

Pellissippi State Community College
Master Syllabus

HOTEL OPERATIONS
HSP 2260

Class Hours: 3.0
Laboratory Hour: 0.0
Credit Hours: 3.0
Revised: 11/30/2010

Instructor:
Office:
Phone:
Email:

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 - Introduction to Hospitality

Textbooks and Other Supplies:

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

I. WEEK/ASSIGNMENT:

Week	Chapter	Topic
1	1	Lodging and Travel Services
2	2	Structure of the Lodging Industry
3	3, 4	Service and Hotel Management Management of Lodging
4	5	Hotel Team: Supervisors and Staff
5	6	Human Resources Department
6	7	Front Office Department
7	8	Sales and Marketing Department
8	9	Accounting Department
9	10	Housekeeping Department
10	11	Maintenance Department
11	12	Food Service & Meeting Management Limited Service Settings
12	13	Food Service: Full Service Hotels
13	14	Safety and Security
14	15	Careers in the Lodging 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)

III. EXPECTED STUDENT LEARNING OUTCOMES:

The student should 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)

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 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. (*Pellissippi State Online Catalog*)

B. Academic Dishonesty:

Plagiarism, cheating and other forms of academic dishonesty are prohibited. A student guilty of academic misconduct, either directly or indirectly through participation or assistance, is immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions that 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. 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*)

D. Accommodation 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 127, 132, 134, 135, 131 or by phone: 539-7153 or TTY 694-6429. More information is available at www.pstcc.edu/departments/swd/.