



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Housekeeping							
Course Code		TRZM107		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	78 (Hours)	Theory	3	Practice	0	Laboratory	0
Objectives of the Course		The aim of this course is to provide students with detailed information about the duties of the housekeeping department in the hospitality businesses, the functioning and procedures of the department and the duties that the department must do to provide effective service to its customers.							
Course Content		Housekeeping Department, Housekeeping Staff, Forms used in Housekeeping Department, Relations with other departments							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion					
Name of Lecturer(s)		Ins. Nurcan YILMAZ							

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	Housekeeping Management in Hotel Businesses-Prof. Dr. Meryem AKOĞLAN KOZAK
2	Housekeeping Management in Hospitality Businesses- Asst. Assoc. Dr. Yaşar Yılmaz, Lec. Per.-Betül Yılmaz
3	Contemporary Housekeeping Management in Hospitality Businesses-Prof. Dr. Oya A. SEYMEN,Asst. Assoc. Dr.Barış ERDEM, Comp.Ex. Melike GÜL

Week	Weekly Detailed Course Contents	
1	Theoretical	Introduction to Housekeeping and Presentation of Housekeeping Department
2	Theoretical	Housekeeping Organization Chart
3	Theoretical	Human Resources in Housekeeping Department
4	Theoretical	Planning in Housekeeping Department
5	Theoretical	Information Flow in Housekeeping Department
6	Theoretical	Control in Housekeeping Department
7	Theoretical	Budgeting in Housekeeping Department
8	Intermediate Exam	Midterm exam
9	Theoretical	Materials Used in Housekeeping Department
10	Theoretical	Tools and Equipment Used in Housekeeping Department
11	Theoretical	Guest Room and Room Cleaning
12	Theoretical	Decoration of Customer Rooms and Flower Arrangement
13	Theoretical	Hygiene in Housekeeping Department
14	Theoretical	General Cleaning in Housekeeping
15	Theoretical	Laundry Management in Housekeeping Department
16	Theoretical	Worker Health and Safety in Housekeeping Department

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	3	56
Midterm Examination	1	10	1	11
Final Examination	1	10	1	11
Total Workload (Hours)				78
[Total Workload (Hours) / 25*] = ECTS				3

*25 hour workload is accepted as 1 ECTS



Learning Outcomes

1	To be able to explain the role of the housekeeping department in hotel businesses.
2	To understand the relationship of the housekeeping department with other departments.
3	To be able to plan work in the housekeeping department.
4	To be able to clean and control the guest room.
5	To be able to make suggestions on issues related to customer safety and satisfaction in the housekeeping department.

Programme Outcomes (*Tourism and Hotel Management*)

1	
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Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1
P1	5

