



Philadelphia University
Faculty of Administrative and Financial Sciences
Department of Tourism and Hotel Management
First Semester, Academic Year 2014/2015

Course Syllabus

Course title: Hotel Operations 2	Course code: 0381412
Course level: 4th Year	Course prerequisite (s) and/or co requisite (s): 0381141
Lecture time: 13.10 – 14.00	Credit hours: 3 credit hours

Academic Staff Specifics

Name	Rank	Office number and location	Office hours	E-mail address
Rafa Harahsheh	Assistant Professor	32520 Fifth Floor		

This course is covered in the following College and Department Learning Outcomes:

Department Learning Outcome no. 1, no. 4, and no. 5

Course module description:

This course will focus on a study of the systems and procedures for operating and controlling Housekeeping activities in hotels and the management of rooms division operations. This course will also aim to provide students with the necessary skills and knowledge of the housekeeping department functions and its relationship with other departments within the organisational chart of the hotel.

Course module objectives:

- Students will be able to learn the operation of housekeeping department, which is the back of the house to run a hotel operation smoothly.
- Students will be able to understand the Guest needs & Services, and will acquire the knowledge & techniques required for Guest Cycle.
- Students will be able to recognise and understand the importance of rooms division department and the housekeeping in the management policy of the hotel.

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:

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

Learning outcomes:

- Knowledge and understanding
 - 1- To understand the job- task for the housekeeping department and its importance.
 - 2- To make students become more familiar and understand the relationship between housekeeping department and various hotel departments within the organisational structure.
- Cognitive skills (thinking and analysis).
 - 1- To demonstrate critical review and problem-solving abilities related to housekeeping management and operations.
- Communication skills (personal and academic).
 - 1- To ensure a high degree of customer satisfaction by anticipating customer needs and providing back of the house services in a professional manner.
 - 2- To develop a solid understanding of customer-oriented and profitable operation within the housekeeping department.
- Practical and subject specific skills (Transferable Skills).
 - 1- To adapt to various and changing technologies, systems, and computer applications for hotels and for the housekeeping department such as Fidelio/Horizon programmes .

Assessment instruments

- Short reports and/ or presentations, and/ or Short research projects
- Quizzes.
- Homework
- Final examination: 40 marks

<u>Allocation of Marks</u>	
Assessment Instruments	Mark
First examination	20
Second examination	20
Final examination	40
Reports, research projects, quizzes, homework, 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 to Rooms Division department and back of the house	
(2)	The Housekeeping Department	
(3)	Main duties of Housekeeping	
(4)	The Guest Cycle	
(5)	Property Management Systems	
(6)	The Laundry Department	
First examination		
(7)	The Linen Department	
(8)	The relationship with other hotel departments	
(9)	Revenue Operating Reports	
(10)	Housekeeping forms	
(11)	Housekeeping practical procedures	
Second examination		
(12)	Housekeeping practical procedures	
(13)	Moral, ethical, environmental, safety and legal issues	
(14)	Purchasing, storage, and control of housekeeping materials	
(15)	Case Studies	
Specimen examination (Optional)		
(16)	Revision	
Final Examination		

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

- Hayes, D. and Ninemeier, J. (2007). *Hotel Operations Management*, Prentice Hall, New Jersey.
- Walker, J.R. (2006). *Introduction to Hospitality*, Prentice Hall, New Jersey.

Journals

- Cornell Hotel Restaurant Administrative Quarterly
- International Journal of Hospitality Management

Websites

- www.unwto.org/hotels
- www.google.com/scholar?hl=en&q=hotel+operations

