

Module Title: Housekeeping Management

Module Code: B1182

Level: BAIHTM – 2nd Semester...Lesson Plan

S. No.	Units	Topics/Activities
1	The Executive Housekeeper and Scientific Management	<ul style="list-style-type: none">• Different Schools of Management Theory• Origins of Housekeeping• Responsibilities of Housekeeping Manager• Mackenzie's Management Process• Management Theory and the Executive Housekeeper• New Developments in Housekeeping Management• Normative Characteristics of Housekeeping Employees• Motivation and Productivity• Empowerment vs. Delegation• Leadership vs. Management
2	Conceptual Planning	<ul style="list-style-type: none">• Expectations from New Executive Housekeeper• Organizational Chart of Hotel and Housekeeping Department• Various Documents Needed for Housekeeping including Division of Work Document, Area Responsibility Plan, Table of Personnel Requirements, Job Descriptions, and Staffing Guide• House Breakout Plan with Details of House Division and Room Sections• Housekeeping Team Comprising of Regular Teams, and Relief Teams

3	Planning to Schedule Workers: a Major Advantage of Housekeeper Team Staffing	<ul style="list-style-type: none"> • Team Staffing in Housekeeping and its Advantages • Difference between Team Scheduling and Team Cleaning • Standing Rotational Scheduling and Tight Scheduling and their Formation
4	Material Planning: Administration of Equipment and Supplies	<ul style="list-style-type: none"> • Capital Expenditure Budget, Operating Budgets, and Preopening Budgets of Housekeeping Department • Guestroom Furniture and Fixtures • Different Parts and Types of Beds and Mattress • Care and Maintenance of Beds and Mattress • Different Furniture Used in Hotel • Lighting, Fixtures, Guestroom Safe, in Room Refreshment Centres, and Audio-Visual Equipment
5	Material Planning: Floors, Walls, and Windows	<ul style="list-style-type: none"> • Responsibilities of Housekeeping in Regard to Health Considerations While Choosing Types of Floor • Floor Care Method (FPRM Model) • Non Resilient Floor Types and their Caring Methods • Types of Resilient Surfaces and their Caring Methods • Carpet Components • Selection Criteria for Carpet and its Maintenance • Interim Cleaning and Restorative Cleaning Methods • Different Types of Wall and Ceiling Coverings and their Maintenance • Window Cleaning Method and its Treatment
6	Supplies and Equipment	<ul style="list-style-type: none"> • Selection Considerations for Housekeeping Chemicals

		<ul style="list-style-type: none"> • Role of Green Seal Organization • Various Antimicrobial Products • All-Purpose Cleaners' Merits and Demerits • Various Single Purpose Cleaners with Their Uses • Different Types of Floor Care Products • Chemical Packaging Types with their Merits and Demerits • OSHAs Hazard Communication Standard • Different Types of Cleaning Supplies and Equipment such as Mops, Wringers, Pads, Bonnets, Housekeeping Cart, Vacuum Cleaner and so on • Burnishes, Wet Extraction Systems, Dry Powder Systems, Trash Handling Equipment • Different Guest Supplies (Guest Expendables, Loan Items and Essentials) • Different Guest Supplies (Guest Expendables, Loan Items and Essentials)
7	Bedding, Linens, and Uniforms	<ul style="list-style-type: none"> • Advantages and Disadvantages of Different Types of Material along with the Required Size and their Par Level Used for Sheets, Blankets, Bedspreads, and Comforters • Different Fillings of Pillow • Uses of Mattress Covers and their Types • Fabric Materials and Construction with Par Level and Size of Table Linens as well as Bath Lines • Considerations for Choosing Uniforms for the Employee

8	Staffing for Housekeeping Operations	<ul style="list-style-type: none"> • Job Specifications and Employee Requisition • Selecting Housekeeping Employees, the Interview and Orientation • Different Types of Training and Development Methods • Evaluation and Performance Appraisal • Outsourcing of Housekeeping Employees
9	Operational Planning	<ul style="list-style-type: none"> • Procedures for Opening the House • Night Clerk's Report, Supervisors Daily Work Report, GRA's Daily Report • Preparing for Arrival of Employees • Detail Explanation of All Types of Report • Standard Operating Procedures (SOPs) for Housekeeping Department
10	The Hotel Housekeeping Daily Routine of Department Management	<ul style="list-style-type: none"> • A Typical Housekeeping Day • Activities Performed During Opening the House and Morning Activities • AM Room Check and Importance of AM Housekeeper's Report • Different Types of Discrepancies that can Occur in Room Status • Priority for Cleaning Rooms • Different Steps Involved During the Cleaning of the Guestroom and Bedroom • Cleaning Procedures for Suite Rooms which Includes Kitchen, Fireplace and Patio • Night Supervisors Report of Evening Activities • Computer, Technology and Modern Housekeeping

11	Hotel Housekeeping Subroutines	<ul style="list-style-type: none"> • Public Area Cleaning and Maintenance • Interrelationship between Engineering and Housekeeping and Maintenance Work • Inspection Programs of the Room and the Public Areas • Zone Inspection, Weekly Maintenance Inspection • Inventory Logbook • Statement Critiques and its Purpose • Purchasing Considerations for Cleaning, Linen and Guestroom Supplies • Timecard Control and Payroll • Explanation of Weekly Time Sheet • The Budget Cycle, Departmental Routine, and Other Long-Range Planning • Critique Notes on Room Department Budget
12	The Safeguarding of Housekeeping Assets	<ul style="list-style-type: none"> • Employee Theft and Contamination • The Section Housekeeper and Room Theft • 14-Point Program for Housekeeping Employee Theft Prevention • Fire Threat, Bomb Threat and Riots • The Guest's Absolute Right to Privacy and Dual Responsibility • Card Entry Systems • Possibilities that can Occur Inside Guestroom • Security vs. Safety • Training Housekeeping Employees to Cope with Safety and Security Issues

13	Laundry Operations	<ul style="list-style-type: none">• In-house Laundry vs Outsourcing• Executive Housekeeper's Role in Setting Up In-House Laundry Operations• Various Stages of Laundry Process• Equipments Used in Laundry
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