

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

[ADA Statement](#) (PDF)

[Title IX Statement](#) (PDF)