

# Introduction to Housekeeping

## Introduction

This module provides an overview to students on range and functions within the facilities department which is also known as Housekeeping department of hotels. This module will focus on all the housekeeping element which includes the practical skills required to satisfy guest stay in the hotel.

This is a practically focused module, which will introduce students to all aspects of housekeeping including the practical skills required to make up a guest room, industry standards in cleaning guest rooms, cleaning materials and inventory. It will include:

- Organisational structure
- Linen and laundry department
- Procedures required to make up a hotel room
- Safety and security

Upon successful completion of this module, students must be able to:

- Describe the basic principles and procedures used in Housekeeping
- Demonstrate the regular processes of cleaning and maintenance necessary to ensure the facilities and accommodation meets the customer requirements
- Discuss the strategies for effective housekeeping quality control
- Explain how housekeeping department can manage and maintain the importance of safety and security of the hotel

## Contents

Week 1	Introduction to Housekeeping	<ul style="list-style-type: none"><li>• The range of accommodation and services available</li><li>• The scope of the facilities department within international hotels.</li></ul>
Week 2	Housekeeping Department's Organisational Structure	<ul style="list-style-type: none"><li>• Organisation Chart</li><li>• Roles within the department</li><li>• Inter departments</li><li>• Communication between the accommodation department and others in the hotel.</li></ul>
Week 3	Linen and Laundry	<ul style="list-style-type: none"><li>• Types of linen and ways to handle them</li><li>• Linen purchase and linen hire</li><li>• Processes for dirty linen</li><li>• On premise laundry</li></ul>

Week 4	Procedures in handling equipment, furniture, fixture and fabric	<ul style="list-style-type: none"> <li>• Equipment used in laundry and laundry department</li> <li>• Equipment used in guest room cleaning</li> <li>• Chemicals</li> <li>• Floorings, carpets and wall coverings</li> <li>• Bedding, bathroom fitments and accessories</li> </ul>
Week 5	Making up guest room and public area	<ul style="list-style-type: none"> <li>• The procedures involved in cleaning accommodation and public areas of a hotel.</li> <li>• Do's and don'ts in guest rooms</li> </ul>
Week 6	Housekeeping and maintenance	<ul style="list-style-type: none"> <li>• Relationship between housekeeping and maintenance</li> <li>• What is a work order?</li> </ul>
Week 7	Safety and Security	<ul style="list-style-type: none"> <li>• Accidents</li> <li>• How to prevent accidents?</li> <li>• FIRE</li> <li>• Signage and PPE</li> <li>• Security of guest room</li> <li>• Legal responsibilities and requirement</li> </ul>
Week 8	Practical on how to make a guest room	<ul style="list-style-type: none"> <li>• Students must be able to make up guest room from the scratch using the standard procedure.</li> </ul>
Week 9	Practical procedures on cleaning	<ul style="list-style-type: none"> <li>• Students must be able to demonstrate the proper sequence of cleaning procedure for :</li> <li>• public area</li> <li>• guest room toilet</li> <li>• guest room corridors</li> </ul>
Week 10	Revision	<ul style="list-style-type: none"> <li>• Revision – prepare students for their final exam</li> <li>• Mock test or Quiz, Q&amp;A et al</li> </ul>
Week 11	Revision	<ul style="list-style-type: none"> <li>• Revision – prepare students for their final exam</li> <li>• Mock test or Quiz, Q&amp;A et al</li> </ul>
Week 12	Exam	

### Recommended Text

- Hotel, Hostel and Hospital Housekeeping (5th Edition) Branson & Lennox, Published by Hodder and Stoughton
- Housekeeping Management by Matt. A Casado (Second Edition 2011)

**Assessment**

The module will be formally assessed by means of:

- Written Examination (50%) – 1.5 hours
- Practical Assessment (50%) – 1.5 hours

**Contact Hours**

3 hours per week (10 weeks of formal classes) + 1 week of revision (3 hours) + assessment (mix of practical and exam) 3 hours = 36 hours.