



Course Specifications

Course Title:	Rooms Division Management (2)
Course Code:	
Program:	B.Sc. Tourism and Hospitality Management
Department:	Tourism and Hospitality Management
College:	Business Administration
Institution:	Umm Al Qura University

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A. Course Identification

1. Credit hours: 2
2. Course type
a. University <input checked="" type="checkbox"/> College <input type="checkbox"/> Department <input type="checkbox"/> Others <input type="checkbox"/>
b. Required <input checked="" type="checkbox"/> Elective <input type="checkbox"/>
3. Level/year at which this course is offered: 6 th 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		
2	Blended	30	100%
3	E-learning		
4	Distance learning		
5	Other		

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	30
2	Laboratory/Studio	
3	Tutorial	
4	Others (specify)	
	Total	

B. Course Objectives and Learning Outcomes

<p>1. Course Description</p> <p>The rooms department is the most important profit center in hotels as it generates the most revenue, and its employees are the most interactive with guests. Therefore, providing clean rooms is one of the basic matters that guests do not tolerate. This course covers the tasks of the internal supervision department in hotel establishments of all kinds, how to supervise the work team, distribute tasks and set work schedules in a balanced manner among all members of the department. The student also studies the technical details of cleaning rooms and how to use detergents and chemicals in a safe and clean work environment, as well as the use of technology in conducting the work of the internal supervision department.</p>
<p>2. Course Main Objective</p> <p>A. To help the students to identify the importance and the processes of internal supervision in hotels and resorts.</p> <p>B. Understand the role of the internal supervision department in providing excellent quality and high standard hotel services.</p> <p>C. Learn how to prepare and clean hotel rooms.</p>

- D. To help the student know the equipment and tools used in the department and differentiate between them.
- E. To help the student to understand the nature of the relationship between the internal supervision department and other departments in the hotel.

3. Course Learning Outcomes

CLOs		Aligned PLOs
1	Knowledge and Understanding	
1.1	The ability to demonstrate and explain the tasks and operations of the internal supervision department in hotels and resorts.	
1.2	The understanding of the of the organizational structure of the front office departments in hotels and resorts.	
1.3	To fully understand the relationship of the internal supervision department with other departments within the hotel.	
1.4	Learn about the safe use of cleaning detergents, chemicals and equipment	
2	Skills :	
2.1	Introducing new methods other than the traditional methods used in arranging rooms and public areas	
2.2	Demonstrate innovative and creative abilities in solving problems facing employees of the Internal Supervision Department	
2.3	To enhance written communication skills through writing reports.	
2.4	To enhance verbal communication skills through presentations.	
3	Values:	
3.1	Ability to work in a team (teamwork spirit).	
3.2	To deal with and accept criticism and guidance from team members/leaders and be open to accept different opinions.	
3.3	Learn effective and successful communication skills.	
3.4	To enhance and improve the speaking skills to overcome the fear of speaking in front of others.	
3.5	Encouraging students to benefit from and collaborate with others.	
3.6	To understand the responsibility towards guests and the importance of ensuring their security and safety.	

C. Course Content

No	List of Topics	Contact Hours
1	Introduction to the management of internal supervision and its importance in the hotel	2
2	The relationship between the internal supervision department with other departments and the upper hotel management. Learning the scope of work in the department and how to deal with other departments on a documentary basis.	2
3	Organizational structure and job description for employees in the internal supervision department in hotels.	2
4	Job description of some employees in the internal supervision department	2

5	Training the employees of the Internal Supervision Department "what it is - its objectives - types of training - methods"	2
6	Laundry management, its employees and the most important equipment used.	2
7	Controlling and dealing with the textiles and linens.	2
8	Purchasing, storing and controlling cleaning tools.	2
9	The technical aspects of the work related to the management of internal supervision.	2
10	Security and safety in the internal supervision department.	2
11	How to prepare and equip the trolley for the internal supervision workers.	2
12	Overview of the devices/machines and equipment used for cleaning and the chemicals used in the cleaning and hygiene process.	2
13	How to work in the laundromat and deal with the various appliances used.	2
14	How to clean guests' rooms, clean and prepare the bathrooms.	2
15	Cleaning public and open areas and the process of cleaning the restaurant.	2
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	<p>The ability to demonstrate and explain the tasks and operations of the internal supervision department in hotels and resorts.</p> <p>The understanding of the of the organizational structure of the front office departments in hotels and resorts.</p> <p>To fully understand the relationship of the internal supervision department with other departments within the hotel.</p> <p>Learn about the safe use of cleaning detergents, chemicals and equipment</p>	<p>Lectures</p> <p>Using modern technology in teaching</p> <p>Interactive education</p> <p>Assigning students to do research and then presenting and discussing it.</p>	<p>Direct questions to students.</p> <p>Classroom discussions</p> <p>Periodical and final exams</p>
2.0	Skills		
2.1	<p>Introducing new methods other than the traditional methods used in arranging rooms and public areas.</p> <p>Demonstrate innovative and creative abilities in solving problems facing employees of the Internal Supervision Department.</p>	<p>Interactive education</p> <p>Assigning students to do research and then presenting and discussing it.</p> <p>Case studies</p>	<p>Inclusion of problem-solving questions in exams</p> <p>Direct questions to students.</p>

