

**Module Title: Housekeeping Management**

**Module Code: B1182**

**Level: BAIHTM – 2<sup>nd</sup> Semester...Lesson Plan**

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

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

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

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

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

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