

Arkansas Tech University
Department of Parks, Recreation and Hospitality Administration
HA 3143 Executive Housekeeping
Fall 2013



Hospitality Administration Mission Statement

The mission of the Hospitality Administration Program is to provide quality education in Hospitality Administration and provide a foundation for professional growth and development. This is achieved by:

There are two ways of spreading light: to be the candle or the mirror that reflects it
-Edith Wharton

Catalog Description: Pre-requisite HA 2043. This course evaluates the role of housekeeping, the planning and organization of various organizing tasks, and the importance of maintaining and training quality housekeeping staff. This course will evaluate managing inventories, controlling expenses and monitoring safety and security functions. This class is 2 hour lecture and 1 hour lab and will require student to have a minimum of 15 contact hours throughout the semester under supervision in a hotel housekeeping environment

Class Times Monday 2:30 PM to 5:20 PM

Location of Class: Room 125

Instructor Susan West
106 Williamson
479-356-6205 Office
Email: swest7@atu.edu

Office Hours:

Tuesday	9:00 am - 2:00 pm
Thursday	9:00 am - 3:00 pm
**or by appointment	

Course Materials:

Required Text:

- Jones, Thomas *Professional Management of Housekeeping Operations* 5th Edition
ISBN: 978-0-471-76244-7

Learning Outcomes and Artifact

HA Course Number	HA Course Title	ACPHA Standard(s)	Learning Outcome(s)	Artifact(s)
HA 3143	Executive Housekeeping	The operation relative to the provision of hospitality goods and/or services, including foodservice management and/or lodging management and related services	<i>Recognize</i> the role of housekeeping services as a scientific method and <i>describe</i> the role housekeeping has in hotel and food operations	Exams
		Relevant operational and/or management experience in some facet of the hospitality industry, with guidance and supervision guaranteed by the industry and the academic program	<i>Apply</i> understanding of organization of housekeeping procedure	Lab environment at local hotels
		Effective communication including both oral and written form	<i>Identify</i> behaviors for establishing a multi-cultural and nonnative speaking staff	Role play
		The planning for, the utilization of, and management of human resources including the understanding of human behavior	<i>Compare</i> issues relative to human resource concerns within the housekeeping/lodging industry	Case Studies

Course Format

Classroom procedure for this class may include all of the following formats: lectures, discussions, group assignments, class demonstrations, student demonstrations, PowerPoint presentations, outside readings, field trips, and/or guest speakers.

EVALUATION AND GRADING

Methods of Evaluation:

10 quizzes @ 20 points piece	200 points
Assignments/Reading	300 points
Contact Hours	400 points
Final	200 points
Journal	<u>200 points</u>
Total Points	1300 points

Grading Scale:

A = 90% and above
B = 80-89%
C = 70-79%
D = 60-69%
F = 59% or below

Quizzes

There will be 10 quizzes at 20 points a piece. They will be taken from your text as well as discussion and lecture. If you miss a quiz, you will need to contact me BEFORE the next class to schedule a time to take the test during my office hours. The quizzes will include: multiple choice, true/false, fill-in-the-blank, short answer or essay. **Total available points will be 200.**

Assignments/Additional Reading

Additional reading will be given-as well as take home assignments. They will vary in scope and will come from hand-outs or texts that will be provided for you. **Total points available are 300.**

Contact Hours

Since only so much can be taught in the classroom structure, it will be a requirement for this class to work with local hotels to have the true experience of housekeeping. There will be a lab form/report that will need to be signed for documentation! **Total points 400**

Final

This will be a cumulative final—it will include all chapters that we cover this semester
Total points 200

Journal

This will be fairly free-lance, meaning...I want you to write at least 10 reflections on things we have said and done this semester (for example, when the Bug Man visits, write a response) *I WILL NOT ACCEPT LATE JOURNALS! They are Due December 9th*-**Total points 200**

CLASS POLICIES

Field Trip/Lab Etiquette

I expect you to dress in a professional manner and carry yourself as professionals. No shorts or tank tops will be accepted. Shoes must be cleaned and polished. You are representing Arkansas Tech University, the Hospitality Department and yourself.

Course Requirements

The following are course requirements for Executive Housekeeping:

- Attendance and participation in each class lecture and lab.
- Completion of all assignments in a timely manner. All late homework will decrease in value by 10% each day the assignment is late.
- Completion of 10 quizzes as well as assigned readings. You will also be responsible for journals and/or readings.
- Please turn cell phones to VIBRATE or SILENT-phones are a great tool for communication, but within a class environment, it is extremely disrespectful to me and your peers to have your phones ring during class time. Please do not text during lecture or group work.
- Completion of Labs at off-site properties

Special Needs

Anyone who has special needs or considerations to assist in learning or test taking should speak with the instructor privately so that adjustments may be made. This should be done within the first two weeks of classes or as soon as the need arises. Students with special needs must register with the Disability Coordinator/University Testing Center at 479-968-0302.

Academic Honesty

Cheating will not be tolerated in this course. From the Student Handbook “Any student found to have committed misconduct, included but not limited to the following list, is subject to the disciplinary sanctions outlined in Article IV:

1. Acts of dishonesty, including but not limited to the following:
 - a. Cheating, plagiarism, or other forms of academic dishonesty.”

Any student caught cheating or plagiarizing someone else’s work on a test or assignment will be given an “F” for the work. Students may be asked to provide proof of original work if there is a question of cheating or plagiarism.

ATU Attendance Policy

Regular class attendance is considered essential if students are to receive maximum benefit from any course. Control of class attendance is vested in the teacher, who has the responsibility of defining early in each course his/her standards and procedures. A student accumulating an excessive number of unjustifiable absences in a course may be dropped from the course by the instructor with a grade of “FE.” A student who is dropped from three courses in a semester for unsatisfactory class attendance may be immediately suspended- It will be your responsibility to sign in each day that you are in class!

Your Role as a Student

I request that you not come in late as it is disruptive to me as well as your peers. If you leave class before time is up and have not informed me, I will count it as an absence. Discussions will be held periodically in class and I encourage all to participate. However, I will not tolerate inappropriate language including negative terms regarding ones ethnicity, gender, sexual preference or physical difference. I will expect you to keep up with the readings, assignments, quizzes and test dates. In return for your cooperation, I will treat you with mutual respect, try to help and encourage you in any way possible and together we can have a wonderful semester!! Welcome to the Hospitality Industry!!

ScheduleSubject to change if needed****

Monday September 2	Labor Day Holiday
Monday September 9	WELCOME and expectations Chapter 1
Monday September 16	Movie Day
Monday September 23	Chapter 2 Quiz 1 over Chapter 1
Monday September 30	Chapter 3 Quiz 2 over Chapter 2
Monday October 7	Chapters 4-5-6-7 Quiz 3 over Chapter 3
Monday October 14	Chapter 8 Quiz 4 over Chapters 4-5-6-7
Monday October 21	Chapter 9 Quiz 5 over Chapter 8
Monday October 28	Chapter 10 Chapter 11
Monday November 4	Chapter 12-13 Quiz 6 over Chapters 9-10-11
Monday November 11	Chapter 14 Chapter 15 Quiz 7 over Chapter 12-13
Monday November 18	Chapter 16 Quiz 8 over Chapter 14-15
Monday November 25	NO CLASS!
Monday December 2	Quiz 9 over Chapter 16
Monday December 9	Quiz 10 Review for Final JOURNALS DUE TODAY IN CLASS
Monday December 16	FINAL 1:00-3:00 PM
December 21	GRADUATION

