HOTEL OPERATIONS
HSP 2260

Class Hours: 3.0 Credit Hours: 3.0
Laboratory Hours: 0.0 Revised: Fall 09

NOTE: This course is designed for transfer credit.

Catalog Course Description:

This course familiarizes students with the development of the lodging industry in the United States and different functions within a hotel. The course focuses on the fundamental application of procedures used to effectuate a smooth transition from check-in to check-out.

Entry Level Standards:

Must be able to read, write, speak, and reason at the college level.

Prerequisites:

HSP 1200 - Introduction to Hospitality

Textbook(s) and Other Course Materials:


I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>Lodging and Travel Services</td>
</tr>
<tr>
<td>2</td>
<td>Structure of the Lodging Industry</td>
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<tr>
<td>3</td>
<td>Service and Hotel Management; Management of Lodging</td>
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<tr>
<td>4</td>
<td>Hotel team: Supervisors and Staff</td>
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<tr>
<td>5</td>
<td>Human Resources Department</td>
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<tr>
<td>6</td>
<td>Front Office Department</td>
</tr>
<tr>
<td>7</td>
<td>Sales and Marketing Department</td>
</tr>
<tr>
<td>8</td>
<td>Accounting Department</td>
</tr>
<tr>
<td>9</td>
<td>Housekeeping Department</td>
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</tbody>
</table>
II. Course Objectives*:

A. Exhibit knowledge of the guest cycle, office processes, and information handling at the front office location. I, V, VI, VII, VIII

B. Summarize the function of the front office operating and reporting systems. I, II, III, V, VII

C. Demonstrate an understanding of the room status process and the guest accounting process. I, II, III, V, VII, VIII

D. Display an adequate understanding of the staffing needs for the hotel divisions. I, II, VII, VIII

E. Exhibit knowledge of the front office’s relationship to hotel operations. I, II, III, IV, VII

F. Demonstrate management techniques in lodging management. I, II, IV, V

G. Distinguish the relationships amongst all the various hotel operating departments. I, V, VI, VII

H. Demonstrate an understanding of the various forms used by the lodging operation. III, V, VI, VII, VIII

*Roman numerals after course objectives reference goals of the HSP program.

III. Instructional Processes*:

Students will:

1. Write a research report concerning guest safety issues and lodging property liabilities. Active Learning Strategy, Technological Literacy Outcome

2. Develop a working knowledge of the relationship of the registration system with hotel profitability and guest satisfaction by drafting an organizational chart of the effects and functions of each component, form, and equipment within the front office. Transitional Strategy, Active Learning Strategy, Technological Literacy Outcome

3. Refine reading skills and expand hospitality vocabulary through completion of assigned reading exercises. Communication Outcome
4. Write a position paper concerning the role of diversity on front office management. *Social/Behavioral Sciences Outcome, Active Learning Strategy*

5. Utilize sets of supplied data to perform the yield management process. *Mathematics Outcome, Transitional Strategy*


*Strategies and outcomes listed after instructional processes reference TBR’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:

1. Outline an organizational chart depicting the functional relationships among hotel divisions and departments. A, E, G

2. Explain the function and operation of the various systems, forms, equipment, and computers found in the front office area. A, B, C, H

3. Relate how an efficient reservation system records crucial information while avoiding problems in processing various types of reservations. B, F, H

4. Explain how a registration system helps ensure the property’s profitability while meeting the needs of the guests by utilizing effective guest room sales techniques and efficient credit establishment procedures. A, B, C, F

5. Discuss the role of communication within the front office department as well as with the remaining hotel departments. F, G

6. Develop procedures regarding hotel safety and guest security. A, B, F

7. Outline procedures for handling guest complaints. B, F, G

8. Explain and perform the duties involved with the night audit process. A, B, F, H


10. Follow basic hotel accounting procedures from posting accounts to cash and check transactions at the front desk. F, H


12. Analyze statistics relevant to establishing room rates, forecasting room availability and budgeting for operations. C, F

13. Identify the personnel/hiring needs for a front office operation. D, F

*Letters after performance expectations reference the course objectives listed above.*
V. Evaluation:

A. Testing Procedures:

Students are evaluated primarily on the basis of tests. A minimum of three exams must be given. Tests account for 75% of the final semester grade.

B. Laboratory Expectations:

N/A

C. Field Work:

Students will be responsible for two computer simulation reports. Details will be presented in a syllabus supplement. These reports amount to 20% of the final semester grade.

D. Other Evaluation Methods:

Class participation, group work, and homework will also comprise the final grade for the course. Each instructor must provide full details the first week of class via a syllabus supplement. These account for 5% of the final semester grade.

E. Grading Scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>92 - 100</td>
</tr>
<tr>
<td>B+</td>
<td>89 - 91</td>
</tr>
<tr>
<td>B</td>
<td>82 - 88</td>
</tr>
<tr>
<td>C+</td>
<td>79 - 81</td>
</tr>
<tr>
<td>C</td>
<td>72 - 78</td>
</tr>
<tr>
<td>D</td>
<td>65 - 71</td>
</tr>
<tr>
<td>Below F</td>
<td>Below 65</td>
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</tbody>
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VI. Policies:

A. Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.]  (Pellissippi State Online Catalog)

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course.  (Pellissippi State Online Catalog)

C. Accommodations for Disabilities:

Students who need accommodations because of a disability, have emergency medical
information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 134 or 126 or by phone: 694-6751(Voice/TTY) or 539-7153. More information is available at www.pstcc.edu/departments/swd/.

D. Other Policies

Computer Usage Guidelines:
College-owned or operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State’s computing resources in an effective, efficient, ethical and lawful manner. (Pellissippi State Online Catalog)