



ESOGU Tourism Faculty Course Information Form

TERM	Spring
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COURSE CODE		COURSE NAME	Housekeeping Management
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SEMESTER	WEEKLY COURSE HOURS			COURSE			
	Theoretical	Practical	Laboratory	CRE DITS	ECTS	TYPE	LANGUAGE
IV	2	0	0	3	5	CORE (X) ELECTIVE ()	Turkish

COURSE CATEGORY

Supportive Courses	Basic Vocational	Proficiency/Field	Human, Communication, and Management Skills	Transferable Skills
	X			

ASSESSMENT CRITERIAS

	Activity	Number	Percentage (%)
	DURING TERM	I. Mid-Term	1
II. Mid-Term			
Quiz			
Homework			
Project			
Report			
Other (.....)			
FINAL EXAM		1	60

PREREQUISITE(S) (IF ANY)

COURSE CONTENT	General concepts, human resources in housekeeping department, work programs, inter –departments information flow, materials control, performance control, preparing the budget of house keeping department, housekeeping budget control, cleaning types, items and goods used in rooms, decoration of guests’ room, hygiene in housekeeping department.
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COURSE OBJECTIVES	To introduce basic concepts related to hospitality managements To enable students to gain the skills for setting up organizational models, To provide fundamental information for high performance working and productive working of the employees To provide technical and fundamental information on how housekeeping department operates To provide basic information on guests room, general area and general cleaning To provide information on hotel decoration .
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CONTRIBUTION OF THE COURSE TO THE VOCATIONAL TRAINING

COURSE OUTCOMES	<ul style="list-style-type: none"> •To be able to have information about hotel decoration •To be able to have hygiene knowledge in housekeeping •To be able to have informatiopl about room and general cleaning
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	•To be able to constitute housekeeping management and organizational structure
TEXTBOOK(S)	Akođlan, M. (2005). Otel İşletmelerinde Kat Hizmetleri Yönetimi, Detay Yayıncılık: Ankara.
SUPPORTIVE RESOURCES	Sezgin, O. M. (1994). Konaklama İşletmelerinde Kat Hizmetleri Yönetimi, Gazi Kitabevi, Ankara.

COURSE OUTLINE

WEEK	SUBJECTS / TOPICS
1	Basic concepts
2	Organization of housekeeping management
3	Human resources in housekeeping management
4	Planning in housekeeping management
5	Information flow in housekeeping
6	Control in housekeeping
7	Control in housekeeping
8	Budgeting in housekeeping
9	Materials that is using in housekeeping
10	Cleanliness in housekeeping
11	Cleaning the guest rooms
12	Cleaning the general fields
13	Decoration of guest rooms
14	Hygiene in housekeeping
15,16	Final exam

NO	OUTCOMES	3	2	1
1	To understand the terms and concepts this related with tourism and hotel management.	X		
2	To be able to plan the process of investment of a new established tourism company.			X
3	To be able to manage companies to be established in the areas of tourism.		X	
4	To understand local, national and international dimension of management in tourism administration.			X
5	To have the knowledge of using and evaluating the tools that can analyze a tourism company with its internal and external environment			X
6	To be able to use information and communication technologies with computer at a level which tourism sector requires.		X	
7	To understand the sectoral conditions at a level they can cope with the constant fluctuations depending on the flexible demands in the area of tourism management.		X	
8	To be expertise at a special area of a tourism company (the services of front office, housekeeping, sales and marketing etc.) and hotel management	X		
9	To be able to research scientific knowledge about tourism and hotel management.			X
10	To be able to understand and comment the new trends about tourism industry.		X	
11	To have sufficient knowledge and consciousness of the subjects concerning society (the protection of natural and cultural environment)			X
12	To define the source of the problems in the field by using critical thinking.		X	
13	To have verbal and written communication skills in Turkish base on tourism sector.			X
14	To have verbal and written communication skills in at least one, by choice two foreign languages.			X
15	To be able to communicate by empathy with the managers of companies, customers and employees.	X		

1: Few 2: Partially 3: Many