

COURSE SYLLABUS FOR HOTEL OPERATIONS MANAGEMENT (HMGT 3700.001)
SPRING 2019

Instructor:

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Office Hours for Spring 2019:

Monday	2:00 PM ~ 4:00 PM
Wednesday	2:00 PM ~ 4:00 PM

If these hours are not convenient, other hours may be arranged by appointment. It is best to make an appointment as priority is given to those with appointments. Also, although I make every attempt to keep my scheduled office hours, other duties and commitments sometimes interfere with office hours. Appointments will avoid your having to make unnecessary visits to my office.

Class Meetings:

Mondays & Wednesdays 12:00 Noon – 1:20 PM
Business Leadership Building – BLB 090
Labs to Be Scheduled

Course Format:

Three hours lecture, and 1 on-site hotel lab

Required Course Materials:

TEXT: *Check-In Check-out: Managing Hotel Operations, 9th Edition*, Gary K. Vallen & Jerome J. Vallen., Prentice Hall, Upper Saddle River, NJ, USA.

Other course materials: the instructor will provide all other readings, forms, and assignments during classes.

Course Objectives:

This course is designed to provide the students with a general understanding of the dynamics of the lodging industry, and specifically the operations and management of today's modern hotels.

By completing this course, the student should be able to:

- ◆ Have a better perspective of the lodging industry, both domestic and international.
- ◆ Understand the history of the lodging industry and identify future trends that will affect it.
- ◆ Identify the relationship between a hotel's operational departments.
- ◆ Understand common lodging terms, and how they are used in the hotel industry.
- ◆ State the operating goals of the modern hotel.
- ◆ Describe the basic organizational structure of a hotel.
- ◆ Understand the different stages of a "Guest Cycle" i.e. reservation, registration, and checkout.
- ◆ Perform the basic front office functions
- ◆ Understand the nuances of a hotel's night audit process and also be able to perform a simple night audit of a hypothetical hotel.
- ◆ Comprehend the management decisions on projected costs, room pricing, and future demand.
- ◆ Apply various methods for room pricing, understanding their advantages and disadvantages.
- ◆ Be aware of the impact of current technologies used in the lodging industry.
- ◆ Have a full understanding of security and risk management issues in the industry.

This course also entails labs, which will be used to study hotel operations firsthand. Students will also do a manual night audit, revenue project, and in-class case studies.

Students in this course should take a hotel manager's (not the customer's) perspective and intelligently discuss how an issue should be resolved or handled. Remember you are studying to be a hotel manager, not a hotel customer.

Attendance

Class attendance and active participation in class are expected in order to demonstrate achievement of course objectives. The student is responsible for all information, announcements, changes in schedules, etc., which are covered during class periods. Details concerning specific weekly assignments will be announced in class. Tardiness causes interruptions during class time and often results in missed announcements. Please make every effort to be in class and be on time.

Attendance will be taken every class. It is the responsibility of the student to respond to the call for attendance. On the fifth (5th) absence (excused or unexcused), the student may be administratively dropped from the class with a grade of "W" or "WF," dependent on their standing in tests to date.

Grade Determination:

Course work will be evaluated as follows:

ITEM	TOTAL POINTS	YOUR SCORE
Test 1	50	
Test 2	50	
Test 3	50	
Test 4 A	30	
Test 4 B	20	
Career Expo – Mandatory Thursday – March 21	5	
Hotel Visit Report	45	
TOTAL for Grading	250	
Career Expo Report – Voluntary- <u>Extra Credit</u>	5	
Total	<u>255</u>	Final Grade will be calculated <u>out of 250</u>

Letter grades will be awarded as follows:

POINT RANGE	PERCENTAGE	YOUR GRADE
225 and above	90% and above	A
200 to 224	80% to 89%	B
175 to 199	70% to 79%	C
150 to 174	60% to 69%	D
149 and below	<60%	F

Assignments:

- All homework submitted must be word-processed.
- All work must be completed by the assigned time to be considered for full credit. All assignments are due at the beginning of the class period on the specific date. If an assignment is late, it should be turned into the main CMHT Office in Chilton Hall Room 331 where it will be stamped by the office staff who will place it in the instructor's box. Any assignment turned in after the due date and time will have 10% taken off the total possible points for each day the assignment is late. **Do not drop off late assignments at the instructor's office.**
- All assignments and projects are to be completed individually. They are NOT group assignments. Students submitting identical assignments will receive a grade of "0".
- Please fasten multiple pages together securely with a cover page, binder etc. The student's name, class, section, and date should be clearly legible on the cover page.

Examination Format and Policies:

- Exams will be administered only during regularly scheduled class time. Students arriving late will not be given additional time to complete the exam.
- The exam will cover current chapter(s) in the text, any additional assigned reading, or guest speaker presentations.
- The exams will be multiple choice, true and false, and short answer essay questions. All exams will have questions involving application of formulas and calculations of results.
- No make-up exams will be administered, unless student presents an authorized absence card certified from Dean of Students Office or a written excuse from a medical doctor. Make up times will be scheduled with the instructor.
- **All exams, projects, and the Field Trip to the Hotel must be completed for a grade in this course.**
This is a course requirement.
- Please bring a #2 pencil and a basic calculator to class for all exams.
- Unannounced mini-quizzes may be given at the discretion of the instructor.
There will be no makeup of these quizzes under any circumstances.

