

PROPOSAL FOR COURSE CHANGE

To: Curriculum Committee

From: Parks, Recreation and Hospitality Administration (PRHA)

Date submitted: August 18, 2008

Request for: Course addition

Submitted by: Theresa Herrick

Approved by: Department Head: Theresa Herrick

Dean of School: Willy Hoefler

Reviewed by: Registrar: Tammy Hudis

Vice President: _____

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

Number: HA 3143

Title for Catalog: Executive Housekeeping

Title for Inventory: Executive Housekeeping

Effective date or term: Fall 2009

I. Justification and feasibility of course:

A. What is the need for this course? Who will take it?

app CC 9/19/08
app FS 10/8/08

1. Students will recognize the operation relative to the provision of hospitality goods and/or services, including foodservice management and/or lodging management and related services.
2. Students will develop administrative processes, including the integration of analysis and policy determination at the overall management level.
3. Students will apply 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.

Hospitality students will be the primary consumers.

B. How does it relate to other work being offered by your department? Is there an overlap with other courses in the department?

This course is required for the Lodging and Club Management emphasis and will allow students to develop scientific management skills necessary to organize lodging or resort facility. There is no overlap with other HA courses.

C. Is this course part of any general plan of development within your department? Explain.

This course is part of a new emphasis to be proposed in Lodging and Club Management. The Hospitality Administration Program recently became accredited. During the accreditation visit, the visitors indicated there were too many required core courses in the degree program and not enough flexibility for the students to choose areas of interest within the degree program. The HA Program is preparing to divide the curriculum into 3 emphases.

D. How often will the course be offered. Once each academic year.

E. How will the course be staffed? Current Hospitality faculty.

F. When applicable, state with which departments you have specifically coordinated this change? None. It will be difficult for other majors to take this course as an elective because of the prerequisites.

G. How does this course integrate with the assessment process of the department?

This course will cover the following ACPHA accreditation standards listed in the Hospitality Administration Assessment Plan. Students will have "knowledge and understanding of the general principles of the following areas and specific applications in hospitality management:

- quantitative methods and management information systems, including computer applications
 - operations relative to the provision of hospitality goods and/or services, including foodservice management and/or lodging management and related services
 - Administrative processes, including the integration of analysis and policy determination at the overall management level.
 - 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.
- Learning outcomes will be measured through, exams, projects and a lab environment at a hotel

**Arkansas Tech University
Department of Parks, Recreation and Hospitality Administration
HA 3143 Executive Housekeeping
Fall 2009**

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:

- Providing knowledge, skills and abilities through a comprehensive academic curriculum
- Demonstrating professionalism, leadership and high ethical standards by a competent faculty and administration
- Promoting community service and outreach
- Emphasizing the importance of research and continuing education
- Encouraging life-long learning

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Class Times TBA

Location of Class: Room 125

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

Office Hours: 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-case studies
		Administrative processes, including the integration of analysis and policy determination at the overall management level	<i>Develop</i> a method of policy implementation for an efficient housekeeping staff	Project
		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

Extra Credit

I may offer extra credit or bonus points throughout the semester. Including, but not limited to, assistance with special events, papers, newscasts and other opportunities that will arise throughout the semester.

CLASS POLICIES

Field Trips

It is Arkansas Tech University policy that students are NOT required to attend field trips. However, in lieu of the field trip, a substitute project/paper may be required to be completed by the student not attending the field trip.

Field Trip 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 Introduction to Hospitality Management:

- Attendance and participation in each class lecture.
- 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 four (4) exams as well as assigned readings. You will also be responsible for journals and readings.
- No smoking during class times or breaks.
- No use of any other type of tobacco products.
- 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.

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

Academic dishonesty or misconduct is not condoned nor tolerated at Arkansas Tech University. Unless stated otherwise all assignments for this course are to be completed independently without assistance from or in collaboration with others. Please refer to the Regulations and Procedures Section in the 2008-09 ATU (Tech) Undergraduate Catalog.

Be advised that any of your work including papers/reports may be reported to www.turnitin.com for plagiarism. Any student found cheating will be dealt with severe penalty, including expulsion from the University.

ATU Attendance Policy

2008-2009 Undergraduate Catalog; page 72. 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. Therefore, I will give 1 (one) point per class that the student is present.

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****

Chapter 1 Executive Housekeeper and Scientific Management
Chapter 2 Conceptual Planning
Chapter 3 Planning to Schedule Workers: A Major Advantage of a Housekeeper Team
Chapter 4 Material Planning: Administration of Equipment and Supplies
Chapter 5 Material Planning: Floors, Walls, and Windows
Chapter 6 Material Planning: Suppliers and Equipment
Chapter 7 Material Planning: Bedding, Linens and Uniforms
Chapter 8 Staffing for Housekeeping Operations
Chapter 9 Operational Planning

Chapter 10 The Hotel Housekeeping Daily Routine of Department Management
Chapter 11 Hotel Housekeeping Sub-routines
Chapter 12 Swimming Pool Operations and Management
Chapter 13 Housekeeping in other Venues
Chapter 14 The Safeguarding of Assets: Concerns for Safety and Security in Housekeeping Operations