

İndirilme Tarihi

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TO105 - HOUSE-KEEPING - Ürgüp Sebahat ve Erol Toksöz Turizm Meslek Yüksekokulu - Otel, Lokanta ve İkram Hizmetleri Bölümü

General Info

Objectives of the Course

Understanding the importance of Housekeeping, one of the most important departments in hotel management, for the business and customer satisfaction.

Course Contents

The course includes the definition and organizational structure of the housekeeping department, planning, information flow, control, budgeting, cleaning, hygiene, decoration and security in the housekeeping department, as well as laundry management.

Recommended or Required Reading

1) ATATÜRK UNIVERSITY - FACULTY OF OPEN EDUCATION - Housekeeping Management - ISBN: 978-605-7894-08-3 - ATATÜRK UNIVERSITY FACULTY OF OPEN EDUCATION PUBLICATION - ERZURUM, 2019 2) HOUSEKEEPING MANAGEMENT IN HOTEL MANAGEMENT - DETAY PUBLISHING - PROF. DR. MERYEM AKOĞLAN KOZAK - 2023 - 12TH EDITION 3) HOUSEKEEPING MANAGEMENT AND MANAGEMENT IN ACCOMMODATION MANAGEMENT - ASSISTANT PROF. DR. YAŞAR YILMAZ - LECTURER BETÜL YILMAZ - 2ND EDITION - JULY 4) ANKUZE - HOUSEKEEPING MANAGEMENT

Planned Learning Activities and Teaching Methods

It will be taught theoretically in the class on the day and time specified in the program.

Recommended Optional Programme Components

Industry representatives who are experts in Tourism and Hotel Management and Kay Services will be invited to the course to provide information on current Housekeeping application techniques and systems.

Instructor's Assistants

Lecturer Dr. Serkan Zaro Lecturer Dr. Özlem Başer

Presentation Of Course

It will be given interactively in the classroom environment, both theoretically and practically in the field. Written resources such as the internet, books, etc. will be used.

Dersi Veren Öğretim Elemanları

Inst. Dr. Kayhan Karakaya Dr. Öğr. Üyesi İrem Yıldırım

Program Outcomes

1. Have Knowledge About The Location And Importance Of The Housekeeping Department.
2. Learn The Organizational Structure Of The Housekeeping Department.
3. Gains Competence In Human Resources Management In Housekeeping.
4. Have knowledge on how to plan housekeeping services.
5. Masters the Information Flow and Reporting in the Housekeeping Department.
6. Knows the tools, equipment and materials used in housekeeping.
7. Have knowledge about how cleaning is done in housekeeping services.
8. Learn how to clean rooms in housekeeping.
9. Learns How to Clean Surfaces and Floors in Housekeeping Services.
10. Have knowledge on how to manage laundry in the housekeeping department.
11. Learns how to perform Control in the Housekeeping Department.
12. Learn what Hygiene and Sanitation mean in Housekeeping.
13. Have knowledge about what Occupational Health and Safety means in Housekeeping Services.
14. Understands how to do decoration, gardening and flower arranging in housekeeping services.

Weekly Contents

Order	PreparationInfo	Laboratory TeachingMethods	Theoretical	Practise
1	15 pages of "Definition and Organization of the Housekeeping Department" will be studied from the edited lecture notes. Additionally, 19 pages of "The Place and Importance of the Housekeeping Department" will be studied from the Housekeeping Management Book.	Theoretical explanation, reinforcement of the subject with interactive question-answer method	The Location and Importance of the Housekeeping Department	

