# University of Hawaii Maui College
## Course Outline and CAR

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Department: Business/Hospitality

Date submitted to Curriculum Committee: October 1, 2011

Type of action:

*Addition:*
- ☐ regular
- ☐ other; specify:

*Modification:*
- ☐ alpha/number
- ☒ title
- ☐ credits
- ☐ description
- ☐ pre-requisite
- ☐ co-requisite
- ☐ recommended prep
- ☒ other; specify: SLO's

Course:

1. Alpha: HOST                2. Number: 150
3. Title: Rooms Division Operations I
4. Credits: 3                     5. Contact Hours/Type: 3 cr. lecture/lab

Existing course, if different from above:

Alpha: HOST                Number: 150
Title: Housekeeping Operations
Credits: 3                     Contact Hours/Type 3 cr. lecture/lab

6. Course Description:

7. Pre-requisites: HOST 101 (or concurrent), and ENG 19 with C grade or better, or placement at least ENG 22; or consent

    Pre-requisite may be waived by consent ☒ yes   ☐ no

8. Co-requisites: N/A

9. Recommended Preparation: N/A

10. Cross-list: N/A

11. Reason for this curriculum action:
Align SLO's and competencies with Accreditation Commission for Programs in Hospitality Administration (ACPHA) recommendations and standards.

. Course is taught at another UH campus:
☐ no  Explain why this course is proposed for UHMC:
☒ yes, specify college(s), course, alpha, and number where same or similar course is taught: KapCC (Housekeeping Operations, HOST 150), Kauai CC (Housekeeping Operations, HOST 150), HawCC (Housekeeping Operations, HOST 150)

12. Proposed term of first offering:  <u>Fall</u>  semester of <u>2012</u>  year
5-year Review Date 2018

13. Grading: Standard (Letter, Cr/NCr, Audit)   Explain, if not Standard grading:

14. Is this course repeatable for credit?  ☒ no   ☐ yes; maximum is _____ credit or ☐ unlimited.

*Many previous course outlines have SLOs and what are now called* Competencies/Concepts/Issues/Skills *combined in question number 6. In this form in number 15: SLOs are considered to be over arching "what the student will be able to do in the rest of life" type statements. In number 16: Competencies/Concepts/Issues/Skills are considered to be the more specific steps by which the SLOs are achieved.*

15. Student Learning Outcomes (SLOs). List one to four inclusive SLOs.
*Use roman numerals (I., II., III.) to designate SLOs..*
On successful completion of this course, students will be able to:

I.  Identify and demonstrate skills essential for successful employment in leadership positions in the hospitality industry through the values of Ho'okipa (hospitality), Laulima (teamwork), and Alaka`i (leadership).

II. Demonstrate the skills of a lifelong learner through the values of 'Ike loa (learning to learn) and Kuleana (civic responsibility).
III.
IV.

16. Competencies/Concepts/Issues/Skills. *Use lower case letters (a., b....zz) to designate competencies/concepts/issues/skills..*
On successful completion of this course, students will be able to:

a.  Explain the framework and functions of housekeeping and the inter-relationship with other departments to improve performance (Ho'okipa, Laulima, and Alaka`i);

b.  Describe the skills needed to clean and service guestrooms, front and back of house, and supporting services to improve performance of housekeeping duties

(Ho`okipa, Laulima, Alaka`i, 'Ike loa); and

c. Exhibit the personal traits that are necessary to enhance performance in the housekeeping department (Ho'okipa, Laulima, Alaka`i, 'Ike loa, Kuleana).

17. Suggested Course Content and Approximate Time Spent on Each Topic
*Linked to #15. Student Learning Outcomes and #16: Competencies/Concepts/Issues/Skills*

