

**Virginia Western Community College**  
**HRI 160**  
**Executive Housekeeping**

**Prerequisites**

n/a

**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.

**Semester Credits: 3 Lecture Hours****Required Materials****Textbook:**

**Hotel Housekeeping: Operations and management 3rd edition, by G. Raghubalan and Smritee Raghubalan  
Oxford University Press ISBN#: 978-0-19-945174-6**

**Other Required Materials:**

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**Course Outcomes**

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

1. Understand the housekeeping department and all of its components
2. Understand Housekeeping day-to-day operations
3. Understand the cleaning of guests' rooms, its importance and the proper procedures.
4. Understand the different rooms and common areas found in a hotel.
5. Understand the laundry operation
6. Understand budgeting in housekeeping department
7. Understand pest control management
8. Understand facilities planning and management
9. Understand changing trends in housekeeping

## **Topical Description**

**Chapter 1:** The Hotel Industry

**Chapter 2:** The Housekeeping Department

**Chapter 3:** Managing housekeeping personnel

**Chapter 4:** Contracts and outsourcing

**Chapter 5:** Planning Housekeeping operations

**Chapter 6:** Daily Routines and Systems

**Chapter 7:** Housekeeping inventories

**Chapter 8:** Composition, care and cleaning of different surfaces

**Chapter 9:** Hotel Guestrooms

**Chapter 10:** Standard contents of a guestroom

**Chapter 11:** Cleaning guestrooms

**Chapter 12:** Cleaning public areas

**Chapter 13:** Supervision in housekeeping

**Chapter 14:** Housekeeping control desk

**Chapter 15:** Budgeting for Housekeeping expenses

**Chapter 16:** Textiles

**Chapter 17:** Linen and laundry operations

**Chapter 18:** Uniforms

**Chapter 19:** Sewing Room

**Chapter 20:** Safety and security

**Chapter 21:** Ergonomics in housekeeping

**Chapter 22:** Pest control and waste management

**Chapter 23:** Internal environment

**Chapter 24:** Interior Designing

**Chapter 25:** Interior Decoration

**Chapter 26:** Facilities planning and facilities management

**Chapter 27:** Hotel Renovation

**Chapter 28:** Flower arrangement

**Chapter 29:** Horticulture

**Chapter 30:** Ecotels

**Chapter 31:** New Property Operations

**Chapter 32:** Changing Trends in Housekeeping

## **Notes to Instructors**