

COCONINO COMMUNITY COLLEGE

COURSE OUTLINE

Prepared by: Daniel Bingham
Revised by: Daniel Bingham
Status: Permanent

Date: April 22, 1996
Date: October 3, 1997

A. Identification:

1. Subject Area: Hotel/Restaurant Management
2. Course Number: HRM 220
3. Course Title: PROPERTY MANAGEMENT
4. Credit Hrs: 3
5. Catalog Description:
Introduction to the direction and control of housekeeping operations, personnel and facilities management, problem solving techniques, and guest security and safety. Three lecture.

B. Course Goals:

To provide students with the working knowledge to direct and control the human and physical resources related to property management.

C. Course Outcomes:

Students will:

1. identify staffing needs for housekeeping department.
2. develop an organizational chart for the housekeeping department.
3. analyze supply needs and identify the steps in the procurement process.
4. develop a plan for the administration and distribution of supplies.
5. list the principles of linen room management.
6. analyze guest problem scenarios and synthesize possible solutions.
7. evaluate employee and guest environment in terms of safety.
8. implement interior design techniques for guest satisfaction.
9. create a full circle management plan.
10. identify requirements for MSDS and OSHA.
11. identify daily routines and subroutines for housekeeping.
12. define procedures for opening the house.
13. evaluate housekeeping inventories.
14. determine proper procedures for controlling housekeeping expenses.
15. differentiate physical plant operations.
16. evaluate the various plant operations as they pertain to electrical and HVAC systems.
17. identify safety issues pertaining to water and wastewater management.

D. Course Content:

Will include:

1. The role of housekeeping in hospitality operations.
2. Planning and organizing the housekeeping department.
3. Recruiting, selecting, hiring, orienting housekeeping employees.
4. Managing inventories.
5. Controlling expenses.
6. Public areas and other types of cleaning.
7. Introduction to the physical plant and building operations.
8. Engineering systems in lodging facilities.
9. Water and wastewater systems.
10. Safety and security
11. Managing an on premise laundry

12. Electrical systems.
13. Heating systems.
14. Air conditioning systems.