| | |
|---|---|
| 1 class session | **Introduction (I, II), (a, b, c)**<br>Icebreaker/get acquainted activity<br>Introduction to the course syllabus including a discussion of course materials, assignments, projects and site visitations |
| 2 - 3 weeks | **Role of Housekeeping in Hospitality Operations (I, II), (a, b, c)**<br>Front of house and back of house<br>Role of Housekeeping in relation to hotel operations<br>Organizational structure of the housekeeping department<br>Housekeeping, Front Office, and Engineering terminology<br>Role of management<br>Handling difficult situations/guest issues<br>Environmental and Energy Management |
| 2-3 weeks | **Housekeeping Human Resources (I, II), (a, b, c)**<br>Tasks and responsibilities of housekeeping staff<br>Positive behaviors, personal hygiene, grooming<br>Task lists, job descriptions<br>Recruiting, training, motivating, retaining staff<br>Supervising a diverse workforce<br>Team building<br>Giving and receiving clear communications |
| 1 - 2 weeks | **Managing Inventories (I, II), (a)**<br>Par levels<br>Linen, Uniforms, Guest Loan items<br>Machines & Equipment<br>Cleaning supplies and chemicals<br>Product and vendor selection |
| 1 - 2 weeks | **Guestroom Cleaning (I, II), (a, b, c)**<br>Guestroom service standards<br>Cleaning tasks<br>Guestroom cleaning procedures<br>Beds and bedding<br>Quality assurance and inspections<br>Standard operating procedures |

| | |
|---|---|
| 1 - 2 weeks | Controlling Expenses (I, II), (a, b, c) |
| |     Calculating staffing requirements |
| |     Managing inventories |
| |     The budget process |

1 - 2 weeks     Controlling Expenses (I, II), (a, b, c)
        Calculating staffing requirements
        Managing inventories
        The budget process

1 - 2 weeks     Safety & Security (I, II), (a, b, c)
        Government agencies
        Laws, regulations and compliance
        OSHA regulations

1 week     Managing an On-Premises Laundry (I, II), (a)
        Machines & equipment
        Valet
        Staffing Considerations
        Laundry & linen management
        Outsourcing

1 - 2 weeks     Public Areas Cleaning (I, II), (a, b, c)

1 - 2 weeks     Specialized cleaning (I, II), (a, b, c)
        Ceilings, walls, furniture, and fixtures
        Beds, linens, and uniforms
        Carpets and floors
        Tubs, toilets, vanities
        Housekeeping equipment

2-16 weeks     Project(s) & Assignments (I, II), (a, b, c)
        Word, Excel, PowerPoint and web-based research
        Interviewing industry professional(s)
        Housekeeping issues (i.e. biohazard cleaning)
        Special cleaning considerations

18. Suggested Course Requirements and Evaluation
*Linked to #15. Student Learning Outcomes and #16: Competencies/Concepts/Issues/Skills*
Specific course requirements are at the discretion of the instructor at the time the course is being offered. Suggested requirements might include, but are not limited to:
-

| | |
|---|---|
| Attendance and Participation (I, II, a, b, c) | 0 – 5% |
| Homework Assignments (I, II, a, b, c) | 10 – 30% |
| Quizzes (I, II, a, b, c) | 0 – 5% |
| Tests and Exams (I, II, a, b, c) | 20 – 40% |
| Presentations, Demonstrations, Group Work, Exercises, and Projects (I, II, a, b, c) | 30 – 50% |

19. College-wide academic student learner outcomes (CASLOs) this course supports: *(mark all that apply)*

☒ Written Communications
☒ Quantitative Reasoning
☒ Information Retrieval and Technology
☒ Oral Communication
☒ Critical Reasoning
☒ Creativity

If this course supports one or more CASLO, then either complete the Assessment of Intended Student Learning Outcomes Standards (CCOWIQ) Grid (see Curriculum Committee website for grid form and submit it with this form) OR in the box following explain briefly how this course supports the particular CASLO or CASLOs:

20. Using the program student learning outcomes (PLOs) for the main program of which this course is a part, list only those PLOs this course supports:

PLO: I. Identify and demonstrate skills essential for successful employment in leadership positions in the hospitality industry through the values of Ho'okipa (hospitality), Laulima (teamwork), and Alaka'i (leadership).

PLO: II. Demonstrate the skills of a lifelong learner through the values of 'Ike loa (learning to learn) and Kuleana (civic responsibility).
PLO:
PLO: .

PLO:
PLO:
PLO:

21. No question. Question 21 will be part of the process used in Curriculum Central.

22. Method(s) of delivery appropriate for this course:  *(mark all that apply)*
☒ Traditional      ☐ HITS/Interactive TV ☐ Cable TV    ☐ Online        ☐ Hybrid
☐ Other, explain:

23. Text and Materials, Reference Materials, and Auxiliary Materials
Appropriate text(s) and materials will be chosen at the time the course is offered from those currently available in the field.  Examples include: Nitschke, A. and Frye, W.  Managing Housekeeping Operations.  American Hotel & Lodging Association.

