

Housekeeping & Maintenance Management

Course Title	Housekeeping & Maintenance Management				
Course Code	THOM – 106				
Course Type	This course serves as both Elective and Requirement, according to the program.				
	Hospitality Diploma/Bachelor		Requirement		
	All Programs		General Elective		
Level	Bachelor (1 st Cycle)				
Year / Semester	Year 1, B' Semester				
Teacher's Name	Dimitris Kouklos				
ECTS	6	Lectures / week	3	Laboratories / week	
Course Purpose and Objectives	This course is a comprehensive overview of the housekeeping and maintenance operation. The student will gain knowledge in the basic managerial functions of Housekeeping and Maintenance departments.				
Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. Understanding of the housekeeping maintenance departments. 2. Specify the basic managerial functions in relation to the hotel operation. 3. Investigate the key issues in housekeeping by analyzing the relationship of housekeeping with guests and other departments. 4. Comprehend the housekeeping and maintenance departments' responsibilities. 5. List and implement human resource skills in recruiting, selecting, hiring and orienting for the housekeeping department. 				
Prerequisites	THOM – 100 Introduction to Hospitality Management			Required	
Course Content	<p>The student is introduced to the housekeeping and maintenance functions as they relate to a successful hospitality operation, and will acquire the skills necessary to organize and supervise the housekeeping department for a range of hotel types, operation of the laundry function, and maintenance operations.</p> <ol style="list-style-type: none"> 1. House-keeping responsibility 2. Interior design of public areas and guest rooms 3. Selection and care of materials 				

	<ol style="list-style-type: none"> 4. Staffing 5. Cleaning guest room and bath 6. Cleaning public areas 7. Hard floors - carpeting - walls - linen 8. Housekeeping relationship with guests and other departments 9. Laundry operation 10. Maintenance operation: <ul style="list-style-type: none"> • Types • Systems • Areas, surfaces, equipment • Safety and fire prevention • Renovations 								
Teaching Methodology	The course is delivered through lectures, demonstrations, presentations and discussions.								
Mode of delivery	Face to face.								
Bibliography	Required								
	<ol style="list-style-type: none"> 1. Jones, T. (2007). <i>Professional Management of Housekeeping Operations</i>, (5th ed.). John Wiley & Sons. 								
	Recommended								
	<ol style="list-style-type: none"> 1. Raghubalan, G., & Raghu, R.,(2007), <i>Hotel Housekeeping: Operations and Management</i>, OUP India. 2. Roffman G. & Stipanuk D., <i>Hospitality Facilities Management and Design</i>, Educ. inst. of AH & LA. 3. Borsenik & Stutts A., <i>Maintenance Handbook for Hotels, Motels and Resorts</i>, Van Nostrand Reinhold. 								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">30 – 50 %</td> <td style="text-align: center;">Final Exam</td> </tr> <tr> <td style="text-align: center;">20 – 40 %</td> <td style="text-align: center;">Mid –Term / Tests / Quizzes</td> </tr> <tr> <td style="text-align: center;">10 – 30 %</td> <td style="text-align: center;">Assignments / Projects</td> </tr> <tr> <td style="text-align: center;">0 – 10 %</td> <td style="text-align: center;">Class Attendance & Participation</td> </tr> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
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Language	English								

