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| **COURSE CODE** | | | THRM 112 | | | **COURSE LEVEL** | | 2nd year and 3rd semester |
| **COURSE TITLE** | | | Housekeeping Operations | | | | | |
| **COURSE TYPE** | | | Faculty Core | | | | | |
| **LECTURER(S)** | | | Asst.Prof.Dr. Rüçhan KAYAMAN | | | | | |
| **CREDIT VALUE** | | | 3 | | **ECTS VALUE** | | 5 | |
| **PREREQUISITES** | | | None | | | | | |
| **COREQUISITES** | | |  | | | | | |
| **DURATION OF COURSE** | | | 14 Weeks | | | | | |
| **AIMS & OBJECTIVES**  This course presents a complete perspective of a hotel’s Housekeeping Operation describe the various processes and procedures that the department performs to provide efficient service for hotel guest, and recognize the inter- relationships among the housekeeping department and other departments in a hotel. | | | | | | | | |
| **GENERAL LEARNING OUTCOMES**  Housekeeping Operations course presents a systematic approach to managing housekeeping operations and provides a thorough overview, from the big picture of maintaining a quality staff, planning, and organizing, to the technical details of cleaning each area of a hospitality facility.  **On successful completion of this course, all students will have developed KNOWLEDGE AND UNDERSTANDING of:**  1. Describe hotel operation and functions.  2. Explain role of housekeeping department in hotel operations and typical cleaning responsibilities of the housekeeping department,  3. Classify inventories and presents effective inventory management system.  4. Explain management functions and interpret.  5. Identify and explain laundry and public area operation.  **On successful completion of this course, all students will have developed their SKILLS by:**  6. Solving case studies and in class assignments.  7. Turning theory into solutions by field studies.  **On successful completion of this course, all students will have developed COMPETENCIES in**  8. Collaboration and emphaty.  9. Specialisation.  10. Practice related. | | | | | | | | |
| **GRADING CRITERIA**  The following grading criteria is used university wide: | | | | | | | | |
| Grade | Marks | Value | |  | | | | |
| A | 85-100 | 4.0 | |
| A- | 80-84 | 3.7 | |
| B+ | 75-79 | 3.3 | |
| B | 70-74 | 3.0 | |
| B- | 66-69 | 2.7 | |
| C+ | 63-65 | 2.3 | |
| C | 60-62 | 2.0 | |
| C- | 57-59 | 1.7 | |
| D+ | 54-56 | 1.3 | |
| D | 50-53 | 1.0 | |
| D- | 45-49 | 0.7 | |
| F | 0-44 | 0.0 | |
| NG |  | 0.0 | |
| **RELATIONSHIP WITH OTHER COURSES**  It is a key concept in Tourism especially for hotel establishments. | | | | | | | | |
| **LEARNING / TEACHING METHOD**  Class lectures / presentations will be delivered to explain the topic. Substantial time will be allocated to practice courses. | | | | | | | | |
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| **METHOD OF ASSESSMENT** | | | | | | | | |

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| Students have to undertake the following forms of assessment:  Portfoilio : 20%  Project : 10%  Final Examination : 30%  Class work & video sessions : 10%  Quiz I : 10%  Field Trip and Report : 20% |
| **ATTENDANCE**  Regular attendance of all enrolled classes including practice course is expected. If you miss a class, it is your responsibility to “make up” all work, including items discussed in class. Participation will be measured in terms of quality not the quantity of your contribution to the class.  Do not be late to the class .if you need to leave early for whatever reason, you should exercise politeness and notify your lecturer at the commencement of the session. Attendance is compulsory and absenteeism of more than  20% of classes will be graded as “F”. Students with poor interest, poor attendance and lack of data are graded NG. |
| **TEXTBOOK/S**  Kappa, M.M.; Nitschke A.; Schappert P.B. 2nd edition. Lansing, Michigan: The Educational Institute of the American  Hotel and Lodging Association. |
| **EXTENDED READING LIST**  Articles, Books and other materials etc. |
| **SEMESTER OFFERRED**  2016-2017 Spring Semester |
| **CONTENT & SCHEDULE**  The lecture topics within the semester are as in the following schedule:  **WEEK TOPICS READING**  1 Role of Housekeeping in Hospitality Operations Chpt 1-2  2 Hotel divisions and departments Chpt 1-2  3 Planning and Organizing the Housekeeping Department Chpt 3  4 Management Functions of the Executive Housekeeper Chpt 3  5 Quiz I  6 Class works and case studies  7 **Portfoilio**  8 Managing Inventories Chpt 5  9 Controlling Expenses Chpt 6  10 Guestroom Cleaning Chpt 9  11 Guestroom Cleaning cont. Chpt 9  12 Public Area Cleaning Chpt 8  13 Managing Laundry Chpt 10  14 **FINAL EXAM PERIOD**  *This is a tentative course of study; it may require adjustment, according to progress, supplies and student’s ability.* |

