هيئة تقويم التعليم والتدريب
Education & Training Evaluation Commission

اعتماد
NCAAA

T4

2020

Course Specifications

VISION رؤية
2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

www.etec.gov.sa

Course Title:	Rooms Division Management 2
Course Code:	
Program:	B.Sc of Tourism and Hospitality Management, Hotel Management Track
Department:	Tourism and Hospitality Management
College:	College of Business
Institution:	Umm Al-Qura University

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A. Course Identification

1. Credit hours: 2

2. Course type

1. **Credit hours:**
2. Course type   **a.**   University ☐   College ☐   Department ■   Others ☐   **b.**   Required ■   Elective ☐
3. Level/year at which this course is offered: 3rd years, 8th semester
4. Pre-requisites for this course (if any)**:**
5. Co-requisites for this course (if any)**:**

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	20	33.3%
2	Blended	40	66.7%
3	E-learning		%100
4	Distance learning		
5	Other		

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	60
2	Laboratory/Studio	20
3	Tutorial	
4	Others (specify)	20
	Total	100

B. Course Objectives and Learning Outcomes

This course introduces the main concepts and basics of housekeeping department. The department organizational chart will be discussed with key positions. It also covers the Management of housekeeping duties within an establishment, supervision of staff, scheduling, use of different cleaning agents, safety within the work environment; housekeeping technology. The course give much emphasis on telephone department duties and responsibilities. Moreover, the maintenance and engineering department will be illustrated in terms of the duties and responsibilities.

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2. Course Main Objective

At the end of the unit the student will be able to:
Academic:
- Understand role and responsibility of housekeeping department.
- Discuss relationship of housekeeping with other departments.
- Demonstrate an understanding of housekeeping basic planning activity and its organization.
- Discuss various activities in housekeeping department such as chemical usage, managing inventories, laundry management and controlling expense.
- Understand and analyze housekeeping standards together with safety and security aspects.
- Demonstrate the creativity on housekeeping standards and trends.
- Analyze and explain housekeeping impact of city and resort types of hotels.

- *Vocational:*

- Recognize the housekeeping supervision tasks and duties.
- Perform room inspection in accordance with hotel standards
- Identify methods for conducting a professionally managed front office/front desk.

3. Course Learning Outcomes

	CLOs	Aligned-PLOs
1	**Knowledge and Understanding**	
1.1	– Demonstrate the role of Housekeeping department in the hotel.	
1.2	– Understand the relationship of housekeeping with other departments.	
1.3	– Demonstrate an understanding of housekeeping basic planning activity and its organization.	
1.4	– Recognize the various activities in housekeeping department such as chemical usage, managing inventories, laundry management and controlling	

CLOs		Aligned-PLOs
	expense	
1.5	– Understand and analyze housekeeping standards together with safety and security aspects.	
1.6	– Understanding the maintenance role in the hotel).	
2	**Skills :**	
2.1	Perform rooms inspection properly.	
2.2	Demonstrate critical analysis and interpretation of information related to housekeeping department.	
2.3	Demonstrate ability to manage staff in housekeeping.	
2.4	Ability to Set plans for floor renovation	
2.5		
3	**Values:**	
3.1	The ability to work effectively within a team and form successful positive relationships with others.	
3.2	Adhere to ethical standards of behavior and take responsibility for learning	
3.3		

C. Course Content

No	List of Topics	Contact Hours
1	Introduction and overview housekeeping Management: hotel types: internal departmental structure: internal communication	3
2	Fundamentals of Housekeeping Operations	3
3	Role of housekeeping and its relationship with other departments	3
4	Room cleaning cycle.	3
5	Furniture and floor coverings.	3
6	Health and safety concerns, and the operation of laundry facilities.	3
7	Property Management Systems for housekeeping	3
8	Public areas :Front-of-the-House and other Functional Areas	3
9	Managing linen and sheets	3
10	The hotel laundry	3
11	Maintenance and engineering	3
12	Hotel security	3
13	Revision	3
	Total	

