

Curriculum Action Request (CAR) Form

COURSE (New Course, Course Modification, Five Year Review)

University of Hawai'i Maui College

Curriculum Proposal # _____

(for CURCOM use only)

1. Curriculum Action

New Course Course Modification Five Year Review

2. Proposer

Lorelle Peros

3. Department

Allied Health Business & Hospitality Career & Tech Education
 English Humanities Social Science
 Science/Tech/Eng/Math

4. Course Alpha

HOST

5. Course Number

150

6. Course Title

Housekeeping Operations

7. If this is a course modification or a five year review, please check the curriculum items being modified.

1. Course Alpha 2. Course Number 3. Course Title
 4. Credits 5. Contact Hours 6. Course Description
 7. Prerequisites 8. Corequisites 9. Rec Prep
 10. Cross-list w other course 13. Grading Method 14. Repeatable for credit?
 15. SLOs 16. Course Competencies 17. Content & Timeline
 18. PLOs 19. CASLOs 21. Method of Delivery
 22. Text and Materials 23. Maximum Enrollment 29. Course Designation
 31. Catalog Modification
 Other

8. Proposed Semester

Fall 2015

9. Effective Semester (1 Year from Proposed Semester)

Fall 2016

University of Hawaii Maui College
HOST 150 - Housekeeping Operations

1. Course Alpha.

HOST

2. Course Number.

150

3. Course Title/Catalog Title.

Housekeeping Operations

4. Number of Credits.

3

5. Contact Hours/Type.

- Hour lecture (3)

6. Course Description.

Studies the practical applications of housekeeping operations including the planning, organizing, staffing, and control techniques required to assure quality service.

7. Pre-Requisites.

HOST 101 with grade C or better (or concurrent), and ENG 19 with grade C or better or placement at least ENG 22, or consent

8. Co-requisites.

None

9. Recommended Preparation.

None

10. Is this a cross-listed course?

NO

11. Reason for Proposal. Why is this course being proposed or modified? This question requires specific information as part of the explanation.

This course is being modified to align with the UHCC HOST Program Coordinator's Council (PCC) system-wide articulation agreement for common core courses in the HOST program. The name of the course is being changed from Rooms Division Operations I to Housekeeping Operations and the prerequisite is being corrected to be HOST 101 with grade C or better (or concurrent), and ENG 19 with grade C or better or placement at least ENG 22, or consent.

12. Effective Semester and Year.

Fall 2016

13. Grading Method. What grading methods may be used for this course?

- Standard (Letter,Cr/NCr,Audit) (0)

14. Is this course repeatable for credit? How often can this course be counted toward a degree or certificate?

NO

15. Course Student Learning Outcomes (SLOs).

Course SLO/Competency	Explain the framework and functions of the housekeeping department and the inter-relationship with other departments within a lodging operation.	Analyze work practices needed to effectively manage a housekeeping operation.	Exhibit the personal traits that are necessary to enhance performance in the housekeeping department.
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).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Demonstrate the skills of a lifelong learner through the values of 'Ike loa (learning to learn) and Kuleana (civic responsibility).			<input checked="" type="checkbox"/>

Course SLO/PSLO	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).	Demonstrate the skills of a lifelong learner through the values of 'Ike loa (learning to learn) and Kuleana (civic responsibility).
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).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Demonstrate the skills of a lifelong learner through the values of 'Ike loa (learning to learn) and Kuleana (civic responsibility).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

16. Course Competencies.

Competency
Explain the framework and functions of the housekeeping department and the inter-relationship with other departments within a lodging operation.
Analyze work practices needed to effectively manage a housekeeping operation.
Exhibit the personal traits that are necessary to enhance performance in the housekeeping department.

17. Recommended Course Content and Timeline. The course content facilitates the course competencies. Course content may be organized by weeks, units, topics or the like.

