

BHOS304 Housekeeping

ECTS Value: 4 ECTS

Overall Objectives and Outcomes

This module shall expose student to different roles and positions within the Housekeeping Department. Practical and theoretical sessions will allow the student to understand the areas of responsibilities which fall under the Housekeeping Department such as guest bedrooms, public areas and back of house area. Discussions will also centre on safety precautions used before starting to clean an area as this is a key factor affecting the operators within this department. This module will also discuss the main methods of teaching Housekeeping to students by following the relevant syllabus provided by local education authorities.

By the end of this module, the learner will be able to:

Competences

- a. critically review the importance of keeping Hospitality infrastructure clean at both private and public areas and evaluate the impacts that the hygienic factor may have on the clients within the Hospitality sector;
- b. critically evaluate the effects of best practices and their application within the Housekeeping department to enhance the visitors' experience in Hotels;
- c. systematically comprehend the importance of appropriate use of specialised equipment to successfully complete tasks assigned within the Housekeeping department and assess how this may facilitate the work of staff and their productivity;
- d. analyse and determine how to best apply and handle specific chemicals to properly clean designated areas within a Hospitality infrastructure thus reducing the hygiene related issued and lack of clients' satisfaction.

Knowledge

- a. identify the key aspects and responsibilities of professional Housekeeping:

Indicative content:

- i. introduction to the Housekeeping department and the various roles related to it;
 - ii. Areas of responsibilities of the Housekeeping Department;
 - iii. Colour coding used in the Housekeeping Department.
- b. critically determine industry standards and advise others on the procedures required to successfully complete a task within the Housekeeping department:

Indicative content:

- i. cleaning areas and surfaces;
 - ii. use of Personal Protective Equipment;
 - iii. use of cleaning chemicals and safety procedure;
 - iv. daily cleaning tools and materials usage and storage;
- c. outline and advise others on the extents of specific areas requiring cleaning and upkeep within the Hospitality infrastructure.

Indicative content:

- i. types of soil that can be encountered, transportation of soil and control of soil;
- ii. cleaning Frequencies according to area assigned;
- iii. cleaning Processes and set ups for Guest bedrooms and bathrooms;
- iv. cleaning Processes for offices, pool surrounding areas, courtyards and gardens.

Skills

- a. systematically identify the overall structure of the Housekeeping department, its main responsibilities and practical operation;
- b. device and implement best practices in cleaning and improve the standards at specific areas within the Hospitality infrastructure;
- c. properly utilise tools and chemicals and identify their proper application and storage within the Housekeeping department.
- d. evaluate the safety precautions when using cleaning chemicals;
- e. identify the methods used to avoid cross contamination
- f. apply necessary procedures to solve or to prevent an intercultural dispute at work;
- g. identify the correct personal protective equipment according to the chemical used for the cleaning tasks;
- h. self-evaluate the tasks assigned and determine if the work carried out, particularly in guest bedrooms, is according to the proper standards;
- i. identify the required priorities when cleaning the areas assigned.
- j. select the correct cleaning equipment and tool according to the assigned area;
- k. inform others using the right terminologies, either verbally or by other adequate means, about various components of the Housekeeping department;
- l. analyse and assess learning in topics related to Housekeeping and be able to further the knowledge and update oneself in this field of study through different case studies and practical assignments where possible;
- m. use different search engines and online libraries to retrieve the right resources in the subject matter;
- n. exchange information with peers and other individuals who are either directly or indirectly involved in Housekeeping;
- o. use programmes intended to deliver presentations or write documents, such as PowerPoint, word processor and spread sheets.

Assessment Methods

This module will be assessed through: Presentation and Practical.

Suggested Readings

Core Reading List:

1. Jones, T.J., 2007. Professional management of housekeeping operations. John Wiley & Sons.
2. Jones, P. and Siag, A., 2009. A re-examination of the factors that influence productivity in hotels: A study of the housekeeping function. *Tourism and Hospitality Research*, 9(3), pp.224-234.
3. Raghubalan, G. and Raghubalan, S., 2015. *Hotel Housekeeping: Operations and Management*. Oxford University Press: Oxford, UK.
4. Anthonisz, A., 2014. Assessing the future of housekeeping operations in Dubai's five-star hotel industry—room for innovation? *Worldwide Hospitality and Tourism Themes*, 6 (4), 352-361.