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
	To enhance written communication skills through writing reports. To enhance verbal communication skills through presentations.	Critical analysis and thinking to deal with issues and find appropriate solutions	Classroom discussions
3.0	Values		
3.1	Ability to work in a team (teamwork spirit). To deal with and accept criticism and guidance from team members/leaders and be open to accept different opinions. Learn effective and successful communication skills. To enhance and improve the speaking skills to overcome the fear of speaking in front of others. Encouraging students to benefit from and collaborate with others. To understand the responsibility towards guests and the importance of ensuring their security and safety.	Involve students in research and group discussions. Assigning students to make written reports on topics covered in the course. Assignments Presentation of the projects and research that they have been assigned to prepare	Follow up on the division of work with students Evaluate group discussions periodically Knowing the obstacles that the student faced in the research Verbal discussions Evaluation of the duties and research assigned to the student

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Periodical exams	ongoing	10
2	Individual research	Week 9	10
3	Midterm exams	Week 8	20
4	Group project	Week 11	20
5	Final exam	End of semester	40

*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

E. Student Academic Counseling and Support

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

- 8 office hours per week, at a rate of two hours per day, from Sunday to Wednesday.
- Communication through electronic means (e-mail - WhatsApp ...) as well as by phone.

F. Learning Resources and Facilities

1. Learning Resources

Required Textbooks	Nitschke, Aleta & Frye. William. Managing Housekeeping Operations, Third Revised Edition. American Hotel & Lodging Association أدارة قسم الأشراف الداخلي في الفنادق: هاني عاطف قزمان وعابدة فايز
Essential References Materials	Vallen, G.K. & Vallen, J.J. (2013) Check-in; Check Out: Managing Hotel Operations (9th ed) Prentice Hall. Bardi, J.A. (2010) Front Office Management, (5th Ed), Wiley and Sons.
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 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
Other Learning Materials	

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	Lecture hall and a computer lab.
Technology Resources (AV, data show, Smart Board, software, etc.)	Computers in the lab, smart boards, projectors, and software available at the college for students 2smart panels - 2 display screens - 2 LCD screens
Other Resources (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	

G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
Students' Feedback on Teaching Effectiveness:	Students	A-Questionnaires distributed to students to know their opinions about the course, the effectiveness of the teaching method, and the difficulties they faced.

Evaluation Areas/Issues	Evaluators	Evaluation Methods
		B-Communication and informal verbal discussions with students to obtain their views on how to develop and improve the course.
Other strategies for evaluating the teaching process by the professor or department:	Colleagues	A-In-department discussions with Colleagues B-Periodic review of the course by the study plans and schedules committee in the department C-Be aware and updated on the latest methods of teaching by the subject's professor.
Teaching development procedures	Professor/students	A- Increasing the degree of interaction between students and the teacher through the application of the concepts of active education and interactive education B-Encouraging students to engage in group discussions C-Encouraging students to present their work.
Procedures for verifying student achievement standards (such as: checking the correction of a sample of work, and periodically exchanging to correct tests	Professor/internal and external Peer Reviewers	A- Marking students' exams by independent faculty members or through the department's examination committee B- Developing the department's study plan to match the student's achievement C - Making case statements for students who have failed in the course to correct their situation D- Exchanging knowledge on a regular basis with colleagues by following up on developments in the field of the course and adding the latest technologies, references and scientific research in its contents

Evaluation Areas/Issues	Evaluators	Evaluation Methods
		E- A sample of assignments with faculty members from another institution: a survey of students' opinions on the course by the Quality Department
Procedures for periodic review of course effectiveness and plans for development	Professor/college committee	<p>A- The course is reviewed periodically by the department's study plans and schedules committee to ensure that it keeps pace with recent developments in the specialization</p> <p>B- Take advantage of modern technologies in presenting scientific material</p> <p>C- Access to the content of the scientific material taught in the largest international universities that offer the same program</p> <p>D- Analyzing the students' opinions periodically and taking the results of the analysis and their opinions into consideration when updating the study plan</p> <p>E- Benefiting from the opinions of workers in the hotel industry and all relevant parties to identify the requirements of the market and society</p>

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	
Reference No.	
Date	