

Course Objectives/Course Outline
Spokane Community College

Course Title: Supervisory Housekeeping

Prefix and Course Number: HM 160

Course Learning Outcomes:

By the end of this course, a student should be able to:

- identify types of lodging establishments
- understand the significance of housekeeping policies and procedures to the hotel/restaurant industry
- demonstrate efficient recordkeeping techniques
- understand management positions and their areas of responsibility
- demonstrate knowledge of housekeeping procedures

Course Outline

I. The Evolution of the Industry

- A. Historical Background
- B. General Objectives

II. Lodging Establishments

- A. Types
- B. Services

III. Areas of Responsibility

- A. Housekeeping Personnel
- B. Qualities of a Housekeeper

IV. Training the Staff

- A. Areas of Responsibility
- B. Job Descriptions

V. Housekeeping Procedures

- A. Room and Bath Cleaning Procedures
- B. Front and Back of House Cleaning Procedures

VI. Safety and Occupational Health

- A. Fire Safety
- B. Flammable and Combustible Liquids
- C. Proper Lifting/Moving Techniques

VII. Supervisory Skills

- A. Areas of Responsibility
- B. Employee Management