



HOSP-111 – Rooms Division Management II

Business

Effective Term & Year: Fall 2022
Course Outline Review Date: 2026-04-01

Program Area: Tourism, Recreation, & Hospitality

Description:

This course focuses on the Housekeeping Department as part of Rooms Division Operations within the accommodation industry, with focus on the comfort of the guest and providing a clean and pleasant guest experience. Detailed discussions on theoretical principles, technical applications and practical implementations will equip the student to be an effective team member in the Housekeeping Department.

Program Information:

This is a required course for the completion of the Hospitality Management Program.

Delivery Methods: On-campus (Face-to-Face)

Credit Type: College of the Rockies Credits

Credits: 3

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	45
Seminar/Tutorials	
Laboratory/Studio	15
Practicum/Field Experience	
Co-op/Work Experience	
Other	

Total	60
-------	----

Course Requisites:

- Complete all of the following
 - Earned a minimum grade of C- (55%) in at least 1 of the following:
 - ENGL100 – English Composition (3)
 - COMC101 – Technical and Professional Writing (3)
 - COMC110 – Communication for Hospitality Industry (3)
 - Earned a minimum grade of C- (55%) in each of the following:
 - HOSP110 – Rooms Division Management I (3)
 - WHMIS certificate.

Flexible Assessment: Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

Textbook Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Emerit. *Housekeeping Room Attendant* – Workbook (Version 4.0). Emerit.ca

Please see the instructor's syllabus or check COTR's online text calculator <https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

Learning Outcomes:

Upon the successful completion of this course, students will be able to:

- Describe the accommodation industry and the complex role of the housekeeping department as an operating department.
 - Identify the skills and abilities required by housekeeping staff and describe their contribution to overall departmental effectiveness.
 - Utilize technology in general housekeeping operations and understand its importance in day-to-day operations.
 - Perform appropriate housekeeping cleaning responsibilities, influenced by style, location and area requirements.
 - Research and apply relevant safety regulations throughout areas of work and supervision, including proper handling of cleaning supplies.
 - Investigate and prepare standard operation procedures (SOP) for maintaining industry quality standards of the supply store and linen room, including inspections, general operational duties and inventory control.
 - Prepare basic documents (e.g. checklist) for general supervisory duties including, but not limited to, room inspections and staff scheduling according to business needs.
-

Course Topics:

- Overview of the accommodation industry
 - Identify the scope of the accommodation Industry
 - Overall extent of the housekeeping department's responsibilities
 - Current trends in the housekeeping department
 - Guest segmentation and expectations
- Housekeeping department
 - Operational procedures
 - Staff requirements
 - Housekeeping department's role in the guest cycle
 - Guest satisfaction and loyalty
- Influence of technology
 - Current trends in housekeeping
 - Property Management System (PMS)
 - Guest reservations and status
- Guest rooms & bathrooms
 - Guest room types
 - Layout and amenities
 - Furniture and fixtures
- Cleaning guest rooms & bathrooms
 - Preparation for cleaning

- Suitable tools and equipment
- Sanitary systems
- Principles of cleaning
- Cleaning schedules
- Amenities
- Safety and emergencies
 - Protective wear
 - Pest control
 - Awareness of personal environment
 - Safe use of cleaning materials
- Laundry room
 - General laundry operations
 - Laundry room equipment e.g. washing and drying machines
 - Appropriate use of detergents
 - Effective stain removal
 - Linen maintenance
- Inventory management
 - Vendor choices
 - Inventory control and management
 - Use of technology in inventory management
 - Guest request items
- Housekeeping department management
 - Job analysis
 - Staff scheduling
 - Area inspections and an eye for detail

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

Evaluation and Assessments

Assessment Type: On-Campus (face-to-face)

Assessment Type	% of Total Grade
Class discussion and participation	10%
Housekeeping responsibilities assignment	10%
Standard operating procedures assignment	10%
Housekeeping operation assignment	20%
Midterm Exam	25%
Final Exam	25%
Total	100%

Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
-----------	----------	-----------	-----------	----------	-----------	-----------	----------	-----------	----------	----------

>=90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	<50
------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-----

Pass requirements: None

Evaluation Notes: A minimum grade of C (60%) is required for credit towards a diploma in Hospitality Management.

Exam Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

Academic Policies:

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
- Policy 2.5.8 Academic Performance
- Policy 2.5.3 Grade Appeal
- Policy 2.4.9 Student Concerns Re Faculty

Course Changes:

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.