



Philadelphia University
Faculty of administration and finance management
Department of hotel and tourism management
first semester, 2008/2009

Course Syllabus

| | |
|---|---|
| Course Title: accommodation management (2) | Course code: 381220 |
| Course Level: second year | Course prerequisite (s) and/or co requisite (s):381210 |
| Lecture Time: | Credit hours: 3 |

Academic Staff Specifics

| Name | Rank | Office Number and Location | Office Hours | E-mail Address |
|-------------|-------------|-----------------------------------|---------------------|-----------------------|
| Dr. | | | | |

Course module description:

This module will seek to provide students with different knowledge and skills about the functions and techniques of the house keeping department and different sections such as security, laundry, purchasing and storing. It also explore the relationship with other hotel departments.

Course module objectives:

1. To recognize and have more insight into the laundry lance and security section
2. Relation with other hotel departments
3. To establish and understand the job-task for these employed in the house – keeping department .

Course/ module components

Books (title , author (s), publisher, year of publication)

- **Support material (s) (vcs, acs, etc).**

- **Study guide (s) (if applicable)**
- **Homework and laboratory guide (s) if (applicable).**

Teaching methods:

Lecture, discussion groups, tutorials, problem solving, debates, etc.

Learning outcomes:

- Knowledge and understanding
 - to know the different techniques of the house keeping department .
- Cognitive skills (thinking and analysis).
 - to analysis the different job –tasks for the house keeping department
 - to make the students familiar with the thinking and analyzing the relationship between house-keeping and the various departments of the hotel
- Communication skills (personal and academic).
- Practical and subject specific skills (Transferable Skills).
 - **skills of supervising**
 - **skills of role-play**

Assessment instruments

- Short reports and/ or presentations, and/ or Short research projects
- Quizzes.
- Home works
- Final examination: 50 marks

| <u>Allocation of Marks</u> | |
|---|-------------|
| Assessment Instruments | Mark |
| First examination | 15 |
| Second examination | 15 |
| Final examination: 50 marks | 50 |
| Reports, research projects, Quizzes, Home works, Projects | 20 |
| Total | 100 |

Documentation and academic honesty

- Documentation style (with illustrative examples)
- Protection by copyright
- Avoiding plagiarism.

Course/module academic calendar

| week | Basic and support material to be covered | Homework/reports and their due dates |
|---|--|---|
| (1) | Introduction for house –keeping techniques | |
| (2) | The organizational chart for house-keeping department | |
| (3) | Employee job –task for house –keeping department | |
| (4) | The laundry –section | |
| (5) | The maintenance section | |
| (6) First examination | Purchasing and storing section | |
| (7) | Types of stores | |
| (8) | Preparing the reports for house-keeping | |
| (9) | Document and forms in the house-keeping department | |
| (10) | The importance of classification and its effect on the hotels | |
| (11) Second examination | Security department | |
| (12) | The internal design for hotels room | |
| (13) | Case- studies for room design | |
| (14) | Training course | |
| (15) Specimen examination (Optional) | Discussion the reports | |
| (16) Final Examination | General review | |

Expected workload:

On average students need to spend 2 hours of study and preparation for each 50-minute lecture/tutorial.

Attendance policy:

Absence from lectures and/or tutorials shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to and approved by the Dean of the relevant college/faculty shall not be allowed to take the final examination and shall receive a mark of zero for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

Module references

• Books

| code | course | Author | Title | Edition | Publisher | ISBN |
|-------------|--------------------|---|---------------------------------------|---------|-------------|--------------|
| 038122 0 | ادارة الايواء 2 | د. عماد عبد الهادي، د. حسن الرفاعي، محمود الديماسي، حسين عطير | إدارة الإيواء | الأولى | دار المسيرة | |
| | | د. نزيه الدباس د. نبيل حوامدة | إدارة الإيواء | الأولى | دار الحامد | 2002/1/254 |
| | | Tuckor | The Professional Housekeeper | | Ekplbs | |
| | | د. نائل علي | إدارة الإشراف الداخلي في الفنادق | الأولى | دار زهران | |
| | | Rutherford | Hotel management operation | Second | Wiley | 0-47-28568-4 |
| | | Branson | Hotel and Hospital Housekeeping | Second | ekpbls | |

- Journals

- American Hotel and Motel Association .

• Websites

- Library . uef.edu.rosen.quide food Asp