Hotel – Field Trip Visit:

- A site visit will be scheduled for the class to tour a hotel and interact with the hotel's management team as a group. **This visit will be on Friday morning** from 9.00 AM to 1.00 PM, towards the end of the semester – date/time will be announced well in advance in the class – plan on attending!
- Each student is **required** to attend this scheduled visit and write a report of the experience. If these requirements are **not** met, the student **cannot** be awarded a grade.

The Josiam Variable:

Extra consideration may be given for "borderline" cases when excellent performance is exhibited in such area as class participation, effort, and a keen interest in learning.

Revisions:

The instructor reserves the right to revise this syllabus, class schedule, and list of course requirements to enhance the achievement of the course goals, and objectives. Requirements may be adjusted during the semester, which could alter the total possible points and/or their distribution. Final grade points would then change appropriately. Changes will be announced verbally in class.

University Classroom Etiquette Standards:

During **class** time, students **are** expected to:

- 1) Arrive on time
- 2) Remain in class until class is dismissed
- 3) Give the instructor their complete and undivided attention
- 4) Remain visibly awake, and
- 5) **Turn off cell phones and laptop computers**

During **class** time, students **should not** indulge in the following activities:

- 1) Reading non-class related materials, **including text-messages on cell phones**
- 2) Working on another class assignment
- 3) Writing personal notes to other students in writing or by **text-messaging**
- 4) Participating in personal conversations with other students, orally, in writing, or by text-messaging.

Policy on Recording and or Publishing Lecture Material:

State common law and federal copyright law protect my lectures. They are my own original expression. Whereas you are authorized to take notes in class thereby creating a derivative work from my lecture, the authorization extends only to making one set of notes for your own personal use and no other use. You are not authorized to record my lectures, to provide your notes to anyone who is not enrolled in the class, or to make any commercial use of them without express prior permission from me.

Disability Provisions:

The College of Merchandising, Hospitality & Tourism cooperates with UNT Office of Disability Accommodation (ODA) to make reasonable accommodations for qualified students with disabilities. If you have not registered with the ODA, you are encouraged to do so. Please present your written Accommodation Request and discuss your specific needs with the instructor during the first week of classes.

Academic Dishonesty:

Academic dishonesty will not be tolerated. Anyone practicing scholastic dishonesty will receive a grade of "F" for the whole course and will be subject to the University of North Texas disciplinary procedures that may include expulsion from the University. Read the *UNT Student Guidebook* Chapter: Rules, Regulations, and Policies: Section: Code of Conduct and Discipline. Scholastic dishonesty includes the use of unauthorized assistance (copying) in completing assignments, taking quizzes, tests, or examinations. Plagiarism of material from notes, books, websites, and research articles is not acceptable.

<u>HMG 3700 – Hotel Operations</u>	
<u>Tentative Class Schedule. Spring 2019- Subject to Change!!!</u>	
<u>Field Trip date will be announced that could change this schedule!!!!</u>	
WEEK AND DATE	TOPICS
Week 1: Jan 14, 16	<ul style="list-style-type: none"> • Introduction and Course Overview • Chapter 1: The Traditional Hotel Industry
Week 2: Jan 21, 23	<ul style="list-style-type: none"> • January 21 - University Holiday for MLK Day – No Class • Chapter 1: The Traditional Hotel Industry - continued...
Week 3: Jan 28, 30	<ul style="list-style-type: none"> • Chapter 2: The Modern Hotel Industry
Week 4: Feb 4, 6	<ul style="list-style-type: none"> • Chapter 2: The Modern Hotel Industry- Continued
Week 5: Feb 11, 13	<ul style="list-style-type: none"> • Chapter 3: The Structure of the Hotel Industry • Test 1: Chapters 1, 2, & 3
Week 6: Feb 18, 20	<ul style="list-style-type: none"> • Chapter 4: Forecasting Availability and Overbooking • Chapter 5: Global Reservations Technologies
Week 7: Feb 25, 27	<ul style="list-style-type: none"> • Chapter 5: Global Reservations Technologies-Continued • Chapter 6: Individual Reservations and Group Bookings
Week 8: Mar 4, 6	<ul style="list-style-type: none"> • Chapter 6: Reservations and Group Bookings-Continued • March 6 - Test 2: Chapters 4, 5, & 6
Week 9: Mar 11, 13	<ul style="list-style-type: none"> • UNT SPRING BREAK – NO CLASSES
Week 10: Mar 18, 20	<ul style="list-style-type: none"> • Chapter 7: Managing Guest Services • Thursday, March 21 – Career Expo
Week 11: Mar 25, 27	<ul style="list-style-type: none"> • Chapter 8: From Arrival to Rooming • Chapter 9: The Role of the Room Rate
Week 12: Apr 1, 3	<ul style="list-style-type: none"> • April 1 - Test 3: Chapters 7, 8, & 9 • Chapter 10: Billing the Guest Folio
Week 13: Apr 8, 10	<ul style="list-style-type: none"> • Chapter 11: Cash or Credit: The City Ledger • Chapter 13: Hotel Technology
Week 14: Apr 15, 17	<ul style="list-style-type: none"> • Chapter 12: The Night Audit • The Night Audit – In-class Exercises
Week 15: Apr 22, 24	<ul style="list-style-type: none"> • The Night Audit – In-class Exercises
Week 16: Apr 29, May 1	<ul style="list-style-type: none"> • Test 4A (Chapter Exam – Chapters 10, 11, 12, & 13) • The Night Audit – In-class Exercises
Week 17: Thursday - May 9th	<ul style="list-style-type: none"> • Test 4B (Final - Night Audit Exam) 10:30 AM-12:30 PM in BLB #090