

Course Title	Housekeeping and Maintenance Operation				
Course Code	HOTL207				
Course Type	Compulsory				
Level	Higher Diploma				
Year / Semester	2 <sup>nd</sup> Year / 4 <sup>th</sup> Semester				
Teacher's Name	Demos Parapanos				
ECTS	4	Lectures / week	2	Laboratories / week	None
Course Purpose and Objectives	<p>This course is designed to enable students to develop and apply knowledge and skills, in relation to management of housekeeping duties in a Hotel.</p> <p>This module introduces practical Housekeeping functions and practices.</p> <p>By the end of this course students are expected to develop Housekeeping Management skills.</p>				
Learning Outcomes	<p>Upon successful completion of this course, students are expected to:</p> <ul style="list-style-type: none"> <li>• Explain the role of the Housekeeping Department in a Hotel operation</li> <li>• Describe typical cleaning responsibilities of the Housekeeping Department and explain standard areas of performance</li> <li>• Develop skills to manage and improve Human Resource duties</li> <li>• Control Expenses and wastage for the Housekeeping department</li> </ul>				
Prerequisites	TRAV102	Co-requisites	None		
Course Content	<p>Themes to be discussed:</p> <ul style="list-style-type: none"> <li>• Basic principles of sanitation peculiar to hospitality environment</li> <li>• Basic principles of personal hygiene</li> <li>• Basic knowledge about different cleaning procedures applicable to different hospitality areas</li> <li>• Basic knowledge about the cleaning equipment</li> <li>• Principles of ventilation and air conditioning</li> <li>• Principles of Hotel Waste, Source and removal</li> <li>• Supervising Sanitation of the Hospitality Environment.</li> <li>• Special Cleaning of -Different types of floors -Wall &amp; Ceiling -Doors &amp; Windows -Furniture &amp; Fixtures -Venetian Blinds</li> <li>• Maintenance of Toilet</li> <li>• Water treatment, Filtering &amp; Purification</li> <li>• Identifying and determining types and sources of unwanted odours</li> </ul>				

	<ul style="list-style-type: none"> <li>• Controlling and removal of bad odours</li> <li>• Supervising hospitality waste disposal</li> <li>• Collection -Transportation –Disposal</li> </ul>
Teaching Methodology	The course combines class lectures and exercises with practical work, field trips and industrial placements
Bibliography	<p><b>Compulsory Reading:</b></p> <ul style="list-style-type: none"> <li>• Singh, Malini (2009), Housekeeping: Operations, design and management,2nd, Jaico Publishing House, ISBN: 9788179929476.</li> <li>• Raghubalan, G. (2015), Hotel Housekeeping: Operations and management,3rd, Oxford University Press, ISBN: 0-19-945174-5.</li> </ul> <p><b>Additional Reading:</b></p> <ul style="list-style-type: none"> <li>• Noe, Raymond A. (2019), ISE Human Resource Management: Gaining a Competitive Advantage,11th, Mc Graw Hill Education, ISBN: 978-1-260-09855-6.</li> <li>• Walker, John R. (2021), Supervision in the hospitality industry, 9th,Wiley, ISBN: 978-1119749202</li> </ul> <p><b>Academic Articles</b></p> <ul style="list-style-type: none"> <li>• Shih-Yun Hsu, Tu-Kuang Ho, Ju-Je Tsai, Chiung-Hsia Wang(2011), The evaluation mode of hotel housekeeping management, African Journal of Business Management Vol. 5(34), pp. 13249-13253. <a href="https://academicjournals.org/journal/AJBM/article-full-text-pdf/8B7833B23014.pdf">https://academicjournals.org/journal/AJBM/article-full-text-pdf/8B7833B23014.pdf</a></li> <li>• Kingkan Pongsiri(2012), Housekeeping, Human Resources: Competency Service Standard Management for Hotel Business in ASEAN, International Journal of e-Education, e-Business, e-Management and e-Learning, Vol. 2, No. 5,pp 343-347 <a href="http://www.ijecee.org/Papers/143-C00019.pdf">http://www.ijecee.org/Papers/143-C00019.pdf</a></li> </ul>
Assessment	<ul style="list-style-type: none"> <li>▪ Class participation 10%</li> <li>▪ Assignments/Tests 20%</li> <li>▪ Mid-term exam 20%</li> <li>▪ Final exam 50%</li> </ul>
Language	English