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| **Course Code: THRM 112**  **Number of ECTS credits: 5 ECTS (student work load: 150)** | | | **Course Name: HOUSEKEEPING OPERATIONS** | **Instructor Name: Asst.Prof.Dr.Rüçhan KAYAMAN** | | | **Date:** |
|  | Student Work Load | | | Weight of  Asses. (%) |
| Week | Course  LOS | Program LOS | Educational Activities | Lectures | Independent  Work | Assessment Hours |
| 1 | 1,2,9 | 2,3,4,7 | Lecture 1: Role of Housekeeping in Hospitality Operations | 3 | 2 |  |  |
| 2 | 1,2 | 2,4 | Lecture 2: Hotel divisions and departments | 3 | 2 |  |  |
| 3 | 1,2,4,9 | 1,2,3,4,7 | Lecture 3: Planning and Organizing the Housekeeping Department | 3 | 2 |  |  |
| 4 | 1,4,8 | 1,2,4,8 | Lecture 4: Management Functions of the Executive Housekeeper | 3 | 2 |  |  |
| 5 |  |  | Quiz |  |  | **Quiz – 6 hrs.** | **10** |
| 6 |  |  | Portfoilio |  |  | **Portfoilio – 24 hrs.** | **20** |
| 7 | 1,3,4 | 1,2,4 | Lecture 5: Inventory Management | 3 | 2 |  |  |
| 8 | 1,3,4 | 1,2,4 | Lecture 6: Controlling Expenses | 3 | 2 |  |  |
| 9 | 2,9,10 | 2,3,4,7,8 | Lecture 7: Guestroom Cleaning | 3 | 2 |  |  |
| 10 | 2,9,10 | 2,3,4,7,8 | Lecture 8: Guestroom Cleaning cont. | 3 | 2 |  |  |
| 11 | 2,9,10 | 2,3,4,7,8 | Lecture 9: Public area Cleaning | 3 | 2 |  |  |
| 12 | 5,9 | 2,3,4,7 | Lecture 10: Laundry Operation and Management | 3 | 2 | **Project- 22 hrs.** | **10** |
| 13 | 7,9,10 | 3,4,7,8 | Lecture 11: Field Trip 1 | 3 |  |  |  |
| 14 | 7,9,10 | 3,4,7,8 | Lecture 12: Field Trip 2 | 3 |  | **Field Trip and**  **Report-6 hrs.** | **20** |
| 15-16 |  |  | **Final Exam** |  |  | **Exam – 30 hrs.** | **30** |
|  |  |  |  |  |  | **Class works -6 hrs.** | **10** |
| **Total** | **150** |  |  | **36** | **20** | **94** | **100** |

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| **THRM 112**  **HOUSEKEEPING OPERATIONS** | **Program outcomes in**  **terms of**  **Knowledge** | | **Program outcomes in terms of Skills** | | | | | **Program outcomes**  **in terms of Competencies** | | | | | |
| **Course Learning**  **Outcomes** | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 1 |  | F | P | F |  |  |  |  |  |  |  |  |  |
| 2 |  | F | P | F |  |  |  |  |  |  |  |  |  |
| 3 |  | F | P | F |  |  |  |  |  |  |  |  |  |
| 4 | F | P | P | F |  |  |  |  |  |  |  |  |  |
| 5 |  | F | P | F |  |  |  |  |  |  |  |  |  |
| 6 |  |  | P | P |  | P | F |  | P | P | P | P | P |
| 7 |  |  | F | F |  |  | F |  |  |  |  |  |  |
| 8 |  |  | P | P |  |  | P | F |  |  |  |  |  |
| 9 |  |  | F | F |  |  | F |  |  |  |  |  |  |
| 10 |  |  | F | F |  | P | F | F |  |  | P |  |  |