D. Teaching and Assessment
1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment

Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	**Knowledge and Understanding**		
1.1 1.2 1.3	– Students will be familiar with the role of Housekeeping department in the hotel. – Understanding the relationship between the housekeeping and other departments in hotels – Perform various activities in housekeeping department.	Active Learning strategies Active Learning strategies	Exams, Teamwork, Assignments, and Coursework Exams, Teamwork, Assignments, and Coursework
2.0	**Skills**		
2.1	Perform rooms inspection process properly.	Active Learning strategies Active Learning strategies	Exams, Teamwork, Assignments, and Coursework Exams, Teamwork, Assignments, and Coursework
2.2	Set plans for floor renovation		
2.3	Ability to execute emergency evacuation in critical cases.		
3.0	**Values**		
3.1 3.2 3.3	– Taking a leadership/managerial role as appropriate. – Responsibility for own learning. – Adhere to ethical standards of behavior.	Active Learning strategies Active Learning strategies Course rules introduction	Teamwork, Assignments, and Coursework Exams, Teamwork, Assignments, and Coursework Teamwork, Assignments, and Coursework

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Mid-term Exam	8	20%
2	Individual Essay	8	10%
3	Semester Work (quizzes- problem solving- attendance)	Every week	20%
4	Research Project (Group)	12	10%
5	Final exam	16	40%

E. Student Academic Counseling and Support

Arrangements for availability of faculty and teaching staff for individual student consultations and academic advice:

The course director is available at his office hours to help and support students. The academic advising unit is also affording the service to the college students.

-Office hours (13/week).
- E-mail (available).
- Meetings (3-5 times /semester)
- Whats' app for emergency matters: (Sun-Thu 8:00am-4:00pm, Weekends 12:00pm-5:00pm)

F. Learning Resources and Facilities

1.Learning Resources

Required Textbooks	– Casado, M. (2000) Housekeeping Management. New York: John Wiley and Sons, Inc. – Martin, R. (1998) Professional Management of Housekeeping Operations. (3rd ed.). New York: John Wiley and Sons, Inc. – Kappa, M., Nitschke, A. and Schappert, P. (1995) Housekeeping Management. New York: Educational Institute of the American Hotel and Motel Association.
Essential References Materials	Annals of Tourism Research Caterer and Hotelkeeper Cornell Hotel and Restaurant Administration Quarterly Facilities Hospitality, The Institute of Hospitality Hospitality Design Hotel & Restaurant Magazine Hotel and Motel Management Hotels International Journal of Contemporary Hospitality Management International Journal of Hospitality Management International Journal of Tourism Management International Journal of Tourism Research Journal of Facilities Management Journal of Hospitality and Tourism Management Tourism and Hospitality Research Tourism Management World Hospitality and Tourism Trends

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Electronic Materials	www.Hedna.org www.hospitalitynet.org Caterer and Hotelkeeper www.caterer.com British Hospitality Association www.bha-online.org.uk Caterer and Hotelkeeper www.caterer.com
Other Learning Materials	Mintel Market Intelligence http://www.reports.mintel.com/ Mintel Market Intelligence http://www.reports.mintel.com/ The Institute of Hospitality http://www.instituteofhospitality.org/content/ British Hospitality association http://www.bha.org.uk

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.) **Technology Resources** (AV, data show, Smart Board, software, etc.) **Other Resources** (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	Classroom with max of 30 seats- Active Learning Halls Data-show, Video and scientific films, White board, flip chart, Blue glue; Markers High quality audio system for practicing listening and speaking

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
Obtaining Student Feedback on Effectiveness of Teaching	Students	At the end of every lecture, students are asked to write down their feedback about the lecture in an anonymous piece of paper and to hand it to the lecturer. All students feedback will be read and will be discussed in the next lecture
Evaluation of Teaching by the Instructor or by the Department	Peers	Peer Observation Guidelines and Recommendations
Evaluation of course materials	Reviewers	Reviews by the department council of course materials (e.g., syllabi, assignments, activities)
Evaluation of syllabi	Academic staff members	Discussions within group of faculty teaching the course.
Verifying Standards of Student Achievement	Academic staff members	Assigning group of faculty members who have an experience on teaching the course to grade same Questions for various students. Faculty from other institutions are invited

Periodically reviewing course effectiveness and planning for improvement.	The instructor	The course material and learning outcomes are periodically reviewed and the changes to be taken are approved in the departmental and higher councils.

Evaluation areas (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes, Quality of learning resources, etc.)
Evaluators (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify)
Assessment Methods (Direct, Indirect)

H. Specification Approval Data

Council / Committee	Prof. Hany H .Abdelhamied
Reference No.	

Date	May 2022