LMP 11B
Course Outline

Instructor: Mrs. Tourand
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Website: http://mrstsblog.edublogs.org
Prerequisites: None
Student Supplies Required Everyday:
- 3-ring binder, pencil, pen, paper, calculator,
- flash drive, headphones

**COURSE OBJECTIVES:**
**LODGING MANAGEMENT PROGRAM YEAR 1B (Applied Skills)**

*Prerequisite: LMP Year 1A*

LMP Year 1 Unit 3, *Housekeeping Management*, focuses on one of the most important departments in lodgings around the world. The housekeeping department is a complex area of any operation requiring extensive planning, organizing, budgeting, and managing. Students will explore the importance of an efficient team performing the innumerable duties and the role of housekeeping department in creating an attractive and inviting property.

LMP Year 1 Unit 4, *Careers*, explores the enormous variety of jobs in the hospitality industry from entry- to managerial-level positions. This unit covers a variety of career development skills and tools required in order to assist students in personal confidence building and self-improvement leading to a successful career in the hospitality/tourism industry.

**Evaluation:** Course mark will be based on assignments, projects, quizzes, tests, and class participation.

Students will assume responsibility for their learning by:
1. Keeping an acceptable notebook & portfolio consisting of notes taken in class, homework, handouts and graded work.
2. Coming to class prepared with the required materials everyday.
3. Completing all assignments and turning them in on time (see “Late Policy” below).
4. Reviewing class notes, reading the assigned handouts and scheduling tutoring when necessary.
5. Always putting forth their best effort and keeping a positive attitude toward learning.

**HOMEWORK**
Completion of all homework assignments is expected and required for success. Often time will be given during class to begin assignments, but this may not be enough time to complete the assignment. It is expected that the assignment will be completed by the assignment due date. Homework will be checked on a regular basis. Some assignments will be graded as part of the portfolio, while others will be graded as individual assignments.

**EVALUATION**

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<thead>
<tr>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>25%</td>
<td>Assignments</td>
<td>10%</td>
<td>Quizzes</td>
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<tr>
<td>15%</td>
<td>Projects</td>
<td>25%</td>
<td>Tests</td>
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<tr>
<td>5%</td>
<td>Participation</td>
<td>20%</td>
<td>Semester Exam</td>
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All quizzes are completed online and are open book. All assignments and quizzes must be completed prior to the corresponding Chapter test. The final course mark for LMP 11A will be based on the marks obtained from each of the two terms (40% each) with the final 20% based on the final exam. You will create a portfolio in which you will include a variety of assignments, the
semester project, industry certifications, and work experience evaluations all of which demonstrate your growth, learning and participation in the course.

**Late Policy**
All assignments and projects must be submitted on time. Requests to submit late assignments or quizzes must be made PRIOR to the due date and will be discretionary. Generally, permission to submit late work is only granted in extreme family or personal circumstances and not because the student failed to submit the work in a timely fashion.

**Absence**
Upon returning to school after an absence, a student has the responsibility to meet with me to develop a plan for making up missed work, quizzes, and assignments. Only students with an excused absence will be permitted to turn in missed assignments.

**Parents/Guardians as Partners**
Family involvement is an essential element for a student’s success. Be positive and support your child by encouraging them to complete homework; don’t do it for them. You can help by asking questions and listening. Please feel free to contact me if you have any questions or concerns.

**Course Learning Objectives**
- describe the role of the housekeeping department in relation to smooth operation of a hotel
- analyze the management function of the executive housekeeper
- explain the process and importance of managing labor
- list common carpet problems and prevention techniques
- describe appropriate maintenance of carpeting
- explain effective carpet cleaning methods
- identify types of inventory and explain the importance of maintaining appropriate inventory levels
- explain the process developing and maintaining control procedures for the storage, issuing, use, and replacement of linen inventories
- summarize the procedures and concerns involved in guestroom cleaning
- describe safe and efficient execution of housekeeper duties
- assess inspection programs
- explain how the characteristics of fabric affects the costs of on-premises laundry
- describe each component of the laundry cycle
- discuss the purpose and use of chemicals in an on-premises laundry
- explain equipment use and maintenance in relation to a financially successful versus unsuccessful on-premises laundry
- define the hospitality industry in relation to jobs/positions and the sectors lodging and food businesses
- consider the wide variety of career options available in hospitality
- analyse the education, skills, and experience that are required to succeed in the hospitality industry