Appropriate reference materials will be chosen at the time the course is offered from those currently available in the field.  Examples include: Newspapers, magazines, internet resources.

Appropriate auxiliary materials will be chosen at the time the course is offered from those currently available in the field. Examples include:

24. Maximum enrollment: <u>35</u>  Rationale, if less than 35:

25. Course is restricted to particular room type: ☒ no  ☐ yes; explain:

26. Special scheduling considerations:  ☒ no  ☐ yes; explain:

27. Special instructional resources *(personnel, supplies, etc.)* required:
☒ no  ☐ yes; explain:

28. Special student fees required: ☒ no  ☐ yes; explain:

29. Function/Designation: Mark all that apply.

☐ AA*  First Category Category    Second Category, if appropriate Category
☐ Fulfills Hawaii Emphasis (HI) Graduation Requirement

☐ AS  Program    Category    List Additional Programs and Category:

☒ AAS  Hospitality and Tourism   PR - Program Requirement    List Additional
Programs and Category: Hospitality & Tourism

☐ BAS Program  Category    List Additional Programs and Category:

☐ Developmental/Remedial          ☐ Other/Additional: Explain:

*\* Submit the appropriate form(s) to have the course placed in the requested category(ies) to both the Curriculum Committee and the Liberal Arts/AA Program Chair. If the course satisfies category I: Foundations/Skills: Foundations I or Ii, it needs to be submitted to the Foundations Board. If a course needs a diversity designation, it needs to be submitted to the Diversity Board. If a course needs a Hawaii/ Asia/ Pacific designation, it needs to be submitted to the HAPS board. See your Department Representative, the Curriculum Chair, or the Liberal Arts/AA Coordinator for information.*

30. Course ☐ increases ☐ decreases ☒ makes no change to number of credits required for program(s) affected by this action. Explain, if necessary:

31. Course is:
☐ Not appropriate for articulation.

☐ Appropriate* for articulation as a general education course at:
   ☐UHCC ☐UH Manoa ☐UH Hilo ☐UHWO
☐ Previously articulated* as a general education course at:
   ☐UHCC ☐UH Manoa ☐UH Hilo ☐UHWO

*Submit Course Articulation Form(available on the Curriculum Committee website) if course is already articulated, or is appropriate for articulation, as a general education (100-, 200-level) course. Check Curriculum Committee website under UH Courses for articulation sites.*

    ☒ Standardized and/or appropriate for articulation by PCC or other UH system agreement at:

        ☒UHCC ☐UH Manoa ☐UH Hilo ☐UHWO  Explain:

    ☒ Appropriate for articulation or has previously been articulated to a specific department or institution: ☒UHCC ☐UH Manoa ☐UH Hilo ☐UHWO ☐ Outside UH system Explain:

    ☒ This course outline is standardized and/or the result of a community college or system-wide agreement. Name of the responsible committee/group: HOST PCC

32. List catalog used and then degrees, certificates, prerequisites, and catalog sections and their page numbers affected by this proposal: 2011-2012 UHMC General Catalog, Hospitality & Tourism, AAS, CA, CC p. 51; Course Descriptions, pp. 124-125.

33. Additional Information *(add additional pages if needed):*

_Loreen Pek_                                              10/13/11
_____                  _____
Proposed by:  Author or Program Coordinator              Date


_Loreen Pek_                                              10/13/11
_____                  _____
Checked by Department Representative to Curriculum Committee     Date


_Girlla Pascual_                                          10/13/11
_____                  _____
Requested by Department: Department Chair                 Date


_M. Bruck_                                                11-4-11
_____                  _____
Recommended by: Curriculum Chair                         Date


_____                  2-1-12
_____                  _____
Approved by Academic Senate:  Academic Senate Chair      Date


                                                         2-3-12
_____                  _____
Endorsed by:  Chief Academic Officer                     Date


                                                         2/11/12
_____                  _____
Course Approved by:  Chancellor                          Date