

T.C.T.C.
H.R. FABRIC SERVICE
COURSE SYLLABUS
Mrs. O'Brien
2011 - 2012

Course Description: Students will be introduced to the field of fabric service (also referred to as commercial laundry). The student completing the course will be able to demonstrate an understanding of careers within the Hospitality and Tourism field (which includes laundry attendant), understand quality customer service and safety procedures. Students will demonstrate an understanding of the safe use of industrial laundry equipment, laundry chemicals, sorting, laundering, folding, and drying linens. Students will demonstrate an understanding of applying logos to program shirts using heat transfer machines, providing customer service to students renting shirts, managing a school-based clothing bank, computer skills, club fundraiser projects, and being a member of the FCCLA student organization. H.R. Fabric Service is a one year program designed to prepare students for immediate employment or transition to other TCTC programs.

Instructional Philosophy: This program is heavily laboratory based with a great deal of instructor demonstration and hands-on work by students. Students will work in teams or alone, with instructor supervision, to complete a biweekly rotation of each of the laundry operations and skills required. Students will understand and demonstrate the FCCLA Hotel Linen Operations Skill Event.

Student assignments and assessments will be based on group work, individual completion of a journal, tests of the students' knowledge of concepts, demonstrations of important skills, and the FCCLA Hotel Linen Operations Rubric. If necessary, students will be given more than one opportunity to demonstrate their knowledge of the concepts and skills that will be tested.

Course Goals

1. Understand careers within the Hospitality and Tourism field.
2. Use safety procedures associated with a commercial laundry business and cleaning skills to provide an environmentally safe and clean lab.
3. Demonstrate knowledge of laundry chemicals and cleaning agents.
4. Demonstrate sorting, laundering, folding, drying and hanging of clothes, bed and bath linens (towels, aprons, tablecloths, sheets, bedspreads, etc.).
5. Keep washers and dryers free of excess soap, dirt and lint.
6. Provide professional and courteous customer service, including pick up and delivery of customer laundry.
7. Prepare laundry customer invoices.
8. Demonstrate heat transfer shirt printing.
9. Provide rental shirts to students, as needed and take payment. Also, accept shirts when returned, record in the file, and place shirt in appropriate laundry bin.
10. Listen, learn, adapt, and put into practice the HR Fabric Service program policies, procedures, and values.
11. Participate in job shadowing, to see a real life work setting at a local place of employment that houses a laundry facility.
12. Senior and 23rd year students will do a senior project during the school year.

Program Instruction:

One period of Related instruction is taught in the classroom setting each day. Students will maintain a 3-ring binder for handouts that coincide with lab. Students will read, discuss, and learn fabric related procedures, along with safety procedures. Students will be tested on the material.

Students will spend three periods in lab each day. Students will perform a biweekly rotation of the roles of washer, dryer, clean-up, computer manager, folder, pick up and delivery person, rental shirt staff, shirt printer, and lab manager. Students will be required to explain and perform their duties for a lab grade. Students will also keep a daily journal of their activities that is handed in every week for a grade.

Program Assessment Plan

Grades will be based on the following levels of performance:

A
92% to 100%

Independent Learner

Performed all skills; evaluated work and made adjustments; did quality work; needed little help from the instructor; demonstrated knowledge with a grade of 92 or higher; kept a quality daily/weekly journal.

B
83% to 91%

Semi-Independent Learner

Attempted to perform all skills; needed some help from the instructor; did quality work with a few problems; needed feedback from instructor to realize work did not meet standards; redid work to meet standards; demonstrated knowledge with a grade of 83 or higher; kept a better-than-average daily/weekly journal.

C
74% to 82%

Dependent Learner

Needed help to perform all skills; relied a great deal on the instructor; required significant help to produce quality work; needed help to evaluate work; final performance still did not meet standards; demonstrated knowledge with a grade of 74 or higher; kept an average daily/weekly journal.

