

HOSP-1482: HOUSEKEEPING MANAGEMENT

Cuyahoga Community College

Viewing: HOSP-1482 : Housekeeping Management

Board of Trustees:

January 2026

Academic Term:

Fall 2026

Subject Code

HOSP - Hospitality Management

Course Number:

1482

Title:

Housekeeping Management

Catalog Description:

Fundamentals of professional housekeeping services in lodging industry. Examines basic cleaning methods and equipment currently used; work production and quality control techniques specific to housekeeping management.

Credit Hour(s):

2

Lecture Hour(s):

2

Requisites

Prerequisite and Corequisite

HOSP-1010 Introduction to the Hospitality Industry, and HOSP-1020 Sanitation and Safety or concurrent enrollment.

Outcomes

Course Outcome(s):

Perform basic management functions in a housekeeping department.

Essential Learning Outcome Mapping:

Critical/Creative Thinking: Analyze, evaluate, and synthesize information in order to consider problems/ideas and transform them in innovative or imaginative ways.

Written Communication: Demonstrate effective written communication for an intended audience that follows genre/disciplinary conventions that reflect clarity, organization, and editing skills.

Objective(s):

1. Identify housekeeping personnel issues and solutions.
2. Evaluate training techniques, their effectiveness and the importance of properly training new employees and continual training of entire staff.
3. Discuss the challenges of retaining housekeeping employees and ways to motivate staff.
4. Identify environmental concerns for housekeeping departments in the areas of: solid waste management, recycling, water pollution, and energy usage.
5. Examine issues/areas of safety concerns for housekeepers and guests.
6. Demonstrate proper cleaning techniques for occupied rooms.
7. Demonstrate proper cleaning techniques for vacant rooms.
8. Schedule staff and guest rooms for deep cleaning projects.
9. Conduct routine inspections.
10. Utilize computerized systems for communication within the housekeeping department.
11. Utilize computerized systems for communication between the housekeeping department and other departments within a facility.
12. Demonstrated and ability to identify and report routine maintenance needs.
13. Demonstrate an understanding of proper chemical handling and haz-comm standards.
14. Perform opening duties for a housekeeping department: print reports, create room attendant assignments, and issue keys.
15. Operate laundry equipment safely and properly.

16. Analyze material requirements for floors, ceilings, walls, and furniture.
 17. Relate occupancy levels and housekeeping workload to staffing.
 18. Review the role and responsibilities of a housekeeping manager.
 19. Identify where to find information to solve special cleaning problems.
 20. Outline steps in an inventory of housekeeping and laundry supplies.
 21. Chart the flow of linen through a facility.
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Methods of Evaluation:

1. Tests
2. Quizzes
3. Final examination American Hotel and Lodging Association (AHLA) certification
4. Written assignments
5. Special assignments/portfolio assignments
6. Case studies

Course Content Outline:

1. Role of housekeeping operations
 - a. The role of the housekeeping department in hotel operations
 - b. The importance of effective communication between housekeeping and
 - i. front office
 - ii. engineering/maintenance
 - c. The executive housekeeper's position
 - d. Housekeeping rooms status report
 - e. Daily occupancy report
2. Planning and organizing the housekeeping department
 - a. Identifying responsibilities
 - b. Frequency schedules/inventory list
 - c. Function of performance standards
 - d. Function of productivity standards
 - e. Operating budget
3. Housekeeping human resources
 - a. Sources of labor
 - b. Recruiting housekeeping employees
 - c. Employee turnover
 - d. Role of housekeeping trainer
 - e. Staffing guide/scheduling techniques for housekeeping
4. Inventory and budget controls
 - a. Inventory control
 - i. par levels
 - ii. linen records
 - iii. uniform records
 - iv. perpetual inventory system
 - b. Budget control
 - i. executive housekeeper's responsibility
 - ii. operating budget
 - iii. capital budgets
 - iv. statements
 - v. forecasting expenses
5. Safety and security
 - a. Costs of unsafe work environment
 - b. Safety procedures in housekeeping
 - c. Occupational Safety and Health Administration (OSHA) regulations pertaining to housekeeping
 - d. Key control
 - e. Fire safety training for housekeeping employees
 - f. Lost and found function
6. On-premise laundry operations

