To trace a plumbing system from the water supply to the sewage system
- To identify common electrical terms
- To describe basics of electrical systems
- To characterize various types of HVAC systems

- To identify methods to conserve and manage energy usage

Major Topics to be Included

- Course Orientation. The Importance of Housekeeping.
- Areas of Housekeeping Responsibility. What It Takes to be a Housekeeper.
- Who Does What in Housekeeping? Cleaning the Guest Room and Bath
- Cleaning the Public Areas. Hard Floors: Kinds, Covers, Care.
- Carpet Selection.
- Carpet Care.
- Linens, Textiles, Bedding and Beds.
- Walls--Their Covering and Care. Windows--Their Care and Treatment
- Interior Design.
- Bathrooms and Rest Rooms.
- Equipment and Supplies.
- Record Keeping--Personnel, Purchasing and Control.
- Organization of the Engineering Department. Preventive Maintenance.
- Plumbing Systems
- Heating, Ventilation, and Air Conditioning Systems
- Energy Management
- Describe the basic elements of human comfort