Order	PreparationInfo	Laboratory	TeachingMethods	Theoretical	Practise
2	15 pages of "Job Descriptions of Housekeeping Department Employees" will be studied from the edited lecture notes. Additionally, 19 pages of "Organizational Structure of the Housekeeping Department" will be studied from the Housekeeping Management Book.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Organizational Structure of the Housekeeping Department	
3	18 pages of "Information Flow in the Housekeeping Department" will be studied from the edited lecture notes. 24 pages of "Human Resources Management in Housekeeping" will also be studied from the Housekeeping Management Book.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Human Resources Management in Housekeeping	
4	16 pages of "Information Flow within the Housekeeping Department" will be studied from the edited lecture notes. Additionally, 22 pages of "Planning in Housekeeping" will be studied from the Housekeeping Management Book.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Planning in Housekeeping	
5	12 pages of "Tools and Equipment Used in the Housekeeping Department and Their Importance" will be studied from the edited lecture notes. Additionally, 22 pages of "Information Flow and Reporting in the Housekeeping Department" will be studied from the Housekeeping Management Book.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Information Flow and Reporting in the Housekeeping Department	
6	We will study 11 pages of the topic "Determining Material Requirements" from the edited lecture notes. We will also study 17 pages of the topic "Tools, Equipment, and Materials Used in Housekeeping" from the Housekeeping Management Book.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Tools, Equipment and Materials Used in Housekeeping	
7	14 pages of "Creating a Business Plan" from the edited lecture notes will be studied. Additionally, 19 pages of "Cleaning in Housekeeping" from the Housekeeping Management Book will be studied.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Cleaning in Housekeeping	
8				VISA EXAM	
9	15 pages of "Guest Room Check-in Procedures" from the edited lecture notes will be studied. Additionally, 19 pages of "Room Cleaning in Housekeeping" from the Housekeeping Management Book will be studied.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Room Cleaning in Housekeeping	
10	22 pages of the topic "Surface and Floor Cleaning in Housekeeping" will be studied from the edited lecture notes. Additionally, 18 pages of the topic "Procedures to be Taken When a Guest is in the Room During Cleaning" from the Housekeeping Management Book will be studied.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Surface and Floor Cleaning in Housekeeping Services	
11	14 pages of the topic 'Room Cleaning (Making the Bed - and Garbage Collection)' will be studied from the edited lecture notes. Also, 20 pages of the topic 'Laundry Management in the Housekeeping Department' from the Housekeeping Management Book will be studied.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Laundry Management in the Housekeeping Department	

Order	PreparationInfo	Laboratory	TeachingMethods	Theoretical	Practise
12	16 pages of the topic "Characteristics of Tools Used in Bed Making" will be studied from the edited lecture notes. Also, 19 pages of the topic "Control in the Housekeeping Department" from the Housekeeping Management Book will be studied.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Control in the Housekeeping Department	
13	14 pages of "Garbage Collection" from the edited lecture notes will be studied. Also, 19 pages of "Hygiene and Sanitation in the Housekeeping Department" from the Housekeeping Management Book will be studied.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Hygiene and Sanitation in Housekeeping	
14	21 pages of the topic "Room Cleaning II (Wet Floor Cleaning)" will be studied from the edited lecture notes. Also, 23 pages of the topic "Occupational Health and Safety in Housekeeping" from the Housekeeping Management Book will be studied.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Occupational Health and Safety in Housekeeping	
15	22 pages of the topic "Types of Cleaning" will be studied from the edited lecture notes. Also, 21 pages of the topic "Decoration, Gardening, and Flower Arrangement in Housekeeping" from the Housekeeping Management Book will be studied.		Theoretical explanation, reinforcement of the subject with interactive question-answer method	Decoration, Gardening and Flower Arrangement in Housekeeping Services	

Workload

Activities	Number	PLEASE SELECT TWO DISTINCT LANGUAGES
Vize	1	1,00
Final	1	1,00
Ara Sınav Hazırlık	7	1,00
Final Sınavı Hazırlık	7	1,00
Derse Katılım	14	1,00
Ödev	10	2,00
Teorik Ders Anlatım	14	2,00
Araştırma Sunumu	10	2,00
Tartışmalı Ders	14	1,00

Assesments

Activities	Weight (%)
Ara Sınav	40,00
Final	60,00

Otel, Lokanta ve İkram Hizmetleri Bölümü / Turizm ve Otel İşletmeciliği X Learning Outcome Relation