- a. Flow of linen processing through operation
 - b. Sorting linen
 - c. Wash/dry cycles involved in cleaning linen
 - d. Functions of different detergents
 - e. Forecasting linen needs
 - f. Preventive maintenance programs
7. Housekeeping chemical/hazard communication
- a. Categories of housekeeping chemicals
 - b. OSHA hazard communication standard
 - c. Cleaning additives/purpose
 - d. Material Safety Data Sheets (MSDA) sheets/labeling
 - e. Hazard Communication program
 - f. Trends in cleaning technology and housekeeping methods
8. Guestroom and public area cleaning
- a. Room attendant equipment and supplies
 - b. Room attendant cleaning schedule
 - c. Guest relations procedure
 - d. Guestroom cleaning procedure
 - e. Guestroom inspections
 - f. Public area cleaning procedures/responsibilities
 - g. Cleaning public area equipment
 - i. ice machine
 - ii. vending machines
 - iii. elevators
 - iv. pool area
9. Housekeeping selection of ceilings, walls, furniture, fixture, carpets and floors
- a. Common types of ceiling and wall surfaces/coverings
 - b. Identifying characteristics of wall and ceiling covering
 - i. flammability
 - ii. noise reduction
 - c. Criteria and importance of following recommended chemical use and cleaning procedures
 - d. Purchasing procedures for guestroom furniture
 - e. Types of carpeting
 - f. Carpet and floor cleaning
 - g. Types of flooring
10. Beds, linens, and uniforms
- a. Types of mattresses; criteria for selecting linen
 - b. Types of fabric materials
 - c. Types of employee uniforms

Religious Accommodation

Before reviewing the course schedule, students should carefully review the following religious accommodation policy and other required instructional policies:

Religious Accommodation:

Students seeking an accommodation for absences permitted under Ohio's Testing Your Faith Act must provide the instructor with written notice of the specific dates for which the student requires an accommodation and must do so not later than fourteen (14) days after the first day of instruction. Please submit requests for accommodations at this link: <https://portal2.tri-c.edu/ReligiousAccommodation/ReligiousAccommodationForm>. Students with questions about their religious accommodations under Ohio's Testing Your Faith Act may contact the College's Office of General Counsel and Legal Services by phone at 216.987.4856 or via email at legal@tri-c.edu.

Other Required Instructional Policies:

<https://www.tri-c.edu/student-resources/curriculum/documents/syllabus-part-b.pdf>

Weekly Schedule

	Topics
Week 1	Introduction to Course, Syllabus Review
Week 2	The Role of Housekeeping in Hospitality Operations
Week 3	Sustainability and Environmental Concerns in Housekeeping
Week 4	Management Functions in Housekeeping
Week 5	Human Resources
Week 6	Inventory Management
Week 7	Budgeting and Cost Control
Week 8	Safety and Security
Week 9	On Premise Laundry
Week 10	Guestroom Cleaning
Week 11	Public Area and Other Types of Cleaning
Week 12	Material Selection and Care for Ceilings, Walls, Furniture, and Fixtures
Week 13	Material Selection and Care for Beds, Linens, and Uniforms
Week 14	Material Selection and Care for Carpets, Floors, Tubs, Toilets, and Vanities
Week 15	Final Exam Review
Week 16	Finals Week

The Course Schedule is subject to change due to pedagogical needs, instructor discretion, parts of term, and unexpected events.

Required/Recommended Readings

Frye, William and Aleta Nitschke. *Housekeeping Management*.

Resources for the Instructor

Zemke, Dina and Thomas Jones, Ph.D. *Managing the Built Environment in Hospitality Facilities*. 2nd ed. Prentice Hall, 2018.

Casado, Matt A. *Housekeeping Management*. 2nd ed. Wiley, 2012.

O'Fallon, Michael J. and Denney G. Rughterford. *Hotel Management and Operations*. 5th ed. Wiley, 2011.

Singh, A.J. and Hervé Houdré. *Hotel Sustainable Development: Principles and Best Practices (AHLEI)*. American Hotel Lodging Association •, 2013.

Jones, Thomas J. A. *Professional Management of Housekeeping Operations*. 5th ed. Wiley, 2008.

Frye, William and Aleta Nitschke. *Housekeeping Management*. Revised 3rd ed. East Lansing, MI: Educational Institute of AHLA, 2008.

Hayes, David K., Ninemeier, Jack D., Miller, Allisha A. *Hotel Operations Management*. 3rd. Pearson, 2021.

Brody, David. *Housekeeping by Design: Hotels and Labor*. 1st. University of Chicago Press, 2016.

Wood, Roy C. *Hotel Accommodation Management*. 1st. Rutledge Publishing, 2017.

Additional Resources for the Instructor

1. Trade Journals
 - a. Executive Housekeeping Today
 - b. Lodging Hospitality
 - c. Lodging Magazine
 - d. Nations Restaurant News
 - e. Restaurants and Hospitals
2. Websites
 - a. www.ecolab.com (<http://www.ecolab.com>)
 - b. www.ieha.org (<http://www.ieha.org>)
 - c. <http://www.facilitiesnet.com>
 - d. <http://www.fmindustry.com>

Top of page

Key: 5175