

Course Title	Housekeeping & Maintenance Management								
Course Code	THOM–106								
Course Type	This course serves as both Elective and Requirement, according to the program. <table><tr><td>Hospitality Diploma</td><td>Requirement</td></tr><tr><td>All Programs</td><td>General Elective</td></tr></table>					Hospitality Diploma	Requirement	All Programs	General Elective
Hospitality Diploma	Requirement								
All Programs	General Elective								
Level	Diploma (Short Cycle)								
Year / Semester	Year 1, B' Semester								
Teacher's Name	Susan Enfling								
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">Understand the theoretical and practical knowledge that constitutes the work of housekeeping.Develop the professional related competencies in order to manage the challenges associated with the housekeeping department.Understand the key issues of housekeeping and maintenance management.								
Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ul style="list-style-type: none">Understand the housekeeping and maintenance departments and the typical responsibilities of the executive housekeeperExamine the managerial functions in the housekeeping departmentComprehend the housekeeping and maintenance departments' responsibilities, functions and operations.								
Prerequisites	THOM – 100 Introduction to Hospitality Management			Required					
Course Content	<ol style="list-style-type: none">House-keeping responsibilityThe role of executive housekeeperInterior design of public areas and guest roomsSelection and care of materialsStaffingCleaning guest room and bath								

	<ol style="list-style-type: none"> 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	Required								
	Ganguly, P. Housekeeping Management in Hotel and Service Industry, WILEY								
	Recommended								
	Helberg P. <i>Hotel Housekeeping: Operations and Management</i> , Murphy & Moore								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1"> <tbody> <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> </tbody> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
30 – 50 %	Final Exam								
20 – 40 %	Mid –Term / Tests / Quizzes								
10 – 30 %	Assignments / Projects								
0 – 10 %	Class Attendance & Participation								
Language	English								