

LSC Use Only Proposal No: _____ LSC Action-Date: _____
 UWUCC Use Only Proposal No: 14-666h UWUCC Action-Date: AP 9/16/14 Senate Action Date: App 10/7/14

Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee

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Proposing Department/Unit Hospitality Management	Phone 724-357-2626

Check all appropriate lines and complete all information. Use a separate cover sheet for each course proposal and/or program proposal.

1. Course Proposals (check all that apply)

New Course
 Course Prefix Change
 Course Deletion
 Course Revision
 Course Number and/or Title Change
 Catalog Description Change

Current course prefix, number and full title: **HOSP 255 Housekeeping Management**

Proposed course prefix, number and full title, if changing: _____

2. Liberal Studies Course Designations, as appropriate
 This course is also proposed as a Liberal Studies Course (please mark the appropriate categories below)

Learning Skills
 Knowledge Area
 Global and Multicultural Awareness
 Writing Across the Curriculum (W Course)
 Liberal Studies Elective (please mark the designation(s) that applies – must meet at least one)

Global Citizenship
 Information Literacy
 Oral Communication
 Quantitative Reasoning
 Scientific Literacy
 Technological Literacy

3. Other Designations, as appropriate

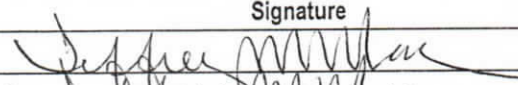

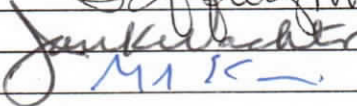
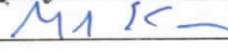

Honors College Course
 Other: (e.g. Women's Studies, Pan African)

4. Program Proposals

Catalog Description Change
 Program Revision
 Program Title Change
 New Track
 New Degree Program
 New Minor Program
 Liberal Studies Requirement Changes
 Other

Current program name: _____

Proposed program name, if changing: _____

5. Approvals	Signature	Date
Department Curriculum Committee Chair(s)		4-10-14
Department Chairperson(s)		4-10-14
College Curriculum Committee Chair		6-10-14
College Dean		9.4.14
Director of Liberal Studies (as needed)		
Director of Honors College (as needed)		
Provost (as needed)		
Additional signature (with title) as appropriate		
UWUCC Co-Chairs		9/17/14

Received

SEP 17 2014

Liberal Studies

Received

SEP 9 2014

Liberal Studies

I. Course Description

HOSP 255 Housekeeping Management

3 class hours
0 lab hours
3 credits
(3c-01-3cr)

Examines the operational responsibilities of the housekeeping department as found within hotel and lodging operations. Staffing, planning, cost management, purchasing, and cleaning responsibilities of hotel and lodging guestrooms, public areas, recreational areas, and other operational areas are addressed.

II. Course Outcomes

Students will be able to

1. Identify the typical operating departments within a hotel and describe their function and relationship to each other.
2. Describe the managerial responsibilities of a hotel Executive Housekeeper.
3. Identify the various staff positions within a hotels' housekeeping department and describe their primary functions.
4. Identify the equipment, materials, and procedures utilized by the housekeeping department in fulfillment of its' operational responsibilities.
5. Describe health and legal issues and concerns as they pertain to the daily work routine of housekeeping personnel.
6. Describe the typical operational equipment, responsibilities, and implementation options of a hotel laundry.
7. Analyze employment factors that influence personnel morale and turnover within the housekeeping department.
8. Compare housekeeping operational responsibilities as per the various lodging concepts within the Hospitality Industry.

III. Course Outline

A. Hotel and Lodging Property Operating Departments (3 hours)

1. Rooms Division
2. Food and Beverage
3. Recreations
4. Support

B. Hotel and Lodging Operating Key Personnel (3 hours)

1. Rooms Division
2. Food and Beverage
3. Recreations
4. Support

C. The Hotel Executive Housekeeper (2 hour)

1. Managerial Responsibilities
2. Relationship With Other Property Managers

Exam One (1 hour)

D. Housekeeping Department Planning (8 hours)

1. Staffing
2. Scheduling
3. Establishment of Standards of Cleanliness
4. Equipment and Supply Requirements
5. Bedding, Linen, and Uniform Inventory Requirements

E. Housekeeping Daily Routine (8 hours)

1. Guestroom Cleaning
2. Public Area Cleaning
3. Other Property Area Cleaning

Exam Two (1 hour)

F. Housekeeping Health and Environmental Issues (3 hours)

1. Cleaning Agents
2. Disposition of Hazardous Waste and Material
3. Pest Control

G. Housekeeping Legal Issues (4 hours)

1. Protection of Guest Assets
2. Protection of Hotel Assets
3. Safety and Security Issues

H. Hotel Laundry Operations (4 hours)

1. Hotel Laundry Options
2. Laundry Equipment
3. Laundry Personnel
4. Valet Service Implementation
5. Cost Considerations
6. Environmental Considerations

I. Housekeeping Department Challenges and Solutions (4 hours)

1. Employee Motivation, Morale, and Turnover
2. Employee Hiring Challenges
3. Cost Management

Exam Three (1 hour)

Final Exam – During Final Exam Week (2 hours)

IV. Evaluation Methods

The final grade will be determined as follows:

75% - Three Tests -- true/false and multiple choice -- 100 points each

25% - Housekeeping Challenges and Solutions Paper -- 100 points -- students identify prospective housekeeping department challenges and develop relevant corrective solutions to address them.

