



Module Title	Housekeeping Management		
Module Code	HOS201		
Module Type	Compulsory	ECTS	6
Year / Semester	Year 1/Semester 2		
Module Purpose and Objectives	<p>The aim of this module is to examine the operational functions of the housekeeping department, equipping students with the skills to perform with efficiency and effectiveness. Students will develop a comprehensive understanding of the department's structure and management, alongside familiarity with sustainable practices within the industry.</p>		
Learning Outcomes	<p>By the end of this module, students will be able to:</p> <ul style="list-style-type: none"> • understand housekeeping's impact on hotel success. • describe detailed housekeeping department functions, procedures, and daily routines. • demonstrate control functions understanding in housekeeping management. • assess the Housekeeping Department's role in guest satisfaction through inter-departmental communication. 		
Module Content	<p>This module offers a comprehensive study of housekeeping management. It begins by examining the Housekeeping Department's structure and the essential role of the Executive Housekeeper. Students then explore inventory and equipment management, along with understanding the characteristics of housekeeping supplies and safety measures. Operational planning is emphasized to ensure effective execution, followed by insights into laundry room management for efficiency. The core cleaning function in guest rooms and public areas is addressed through a substantial case study. Practical experiences, including a hotel visit and personnel administration insights, are integrated. Crucial discussions on safety, security, and sustainability underscore the multifaceted responsibilities of housekeeping management.</p>		
Teaching Methodology	<p>The module is delivered over a combination of lectures, videos, group discussions, audio visual aids, seminars, tutorials, workshops, case studies, hotel visits. All lecture material and additional information will be available through our Moodle platform.</p>		
Assessment	<p>Assessments will be an essay and a quiz, with the final grade including semester attendance and participation, with a hotel industrial visit.</p>		