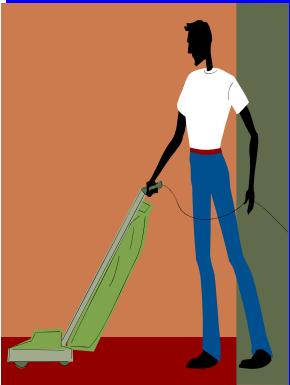
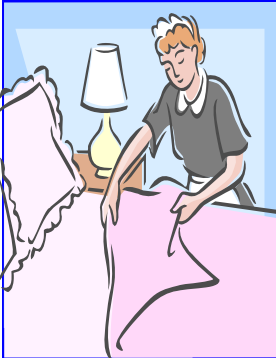


# Hotel & Hospitality Management Program



## HOUSEKEEPING OPERATIONS CERTIFICATE AT HIGHLINE

### Hotel 229 - Summer 2008

- ◆ Housekeeping organization, recruiting, inspections, departmental interface, inventory control.
- ◆ Supervision, introduction to management and motivation, communication skills, record-keeping, basic human resources requirements and legal issues.
- ◆ Customer service skills for internal and external customer satisfaction and service-recovery principles.
- ◆ Textbook materials and in class discussion and analysis and practical application in the industry through site visits and externship requirements.
- ◆ Hotel & Hospitality Management Program, <http://flightline.highline.edu/hotelhospitality>

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arising from a contractual relationship with the student in any way related to classes or programs shall be limited to the tuition and expenses paid by the student to the College for those classes or programs. In no event shall the College be liable for any special, indirect, incidental, or consequential damages, including but not limited to, loss of earnings or profits. *Highline Community College provides equal opportunity in education and employment and does not discriminate against anyone based on race, ethnicity, creed, color, national origin, sex, marital status, sexual orientation, age, religion, or the presence of any sensory, mental or physical disability, or status as a disabled person or veteran of war,*

College's total  
ability for claims