V. Grading Scale

Grading Scale:

90% - 100%	A
80% - 89%	B
70% - 79%	C
60% - 69%	D
< 60%	F

VI. Attendance Policy

Student learning is enhanced by regular attendance and participation in class discussion, therefore the instructor expects all students to attend class. The attendance policy for this class follows the Undergraduate Course Attendance Policy which is included in the Undergraduate Catalog.

VII. Required textbooks, supplemental books and readings

Jones, T. (2008). *Professional Management of Housekeeping Operations, 5th ed.* New Jersey: Wiley.

VIII. Special resource requirements

None

IX. Bibliography

Casado, M. (2012). *Housekeeping Management 2nd ed.* New Jersey: Wiley.

Hayes, D., Ninemeier, J., and Miller, A. (2011). *Foundations of Lodging Management.* New Jersey: Prentice Hall.

Nitschke, A., and Frye, W. (2008). *Managing Housekeeping Operations 3rd ed.* Lansing, Michigan: American Hotel and Lodging Educational Institute.

O'Fallon, M., and Rutherford D. (2011). *Hotel Management and Operations 5th ed.* New Jersey: Wiley.

Stuffs, A., and Wortman, J. (2006). *Hotel and Lodging Management: An Introduction 2nd ed.* New Jersey: Wiley.

Zemke, D., and Jones, T. (2009). *Managing the Built Environment in Hospitality Facilities.* New Jersey: Prentice Hall.

Course Analysis Questionnaire

Section A: Details of the Course

- A1 How does this course fit into the programs of the department? For what students is the course designed? (majors, students in other majors, liberal studies). Explain why this content cannot be incorporated into an existing course.

This course will be positioned as part of the curriculums' Hotel and Lodging Management Track. Depth of course content does not enable content to be incorporated into existing courses.

- A2 Does this course require changes in the content of existing courses or requirements for a program? If catalog descriptions of other courses or department programs must be changed as a result of the adoption of this course, please submit as separate proposals all other changes in courses and/or program requirements.

This course does not require changes in the content of existing courses or requirements for a program.

- A3 Has this course ever been offered at IUP on a trial basis (e.g. as a special topic) If so, explain the details of the offering (semester/year and number of students).

This course has not ever been taught at IUP.

- A4 Is this course to be a dual-level course? If so, please note that the graduate approval occurs after the undergraduate.

This is not a dual-level course.

- A5 If this course may be taken for variable credit, what criteria will be used to relate the credits to the learning experience of each student? Who will make this determination and by what procedures?

This course will not be taught for variable credit.

- A6 Do other higher education institutions currently offer this course? If so, please list examples (institution, course title).

University of Houston -- HRMA Room and Housekeeping Management

Vincennes University -- HOTEL 150 Housekeeping and Maintenance Management

Arkansas Tech University -- HA 3143 Executive Housekeeping

- A7 Is the content, or are the skills, of the proposed course recommended or required by a professional society, accrediting authority, law or other external agency? If so, please provide documentation.

The content and skills of this course are not recommended or required by a professional society, accrediting authority, law, or external agency.

Section B: Interdisciplinary Implications

- B1 Will this course be taught by instructors from more than one department? If so, explain the teaching plan, its rationale, and how the team will adhere to the syllabus of record.

This course will not be taught by instructors from more than one department.

- B2 What is the relationship between the content of this course and the content of courses offered by other departments? Summarize your discussions (with other departments) concerning the proposed changes and indicate how any conflicts have been resolved. Please attach relevant memoranda from these departments that clarify their attitudes toward the proposed change(s).

There is no relationship between the content of this course and the content of courses offered by other departments.

- B3 Will this course be cross-listed with other departments? If so, please summarize the department representatives' discussions concerning the course and indicate how consistency will be maintained across departments.

This course will not be cross-listed with other departments.

Section C: Implementation

- C1 Are faculty resources adequate? If you are not requesting or have not been authorized to hire additional faculty, demonstrate how this course will fit into the schedule(s) of current faculty. What will be taught less frequently or in fewer sections to make this possible? Please specify how preparation and equated workload will be assigned for this course.

Faculty resources are adequate as per the approved addition of one faculty member, to begin Fall 2014.

- C2 What other resources will be needed to teach this course and how adequate are the current resources? If not adequate, what plans exist for achieving adequacy? Reply in terms of the following:

- *Space
- *Equipment
- *Laboratory Supplies and other Consumable Goods
- *Library Materials
- *Travel Funds

No other resources are needed to teach this course.

- C3 Are any of the resources for this course funded by a grant? If so, what provisions have been made to continue support for this course once the grant has expired? (Attach letters of support from Dean, Provost, etc.)

No resources for this course are funded by a grant.

- C4 How frequently do you expect this course to be offered? Is this course particularly designed for or restricted to certain seasonal semesters?

This course will be offered every other academic year. This course is not designed for or is not restricted to certain seasonal semesters.

- C5 How many sections of this course do you anticipate offering in any single semester?

One course section per offered semester.

- C6 How many students do you plan to accommodate in a section of this course? What is the justification for this planned number of students?

Student enrollment will be 45, based upon the seating capacity of the anticipated classroom.

- C7 Does any professional society recommend enrollment limits or parameters for a course of this nature? If they do, please quote from the appropriate documents.

No professional society recommends enrollment limits or parameters.

C8 If this course is a distance education course, see the Implementation of Distance Education Agreement and the Undergraduate Distance Education Review Form in Appendix D and respond to the questions listed.

This is not a distance education course.

Section D: Miscellaneous

Include any additional information valuable to those reviewing this new course proposal.

No additional information is necessary.