	P.O. 1	P.O. 2	P.O. 3	P.O. 4	P.O. 5	P.O. 6	P.O. 7	P.O. 8	P.O. 9	P.O. 10	P.O. 11	P.O. 12	P.O. 13	P.O. 14	P.O. 15	P.O. 16	P.O. 17	P.O. 18	P.O. 19	P.O. 20	P.O. 21	P.O. 22
L.O. 1	1			1					1							1						
L.O. 2	1	1		1						1	1					1				1		
L.O. 3	1		1			1				1	1						1	1	1			
L.O. 4			1	1		1										1				1		1

	P.O. 1	P.O. 2	P.O. 3	P.O. 4	P.O. 5	P.O. 6	P.O. 7	P.O. 8	P.O. 9	P.O. 10	P.O. 11	P.O. 12	P.O. 13	P.O. 14	P.O. 15	P.O. 16	P.O. 17	P.O. 18	P.O. 19	P.O. 20	P.O. 21	P.O. 22
L.O. 5		1		1			1		1					1		1			1			
L.O. 6						1	1									1						1
L.O. 7		1		1		1										1						
L.O. 8		1		1		1										1						1
L.O. 9		1		1		1										1						1
L.O. 10	1	1		1		1										1						
L.O. 11	1	1					1		1	1	1					1	1	1	1	1		1
L.O. 12		1											1			1						
L.O. 13		1																			1	1
L.O. 14	1	1	1																			

Table :

- P.O. 1 :** Describe the basic concepts concerning tourism and hotel management
- P.O. 2 :** Know the legal arrangements and professional standards in the field of tourism and hotel management.
- P.O. 3 :** Know the internal and external environmental factors which have an effect on tourism and hotel management.
- P.O. 4 :** Know how to organize and provide accommodation, food&beverage and other services served in hotel managements.
- P.O. 5 :** Know at least one foreign language at level A2 Europe Language Portfolio.
- P.O. 6 :** Easily apply the theoretical and practical knowledge obtained from school and internship practices.
- P.O. 7 :** Know how to operate computer automation systems used in tourism and hotel managements and use these systems efficiently.
- P.O. 8 :** Use the knowledge of the foreign language in the sector, which they have learnt at school and internship practices.
- P.O. 9 :** With the theoretical and practical experience obtained, they are able to analyze and provide solutions to the problems encountered of the sector.
- P.O. 10 :** Have strong communicative skills and accommodate easily adapt to teamwork
- P.O. 11 :** Communicate efficiently and positively with their juniors and seniors.
- P.O. 12 :** Have the ability to work under work load, stress and pressure.
- P.O. 13 :** Know and take active charge in applications as to menu planning, food production, cuisine services management, services, banquet organization applications made under food&beverage department in hotel managements.
- P.O. 14 :** Know and apply making reservations, room sales, greeting guests, calculations, accounting and registering.
- P.O. 15 :** Attend teamwork as a team member in sales-marketing, congress and fair organizations.
- P.O. 16 :** Know the use and supervision of and apply housekeeping management, cleaning of rooms and common area, laundry management, cleaning products.
- P.O. 17 :** Assist colleagues contribute to junior's developments through continued education.
- P.O. 18 :** Respect seniors and complete the assigned tasks fully; create their personal solutions in case of crisis.
- P.O. 19 :** Prepare reports regarding their task and present them to their seniors.
- P.O. 20 :** Assist colleagues by doing the tasks apart from their own in extraordinary situations.
- P.O. 21 :** Band to national and ethical values and care for these values at work they attend.
- P.O. 22 :** Follow vocational innovations and improve themselves constantly on a continued basis.
- L.O. 1 :** Have Knowledge About The Location And Importance Of The Housekeeping Department.
- L.O. 2 :** Learn The Organizational Structure Of The Housekeeping Department.

- L.O. 3 :** Gains Competence In Human Resources Management In Housekeeping.
- L.O. 4 :** Have knowledge on how to plan housekeeping services.
- L.O. 5 :** Masters the Information Flow and Reporting in the Housekeeping Department.
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