Role of Housekeeping in Hospitality Operations (2 weeks)

- Organizational structure of hotels & resorts
- Rooms Division structure
- Framework and functions of housekeeping and inter-relationships with departments
- Tasks and responsibilities of housekeeping staff
- Service standards in the hospitality industry

Housekeeping, Front Office, and Engineering terminology
Role of management in housekeeping operations

Energy and Environmental Management (1 week)

Sustainability in the hospitality industry
Triple bottom line
Green practices
Eco-purchasing
Energy management systems

Planning & Organizing the Housekeeping Department (1 week)

Area inventory lists, frequency schedules
Performance and productivity standards
Inventory levels

Housekeeping Human Resource Issues (1 week)

Recruiting, training, motivating staff
Forecasting & staffing requirements
Workforce diversity
Trends

Managing Inventories (1 week)

Par levels
Uniforms
Guest loan items
Machines & equipment
Cleaning & guest supplies

Controlling Expenses (2 weeks)

Budget process & financials
Cost per occupied room
Evaluating financial statements
Purchasing procedures

Safety & Security (1-2 weeks)

OSHA & HIOSH standards
Safety practices
Disaster preparedness

Guestroom Cleaning & Public Areas (2 weeks)

Standard Operating Procedures (SOPs)
Quality assurance inspections
Chemical selection
Cleaning equipment
Public areas walkthru

Special Topics (2-3 weeks)

Ceilings, walls, furniture, and fixtures
Beds, linens, uniforms
Contract cleaning
Carpets & floors

Issues & trends (1-2 weeks)

18. Program Learning Outcomes.

Program SLO

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).

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

19. College-wide Academic Student Learning Outcomes (CASLOs).

	Creativity - Able to express originality through a variety of forms.
<input checked="" type="checkbox"/>	Critical Thinking - Apply critical thinking skills to effectively address the challenges and solve problems. <input checked="" type="checkbox"/> Preparatory Level
	Information Retrieval and Technology - Access, evaluate, and utilize information effectively, ethically, and responsibly.
<input checked="" type="checkbox"/>	Oral Communication - Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes. <input checked="" type="checkbox"/> Preparatory Level
	Quantitative Reasoning - Synthesize and articulate information using appropriate mathematical methods to solve problems of quantitative reasoning accurately and appropriately.
<input checked="" type="checkbox"/>	Written Communication - Write effectively to convey ideas that meet the needs of specific audiences and purposes. <input checked="" type="checkbox"/> Preparatory Level

20. Linking.

21. Method(s) of delivery appropriate for this course.

- Classroom/Lab (0)

22. Text and Materials, Reference Materials, and Auxiliary Materials.

- Frye, William and Nitschke, Aleta. Managing Housekeeping Operations. Third. American Hotel & Lodging Association Educational Institute, 2008, 978-0-82-86612-336-5.

23. Maximum enrollment.

30

24. Particular room type requirement. Is this course restricted to particular room type?

NO

HA of Maui to be used for practicum assignments.

25. Special scheduling considerations. Are there special scheduling considerations for this course?

NO

26. Are special or additional resources needed for this course?

None

27. Does this course require special fees to be paid for by students?

NO

28. Does this course change the number of required credit hours in a degree or certificate?

No

29. Course designation(s) for the Liberal Arts A.A. degree and/or for the college's other associate degrees.

Degree	Program	Category
Associate in Arts:		LE - Elective
AS:		
AAS:	Hospitality and Tourism	PR - Program Requirement
BAS:		
Developmental/Remedial:		

30. Course designation(s) for other colleges in the UH system.

HawCC: HOST 150 - Housekeeping Operations
 KapCC: HOST 150 - Housekeeping Operations
 KauCC: HOST 150 - Housekeeping Operations

31. Indicate the year and page # of UHMC catalog referred to. For new or modified courses, please indicate the catalog pages that need to be modified and provide a sheet outlining those changes.

UHMC General Catalog, p. 47 and p. 123.

