NOTE: This course is not designed for transfer credit.

Catalog Course Description:

This course covers management of the functional areas of lodging establishments including housekeeping and back office.

Entry Level Standards:

Students must be able to read, write, speak and reason at the college level.

Prerequisite:

HSP 2200

Textbook(s) and Other Reference Materials Basic to the Course:


I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Housekeeping Profession and the Principles of Management. Introduction to Conceptual planning</td>
</tr>
<tr>
<td>2</td>
<td>Materials Planning: supplies and equipment; Materials Planning: care of specific areas</td>
</tr>
<tr>
<td>3</td>
<td>Materials Planning: chemical applications and OSHA; Materials Planning: bedding linens and uniforms</td>
</tr>
<tr>
<td>4</td>
<td>Staffing for Housekeeping; Operational Planning</td>
</tr>
<tr>
<td>5</td>
<td>Hotel Housekeeping: Routines; Hotel Housekeeping: Subroutines</td>
</tr>
<tr>
<td>6</td>
<td>Environmental Services: Nursing Homes, Hospitals; Safeguarding Assets</td>
</tr>
<tr>
<td>7</td>
<td>Hospitality, Lodging and the Business Office; Hotel Back Office Basics</td>
</tr>
<tr>
<td>8</td>
<td>Organizing the Back Office</td>
</tr>
</tbody>
</table>
II. Course Objectives*:

A. Demonstrate an understanding of the housekeeping profession and its relationship with hospitality management. I, IV, V, VII, VIII

B. Understand the concepts of materials management concerning the housekeeping function. I, II, III, VI

C. Exhibit knowledge of the human resource function as it relates to lodging management. I, II, III, V, VIII

D. Demonstrate managerial knowledge of the housekeeping duties and contributions to lodging management. I, II, III, VI, VII, VIII

E. Demonstrate knowledge of the principles of back office management. II, III, IV, VIII

F. Demonstrate the ability to conduct financial reporting for a lodging property. I, II, V, VII, VIII

*Roman numerals after course objectives reference goals of the Hospitality program.

III. Instructional Processes*:

Students will:

1. Refine interpersonal skills and expand practical personnel directing by participation in role-playing exercises. Communication Outcome, Personal Development Outcome, Active Learning Strategy

2. Strengthen analytical and technological skills by using computer simulations to learn the posting procedures for a lodging property. Technological Literacy Outcome, Numerical Literacy Outcome

3. Investigate the recruiting and selection process for attaining employees for the housekeeping and back office positions in a lodging property. Cultural Diversity and Social Adaptation Outcome, Transitional Strategy

4. Refine reading skills and expand vocabularies through completion of weekly reading exercises. Communication Outcome

5. Develop the ability to reason throughout the managerial decision making process via the use of simulated examples which require written decisions and action plans. Active Learning Strategy,
*Communication Outcome, Personal Development Outcome*

Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

**IV. Expectations for Student Performance***:

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

1. Define the integral parts of the housekeeping profession and its management. A, B, C, D
2. Understand the importance of conceptual planning in the lodging industry. A, B, E, F
3. Explain the proper means for caring for specific areas of the lodging property. A, B, D
4. Demonstrate an ability to plan for supplies, linens and equipment needs for lodging properties. A, B, E, F
5. Define and explain a plan to recruit for back office and housekeeping personnel. A, B, C, E
6. Identify the routines and subroutines of the housekeeping department. A, B
7. Explain the various types of environmental services inherent to institutional lodging properties. A, B, D
8. Demonstrate knowledge of safeguarding company assets for the lodging property. B, D, E, F
9. Explain the role of the lodging property’s back office operation. D, E, F
10. Demonstrate how a back office operation is organized. E
11. Discuss the lodging property’s rooms operation and functions. A, E
12. Illustrate an understanding of the principles of lodging accounting. A, B, E, F
13. Determine alternative financial plans for a lodging property. E, F
14. Demonstrate the ability to perform lodging accounting in computer applications. E, F

*Letters after performance expectations reference the course objectives listed above.

**V. Evaluation**:

A. Testing Procedures:

   Students are evaluated primarily on the basis of tests. A minimum of three exams must be given.

B. Laboratory Expectations: None

C. Field Work: None

D. Other Evaluation Methods:

   Class participation, group work and homework will also comprise the final grade for the course. Each instructor must provide full details the first week of class via a syllabus supplement.
E. Grading Scale:

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
</tr>
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<tbody>
<tr>
<td>92 - 100</td>
<td>A</td>
</tr>
<tr>
<td>89 - 91</td>
<td>B+</td>
</tr>
<tr>
<td>82 - 88</td>
<td>B</td>
</tr>
<tr>
<td>79 - 81</td>
<td>C+</td>
</tr>
<tr>
<td>72 - 78</td>
<td>C</td>
</tr>
<tr>
<td>65 - 71</td>
<td>D</td>
</tr>
<tr>
<td>Below 65</td>
<td>F</td>
</tr>
</tbody>
</table>

VI. Policies:

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75% of their scheduled class and laboratory meetings in order to receive credit for the course.