**NEAR EAST UNIVERSITY**

**SCHOOL OF TOURISM AND HOTEL MANAGEMENT**

**COURSE OUTLINE**

**HOUSEKEEPING MANAGEMENT – THM 244**

**2015-2016 ACADEMIC YEAR**

**SPRING SEMESTER**

**Lecturer:** Özlem YAMAK

**Contact Info:** [**ozlem.yamak@neu.edu.tr**](mailto:ozlem.yamak@neu.edu.tr) **OR** [**cyprus392@windowslive.com**](mailto:cyprus392@windowslive.com)

**Pre-requisites:** None

**Credit Hours:** (3, 1) 3

**Course Schedule:** Every Tuesday and Thursday at 11:30 – 13:20

**Course Room:** C 2

**Course Description:** At theend of this course student will learn a practical resource for the executive housekeeper – and as a vehicle for promoting the professionalism of this important segment of hospitality.

**Required Text Book**

Casado, Matt A. 2000. **Housekeeping Management**. Wiley.

Nitschke, Aleta A.; Frye, William D. 2008. **Managing Housekeeping Operations**.. American Hotel and Lodging Educational Institute.

**Course Performance Requirements**

Mid-Term Exam 30 %

Quiz + Homework + Attendance 20 %

Final Exam 50 %

Attendance is compulsory.

**The Weekly Breakdown of the Course Content**

|  |  |  |
| --- | --- | --- |
| **WEEK** | **DATE** | **TOPIC** |
| **1** | **15-17 Sep. 2015** | **Introduction to Housekeeping Management** |
| **2** | **22 Sep. 2015**  24-27 Sep. 2015 | **Houskeeping Staffing Patterns**  Religious Holiday |
| **3** | **29-30 Sep. 2015** | **The Role of Housekeeping in Hospitality Organisations** |
| **4** | **6-8 Oct. 2015** | **Planning and Organising Housekeeping Department** |
| **5** | **13-15 Oct. 2015** | **Management Inventories** |
| **6** | **20-22 Oct. 2015** | **Controlling Expences** |
| **7** | **27 Oct. 2015**  29 Oct. 2015 | **Management On-Premise Laundry**  National Holiday |
| **8** | **2-7 Nov. 2015** | ***MID-TERM WEEK*** |
| **9** | **10-11 Nov. 2015** | **Guestroom Cleaning** |
| **10** | **17-19 Nov. 2015** | **Practice** |
| **11** | **24-26 Nov. 2015** | **Public Area and Other Types of Cleaning** |
| **12** | **1-3 Dec. 2015** | **Ceilings, Walls, Furniture and Fixtures** |
| **13** | **8-10 Dec. 2015** | **Beds, Linens and Uniforms** |
| **14** | **15-17 Dec. 2015** | **Housekeeping HR Issues**  **Types of Training** |
| **15** | **18 Dec. 2015** | **End Of Classes** |
| **16** | **21-31 Dec. 2015** | ***FINAL EXAM WEEK*** |
| **17** | 23 Dec. 2015 | Religious Holiday |
| **18** | **11-13 Jan. 2016** | **Re-Sit Exams** |
| **19** | **15 Jan. 2016** | **End Of Term** |
|  |  |  |

The outline is tentative and topics may change or shift in terms of their timing.