32. College-wide Academic Student Learner Outcomes (CASLOs).

Standard 1 - Written Communication	
Write effectively to convey ideas that meet the needs of specific audiences and purposes.	
Outcome 1.1 - Use writing to discover and articulate ideas.	2
Outcome 1.2 - Identify and analyze the audience and purpose for any intended communication.	2
Outcome 1.3 - Choose language, style, and organization appropriate to particular purposes and audiences.	2
Outcome 1.4 - Gather information and document sources appropriately.	2
Outcome 1.5 - Express a main idea as a thesis, hypothesis, or other appropriate statement.	2
Outcome 1.6 - Develop a main idea clearly and concisely with appropriate content.	2
Outcome 1.7 - Demonstrate a mastery of the conventions of writing, including grammar, spelling, and mechanics.	2
Outcome 1.8 - Demonstrate proficiency in revision and editing.	2
Outcome 1.9 - Develop a personal voice in written communication.	2
Standard 2 - Quantitative Reasoning	
Synthesize and articulate information using appropriate mathematical methods to solve problems of quantitative reasoning accurately and appropriately.	
Outcome 2.1 - Apply numeric, graphic, and symbolic skills and other forms of quantitative reasoning accurately and appropriately.	2
Outcome 2.2 - Demonstrate mastery of mathematical concepts, skills, and applications, using technology when appropriate.	1
Outcome 2.3 - Communicate clearly and concisely the methods and results of quantitative problem solving.	2
Outcome 2.4 - Formulate and test hypotheses using numerical experimentation.	0
Outcome 2.5 - Define quantitative issues and problems, gather relevant information, analyze that information, and present results.	2
Outcome 2.6 - Assess the validity of statistical conclusions.	0
Standard 3 - Information Retrieval and Technology.	
Access, evaluate, and utilize information effectively, ethically, and responsibly.	

Outcome 3.1 - Use print and electronic information technology ethically and responsibly.	2
Outcome 3.2 - Demonstrate knowledge of basic vocabulary, concepts, and operations of information retrieval and technology.	1
Outcome 3.3 - Recognize, identify, and define an information need.	1
Outcome 3.4 - Access and retrieve information through print and electronic media, evaluating the accuracy and authenticity of that information.	2
Outcome 3.5 - Create, manage, organize, and communicate information through electronic media.	1
Outcome 3.6 - Recognize changing technologies and make informed choices about their appropriateness and use.	1
Standard 4 - Oral Communication	
Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes.	
Outcome 4.1 - Identify and analyze the audience and purpose of any intended communication.	2
Outcome 4.2 - Gather, evaluate, select, and organize information for the communication.	2
Outcome 4.3 - Use language, techniques, and strategies appropriate to the audience and occasion.	1
Outcome 4.4 - Speak clearly and confidently, using the voice, volume, tone, and articulation appropriate to the audience and occasion.	2
Outcome 4.5 - Summarize, analyze, and evaluate oral communications and ask coherent questions as needed.	1
Outcome 4.6 - Use competent oral expression to initiate and sustain discussions.	1
Standard 5 - Critical Thinking	
Apply critical thinking skills to effectively address the challenges and solve problems.	
Outcome 5.1 - Identify and state problems, issues, arguments, and questions contained in a body of information.	2
Outcome 5.2 - Identify and analyze assumptions and underlying points of view relating to an issue or problem.	2
Outcome 5.3 - Formulate research questions that require descriptive and explanatory analyses.	1
Outcome 5.4 - Recognize and understand multiple modes of inquiry, including investigative methods based on observation and analysis.	2
Outcome 5.5 - Evaluate a problem, distinguishing between relevant and irrelevant facts, opinions, assumptions, issues, values, and biases through the use of appropriate evidence.	1
Outcome 5.6 - Apply problem-solving techniques and skills, including the rules of logic and logical sequence.	2
Outcome 5.7 - Synthesize information from various sources, drawing appropriate conclusions.	2
Outcome 5.8 - Communicate clearly and concisely the methods and results of logical reasoning.	0
Outcome 5.9 - Reflect upon and evaluate their thought processes, value system, and world views in comparison to those of others.	0
Standard 6 - Creativity	
Able to express originality through a variety of forms.	
Outcome 6.1: Generate responses to problems and challenges through intuition and non-linear thinking.	1
Outcome 6.2: Explore diverse approaches to solving a problem or addressing a challenge.	1
Outcome 6.3: Sustain engagement in activities without a preconceived purpose.	0
Outcome 6.4: Apply creative principles to discover and express new ideas.	0
Outcome 6.5: Demonstrate the ability to trust and follow one's instincts in the absence of external direction	1
Outcome 6.6: Build upon or adapt the ideas of others to create novel expressions or new solutions.	0

33. Additional Information