

**PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS**

**HOTEL OPERATIONS
HSP 2260**

Class Hours: 3.0

Credit Hours: 3.0

Laboratory Hours: .0

Revised: Spring 2014

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 effect 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

Textbook(s) and Other Course Materials:

Hayes, D. & Ninemeier, J., Hotel Operations Management, 2nd Edition, Pearson.
ISBN: 0-13-171149-0

I. Week/Unit/Topic Basis:

Week	Unit	Topic
1	1	The Hotel Industry Overview
	2	The Hotel General Manager
2	3	Management, Supervision and Service Skills
3	4	Human Resources
4	5	Accounting
5	6	Revenue Management
6	7	Sales and Marketing
7	8	The Front Office
8	9	Housekeeping
9	10	Food & Beverage

10	11	Facility Engineering & Maintenance
11	12	Safety and Property Security
12	13	Franchise Agreements & Mgt. Contracts
13	14	Purchasing A Hotel
14	15	Managing in the Global Industry
15	→	FINAL EXAM

II. Course Goals*:

The course will

- A. Extend student knowledge of the guest cycle, office processes, and information handling at the front office location. (I, II, III, IV))
- B. Enhance student knowledge of the front office operating and reporting systems. (I, II, III, IV, VI)
- C. Expand student understanding of the room status process and the guest accounting process. (I, II, III, V, VI)
- D. Guide students toward adequate understanding of the staffing needs for the hotel divisions. (I, II, VI)
- E. Enhance knowledge of the front office's relationship to hotel operations. (I, II, III, IV, VI)
- F. Expand student knowledge of management techniques in lodging management. (I, II, III, IV, V, VII)
- G. Expand student understanding of the relationships amongst all the various hotel operating departments. (I, V, VI)
- H. Guide students toward an understanding of the various forms used by the lodging operation. (III, IV, V, VI)

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

III. Expected Student Learning Outcomes*:

Students will be able to:

1. Outline an organizational chart depicting the functional relationships among hotel divisions and departments. (A, B, 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)
9. Perform check-in and check-out procedures. (A, B, C, F, H)
10. Follow basic hotel accounting procedures from posting accounts to cash and check transactions at the front desk. (F, H)
11. Apply basic concepts and principles of yield management in a front office setting. (B, C, 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)

* Capital letters after Expected Student Learning Outcomes reference the course goals listed above.

IV. 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:

92 - 100	A
89 - 91	B+
82 - 88	B
79 - 81	C+
72 - 78	C
65 - 71	D
Below 65	F

V. Policies:

A. Attendance Policy:

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of Academic Affairs, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Academic Affairs.

B. Academic Dishonesty:

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:

- Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
- Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
- Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one's own work.
- Taking an exam for another student.
- Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.
- Any of the above occurring within the Web or distance learning environment.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

C. Accommodations for disabilities:

Students that 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 sending email to disabilityservices@pstcc.edu, or visiting Goins 127, 132, 134, 135, 131. More information is available at <http://www.pstcc.edu/sswd/>.

D. Other Policies:

Computer Usage Guidelines:

College-owned or -operated computing resources are provided for use students of Pellissippi State Community College. All students are responsible for the use of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner.