

Course Title	Housekeeping & Maintenance Management							
Course Code	THOM – 106							
Course Type	This course serves as both Elective and Requirement, according to the program.							
	<table border="1"> <tr> <td>Hospitality Diploma/Bachelor</td> <td>Requirement</td> </tr> <tr> <td>All Programs</td> <td>General Elective</td> </tr> </table>		Hospitality Diploma/Bachelor	Requirement	All Programs	General Elective		
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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	<p>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.</p> <p>Objectives</p> <ul style="list-style-type: none"> • Develop the professional related competencies in order to manage the challenges associated with the housekeeping department • Review key issues of housekeeping and maintenance management. • Understand the theoretical and practical knowledge that constitutes the work of housekeeping • Become familiar with complexities and demands of working in the industry through the scope of housekeeping 							
Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. Understand the housekeeping and maintenance departments and the typical responsibilities of the executive housekeeper 2. Examine the basic managerial functions in the department 3. Investigate the key issues in housekeeping and maintenance by analyzing the relationship of housekeeping with guests and other departments 4. Comprehend the housekeeping and maintenance departments' responsibilities. 5. Implement human resource skills in recruiting, selecting, hiring and orienting for the housekeeping department 							

	<ol style="list-style-type: none"> 6. Manage inventories of recycled and non-recycled items and control expenses in the housekeeping department 7. Understand the safety and security needs of hospitality operations 8. Understand the managerial skills necessary to efficiently operate an on-premises laundry operation
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. The role of executive housekeeper 3. Interior design of public areas and guest rooms 4. Selection and care of materials 5. Staffing 6. Cleaning guest room and bath 7. Cleaning public areas 8. Hard floors - carpeting - walls - linen 9. Housekeeping relationship with guests and other departments 10. Controlling expenses 11. Laundry operation 12. 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	<p>Required</p> <ol style="list-style-type: none"> 1. Raghubalan, G., Raghubalan, S. (2016, 3rd ed.). Hotel Housekeeping: Operations and Management. Oxford: Oxford University Press.

	Recommended								
	1. Raghubalan, G., & Raghu, R., (2007), <i>Hotel Housekeeping: Operations and Management</i> , OUP India.								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1"><tr><td>30 – 50 %</td><td>Final Exam</td></tr><tr><td>20 – 40 %</td><td>Mid –Term / Tests / Quizzes</td></tr><tr><td>10 – 30 %</td><td>Assignments / Projects</td></tr><tr><td>0 – 10 %</td><td>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								