

MODULE DESCRIPTION

Module Title	Housekeeping on a Cruise Ship				
Module Code	CSH-115				
Module Type	Compulsory				
Level	Certificate				
Year/Semester	Year 1/Semester 2				
Instructor's Name					
ECTS	6	Lectures/week	4 academic hours	Laboratories/week	N/A
Module Overview	<p>Aim & Objectives: This module covers all management concepts and responsibilities in the housekeeping division of cruise ships. It aims to equip students with the knowledge and skills needed for promoting responsible practices in housekeeping operations, by examining all operational functions of the housekeeping department.</p> <p>The major objectives are as follow:</p> <ul style="list-style-type: none"> ▪ Define the basics of housekeeping functions and principles, as well as explore the ideal characteristics of a good housekeeping attendant on a cruise ship. ▪ Identify typical cleaning responsibilities of the housekeeping department on a cruise ship, and explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department. ▪ Explain the safety and security needs of cruise operations, and how these affect housekeeping personnel, as well as guests. ▪ Learn control expenses based on operating budget and implementing efficient purchasing practices. ▪ Distinguish varying problems from the housekeeping department that can impact the operation of a cruise ship. ▪ Apply techniques to develop and improve housekeeping skills on board, in areas of training need, scheduling, motivating, and disciplining. ▪ Control expenses in the H/K dept., by using the operating budget as a control tool, tracking expenses on the basis of a budgeted cost-per-occupied-room, and implementing efficient purchasing practices. ▪ Explain the safety and security needs of cruise operations, and how safety and security issues affect H/K personnel. ▪ Efficiently operate the on-board laundry operation (OPL). Skills addressed include planning the physical layout of an on-board laundry operation, developing procedures for laundering different fabrics, organizing the flow of linens through the laundering process, operating 				

	typical machines and equipment used in laundry operations, and staffing the OPL.
Learning Outcomes	<p>Upon successful completion of the module, students should be able to:</p> <ul style="list-style-type: none"> ▪ Understand the role of housekeeping operations in promoting sustainable development in the cruise industry. ▪ Develop skills in effective communication and collaboration within the housekeeping department, fostering a culture of teamwork and cooperation. ▪ Apply sustainable practices in housekeeping operations, such as energy conservation, water efficiency, waste management, and the use of eco-friendly cleaning products. ▪ Promote inclusivity and diversity in housekeeping operations by respecting cultural differences, providing equal opportunities, and creating a welcoming environment for staff and guests. ▪ Understand the importance of inventory management in housekeeping and develop skills in monitoring stock levels, minimizing waste, and optimizing cost-efficiency. ▪ Appreciate the importance of health and safety in housekeeping operations, ensuring the well-being of staff and guests. ▪ Develop critical thinking and problem-solving skills specific to housekeeping operations, including identifying and resolving operational challenges, optimizing workflow, and ensuring guest satisfaction. ▪ Demonstrate ethical awareness and professionalism in housekeeping operations, adhering to ethical standards, respecting guest privacy, and maintaining confidentiality. ▪ Develop critical thinking and problem-solving skills to address operational challenges in housekeeping operations, fostering innovation and efficiency. ▪ Foster teamwork and collaboration within a housekeeping department, working effectively with colleagues and other departments to deliver seamless guest experiences and maintain a harmonious work environment. ▪ Develop skills in handling guest requests, complaints, and special requirements related to housekeeping services, and effectively communicate and collaborate with guests and other departments.
Prerequisites	N/A
Module Content	<ul style="list-style-type: none"> ▪ Introduction to cruise ship housekeeping ▪ Organisation of housekeeping duties & responsibilities on board ▪ Cruise ship housekeeping standards and regulations ▪ The cleaning function on a cruise ship ▪ Other housekeeping cleaning functions and maintenance on board ▪ Cruise cleaning supplies ▪ The cleaning staff on-board ▪ Other housekeeping cleaning functions and maintenance on board

