



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	To know the concept of tourism management well and to adapt the areas of economy, accounting, finance, management, marketing, human resources to the tourism sector.
2	To have knowledge of the tourism sector and the accommodation, food and beverage, travel, transportation, entertainment and other businesses that constitute the sub-industry of tourism.
3	To have knowledge about the coordination and integration of sub-industries of the tourism sector. To adsorb the communication and coordination between hotel departments.
4	To follow the developments in the tourism sector and to renew himself/herself.
5	To know the legislation about the structure and operation of the tourism sector. To have knowledge about the legal regulations regarding tourism businesses and tourism types.
6	To have detailed information about accommodation businesses and to learn the basic areas of hotel management (front office, housekeeping, food and beverage services, entertainment services).
7	To be able to communicate with guests in written and verbal and to have the power of persuasion. To have knowledge about sales and marketing and to have the ability to persuade.
8	To have basic computer knowledge and ability to use related programs. To have knowledge about software used in the hospitality industry.
9	To learn about Atatürk's principles and reforms. To have knowledge about history and geography. To have enough knowledge about the geography of Turkey and world tourism.
10	To have sufficient degree knowledge of English (reading, writing, listening and speaking). To be able to communicate with guests in English (written and verbal).
11	To have detailed information about occupational health and safety. To know well the legislation determined within the scope of occupational health and safety and to follow the developments.
12	To be able to produce ideas about the solution of business or guest problems and apply them.
13	To adopt the company she/he works, to fulfill his responsibilities and to be prone to teamwork. To fulfill the requirements of the department she/he works. To act in accordance with the hierarchical order of tourism businesses.

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

	L1	L2	L3	L4	L5
P1	5				3
P2	3	4		3	4
P3		5	5		3
P4					3
P5	1	1			
P6	5	4	5	5	5
P7	2				5
P8	1		4		
P11	1	1	1		5
P12	2	2	2	3	3
P13	3	2	4	4	4

