

Course Competencies Template - Form 112

GENERAL INFORMATION			
Name: Shelly Fano/Ana Cruz	Phone #: 305-237-3370		
Course Prefix/Number: HFT 1300	Course Title: Executive Housekeeping		
Number of Credits: 3			
Degree Type	<input type="checkbox"/> B.A. <input type="checkbox"/> B.S. <input type="checkbox"/> B.A.S <input checked="" type="checkbox"/> A.A. <input checked="" type="checkbox"/> A.S. <input type="checkbox"/> A.A.S. <input checked="" type="checkbox"/> C.C.C. <input type="checkbox"/> A.T.C. <input type="checkbox"/> V.C.C		
Date Submitted/Revised:	Effective Year/Term: 2009-1		
<input type="checkbox"/> New Course Competency <input checked="" type="checkbox"/> Revised Course Competency			
Course to be designated as a General Education course (part of the 36 hours of A.A. Gen. Ed. coursework): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
The above course links to the following General Education Outcomes: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Communication <input checked="" type="checkbox"/> Numbers / Data <input checked="" type="checkbox"/> Critical thinking <input type="checkbox"/> Information Literacy <input type="checkbox"/> Cultural / Global Perspective </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Social Responsibility <input type="checkbox"/> Ethical Issues <input type="checkbox"/> Computer / Technology Usage <input type="checkbox"/> Aesthetic / Creative Activities <input checked="" type="checkbox"/> Environmental Responsibility </td> </tr> </table>		<input checked="" type="checkbox"/> Communication <input checked="" type="checkbox"/> Numbers / Data <input checked="" type="checkbox"/> Critical thinking <input type="checkbox"/> Information Literacy <input type="checkbox"/> Cultural / Global Perspective	<input type="checkbox"/> Social Responsibility <input type="checkbox"/> Ethical Issues <input type="checkbox"/> Computer / Technology Usage <input type="checkbox"/> Aesthetic / Creative Activities <input checked="" type="checkbox"/> Environmental Responsibility
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Course Description: Students will learn the overview of the fundamentals of housekeeping management. This course describes the management functions and tools and practices required in today's lodging and institutional housekeeping departments.			
Prerequisite(s):	N/A		
Co requisite(s):	N/A		

Course Competencies:

Competency 1: The student will be able to demonstrate knowledge of the role housekeeping plays in the hospitality industry by:

1. Explaining the role of housekeeping to the hospitality industry
2. Describe characteristics of the U.S. and International lodging industry
3. Discussing the key roles and responsibilities of the professional housekeeper

Competency 2: The student will be able to select and administer housekeeping staff by:

1. Describing how to staff the housekeeping department
2. Explaining scheduling procedures
3. Describing how to develop training and evaluation programs for performance

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Competency 3: The student will be able to manage cleaning operations by:

1. Explaining procedures on how to clean guest rooms and bathrooms
2. Identify techniques to clean public areas
3. Explaining how to clean the back of house
4. Identifying key elements when conducting a general cleaning inspection
5. Describing how to clean and maintain floors

Competency 4: The student will be able to manage the care of interior design elements by:

1. Describing the role of the housekeeper in interior design
2. Categorizing walls, ceilings, and windows
3. Categorizing furniture, fixtures and equipment

Competency 5: The student will be able to manage equipment and supplies by:

1. Selecting guest supplies and amenities
2. Explaining how to purchase housekeeping products
3. Describing how to select and care for capital equipment

Competency 6: The student will be able to manage the on-premise laundry services by:

1. Describing how to regulate the laundry process
2. Identifying key equipment for on premise laundry
3. Managing waste and loss
4. Creating quality assurance programs
5. Managing the linen supply and inventory
6. Calculating linen needs
7. Creating a replacement schedule
8. Establishing uniform controls
9. Organizing and maximizing storage space

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Competency 7: The student will be able to oversee safety and security by:

1. Describing techniques to keep staff safe
2. Identifying key features when creating a safety and prevention program
3. Explaining compliance regulations from OSHA
4. Developing loss prevention program

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