	<ul style="list-style-type: none"> ▪ Cruise cleaning supplies ▪ The cleaning staff on-board ▪ Planning the cruise ship's housekeeping budget ▪ Laundry and linen management on cruise ships ▪ Managing cruise ship housekeeping personnel ▪ Waste management on cruise housekeeping ▪ Safety and emergency preparedness ▪ Future Trends in cruise housekeeping 	
Teaching Methodology	Lectures	Class notes, handouts, cases studies/examples, discussion/written questions.
	Multimedia	PowerPoint, audio and visual
	Class Assignments	Quizzes, group exercises, sample problems and solutions are provided for each chapter.
Bibliography	Required	<ul style="list-style-type: none"> ▪ Ganguly, P. (2021) Housekeeping Management in Hotel and Service Industry. Wiley. ▪ Gibson, Ph. & Parkman, R. (2019) Cruise Operations Management-Hospitality Perspectives. 3rd edition, Routledge.
	Recommended	<ul style="list-style-type: none"> ▪ Dowling, R. K. (2017) Cruise Ship Tourism. 2nd edition, CABI. ▪ World Tourism Organisation (2010) Cruise Tourism-Current Situation and Trends. World Tourism Organisation. ▪ Foster, E. & Testa, L. (2023) The Unofficial Guide to the Disney Cruise Line 2024.
Language of Instruction	English	
Assessment	<p>1. Case Study Analysis (15%):</p> <ul style="list-style-type: none"> ▪ Case studies that present scenarios related to sustainable housekeeping practices in the cruise industry. Students will analyse the cases and propose strategies to promote sustainability while maintaining operational efficiency. <p>2. Practical Assessments (20%):</p> <ul style="list-style-type: none"> ▪ Exercises where students demonstrate their ability to implement sustainable practices in housekeeping operations such as the development of plans for energy conservation, waste reduction, and the use of eco-friendly cleaning products. <p>3. Simulation Exercises (10%):</p> <ul style="list-style-type: none"> ▪ Role-plays simulating interactions between housekeeping 	

	<p>staff and guests. Students will be able to practice effective communication, handling guest requests, and resolving complaints in a simulated environment.</p> <p>4. Group Projects (20%):</p> <ul style="list-style-type: none"> Group projects will be assigned to students where they will develop comprehensive plans for inventory management in a cruise ship housekeeping department. They can analyse stock levels, propose strategies for waste reduction, and calculate cost-efficiency measures. <p>5. Written Reports (25%):</p> <ul style="list-style-type: none"> essays or reports will be assigned to students on topics such as the role of housekeeping in promoting sustainable development, the importance of health and safety in housekeeping operations, or the ethical considerations in guest privacy and confidentiality. <p>6. Online Assessments (10%):</p> <ul style="list-style-type: none"> Online quizzes or tests covering key concepts related to housekeeping operations, sustainability practices, health and safety regulations, and guest communication skills. <p style="text-align: center;">THE PASSING MARK FOR EACH MODULE IS 50/100</p>
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Mark's Description	MARK RANGE	GENERAL CHARACTERISTICS
Excellent	96 - 100	Exceptional breadth and depth of knowledge and understanding of the area of study; evidence of extensive and appropriate selection and critical evaluation/synthesis/analysis and of reading/research beyond the prescribed range, in both breadth and depth, to advance work/direct arguments; exceptional demonstration of relevant skills; excellent communication; performance deemed to be beyond expectation.
	91 - 95	Outstanding/excellent knowledge and understanding of the area of study as the student is typically able to go beyond what has been taught; evidence of extensive and appropriate selection and critical evaluation/synthesis/ analysis of reading/research within the prescribed range, to advance work/direct arguments; excellent demonstration of relevant skills; excellent communication; performance deemed according to expectation of the level.
Very good	88 - 90	Very good knowledge and understanding of the area of study as the student is typically able to relate facts/concepts together with some ability to apply to known/taught contexts; evidence of appropriate selection and evaluation of reading/research, some beyond the prescribed range, may rely on set sources to advance work/direct
	84 - 87	
	81 - 83	

		arguments; demonstrates autonomy in approach to learning; very good demonstration of relevant skills; strong communication skills.
Good	76 - 80	Good knowledge and understanding of the area of study balanced towards the descriptive rather than analytical; evidence of appropriate selection and evaluation of reading/research but generally reliant on set sources to advance work/direct arguments; good demonstration of relevant skills, though may be limited in range; communication shows clarity but structure may not always be coherent.
	71 - 75	
	66 - 70	
Satisfactory	61 - 65	Knowledge and understanding is satisfactory to deal with terminology, basic facts and concepts but fails to make meaningful synthesis; some ability to select and evaluate reading/research however work may be more generally descriptive; strong reliance on available support set sources to advance work; arguments may be weak or poorly constructed; adequate demonstration of relevant skills over a limited range; communication/presentation is generally competent but with some weaknesses.
	56 - 60	
	50 - 55	
Fail	21 - 49	Unsatisfactory in knowledge and understanding of the area of study; some ability to select and evaluate reading/research however work is more generally descriptive; fails to address some aspects of the brief; a limited use of sources to advance work; arguments may be weak/poor or weakly/poorly constructed; demonstration of relevant skills over a reduced range; communication shows limited clarity, poor presentation, structure may not be coherent.
	0 - 20	Highly unsatisfactory or no evidence of knowledge or understanding of the subject or taught concepts; facts reproduced in a disjointed or decontextualised manner; fails to address the outcomes addressed by the brief; typically ignores important sources in development of work and data/evidence inappropriately used; weak technical and practical competence hampers ability to demonstrate/communicate achievement of outcomes.