

COURSE SYLLABUS FOR HOTEL OPERATIONS MANAGEMENT (HMGT 3700-001)
Spring 2022

Instructor:

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Office Hours for Spring 2022:

Mondays	2:00 PM ~ 4:00 PM
Wednesdays	2:00 PM ~ 4:00 PM

If these hours are not convenient, you can meet with me by appointment. Priority is given to those with appointments. I make every attempt to keep my scheduled office hours - however, 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 Noon to 1:20 PM
Chemistry #352
Lab to be scheduled

Course Format:

Three-hour lecture/discussion, and 1 on-site hotel lab

Required Course Materials:

TEXT: *Check-In Check-out: Managing Hotel Operations, 9th Edition or 10th Edition*,
Gary K. Vallen & Jerome J. Vallen., Prentice Hall, Upper Saddle River, NJ, USA.
ISBN-13: 978-0134303505
ISBN-10: 9780134303505

Oher Course Materials: the instructor will provide all other readings, forms, and assignments during classes throughout the semester. **The chapter PowerPoint slide decks are available on Canvas for you to download.**

Mission, Vision, and Program Learning Outcomes of HTM

HTM Mission

We educate the next generation of hospitality and tourism leaders who strive for excellence and embrace our diversity in a caring, innovative, and empowering community.

HTM Vision

To be world class in advancing innovative education, creating collaborative knowledge, and transforming future hospitality and tourism leaders.

HTM Program Learning Outcomes

PLO1: Students will develop appropriate strategies for reaching their career goals in the global hospitality and tourism fields.

PLO2: Students will develop analytical and quantitative skills enhanced by information technology to support smart business decisions in the Hospitality and Tourism Industry.

PLO3: Students will integrate hospitality and tourism business principles and current trends to lead in diverse, collaborative, and global environments.

PLO4: Students will apply innovative and imaginative methods to Hospitality and Tourism businesses utilizing ethical and sustainable practices.

PLO5: Students will demonstrate effective and efficient communication skills in all settings.

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.
 - **PLO1; PLO3**
- ◆ Understand the history of the lodging industry and identify future trends that will affect it.
 - **PLO1; PLO3**
- ◆ Identify the relationship between a hotel's operational departments.
 - **PLO1; PLO3**
- ◆ Understand common lodging terms, and how they are used in the hotel industry.
 - **PLO1**
- ◆ State the operating goals of the modern hotel.
 - **PLO2; PLO3**
- ◆ Describe the basic organizational structure of a hotel.
 - **PLO1; PLO3**
- ◆ Understand the process and managerial implications for different stages of a "Guest Cycle" i.e. reservation, registration, and checkout.
 - **PLO2; PLO3**
- ◆ Understand and perform a simple night audit of a hypothetical hotel.
 - **PLO2; PLO3**
- ◆ Comprehend the management decisions on projected costs, room pricing, and future demand.
 - **PLO2; PLO3**
- ◆ Apply various methods for room pricing, understanding their advantages and disadvantages.
 - **PLO2; PLO3**
- ◆ Be aware of the impact of current technologies used in the lodging industry.
 - **PLO2; PLO3**
- ◆ Have a full understanding of security and risk management issues in the industry.
 - **PLO2; PLO3; PLO4**
- ◆ **This course also entails a lab session, involving a Field Trip to a hotel, to study hotel operations firsthand.**
 - **PLO1; PLO2; PLO3; PLO4 & PLO5**
- ◆ **Students will also do a manual night audit, revenue project, and in-class case studies.**
 - **PLO2; PLO3**

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.

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 un-excused), 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:

ITEM	TOTAL POINTS	YOUR SCORE
Test 1	50	
Test 2	50	
Test 3	50	
Test 4A	30	
Test 4B	20	
<u>Career Expo – Mandatory</u>	5	
Hotel Visit Report	45	
TOTAL	250	

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 date/time-stamped by the office staff. 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.**
- The student's name, class, section, and date should be clearly legible on the cover page of each assignment.

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.
- Exams will contain multiple choice, true and false, fill-in-the-blanks, and short answer essay questions. **All exams will have business math 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 field trips 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. **Cell phones will not be permitted for use during exams as calculators.**
- Unannounced mini-quizzes may be given at the discretion of the instructor. **There will be no makeup of these quizzes under any circumstances.**

Field Trip - Hotel Site Visit:

- Hotel site visit will be scheduled for the class to tour a specific 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 summary 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 areas of class participation, effort, and a keen interest in learning.

Revisions:

The instructor reserves the right to revise this syllabus, class schedule, and course requirements to enhance the achievement of the course 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 in class and posted on Canvas.

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 on cell phones**
- 2) Working on another class assignment
- 3) Communicating with other students on personal matters verbally, in writing, or by **phone.**

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/Recorded lectures etc., to anyone who is not enrolled in the class, or to make any commercial use of them/upload them to external websites 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.

HMG 3700 – Hotel Operations
Tentative Class Schedule for Spring 2022
(Subject to Change!!!)

WEEK AND DATE	TOPICS
Wk 1: Jan 19	<ul style="list-style-type: none"> • Introduction and Course Overview • Chapter 1: The Traditional Hotel Industry
Wk 2: Jan 24 & 26	<ul style="list-style-type: none"> • Chapter 1: The Traditional Hotel Industry – Continued
Wk 3: Jan 31 & Feb 2	<ul style="list-style-type: none"> • Chapter 2: The Modern Hotel Industry- Continued
Wk 4: Feb 7 & 9	<ul style="list-style-type: none"> • Chapter 2: The Modern Hotel Industry- Continued • Chapter 3: The Structure of the Hotel Industry
Wk 5: Feb 14 & 16	<ul style="list-style-type: none"> • Test 1: Chapters 1, 2, & 3 • Chapter 4: Forecasting Availability and Overbooking
Wk 6: Feb 21 & 23	<ul style="list-style-type: none"> • Chapter 5: Global Reservations Technologies
Wk 7: Feb 28 & March 2	<ul style="list-style-type: none"> • Chapter 6: Individual Reservations and Group Bookings
Wk 8: March 7 & 9	<ul style="list-style-type: none"> • Chapter 7: Managing Guest Services • Test 2: Chapters 4, 5, & 6
Wk 9: March 14 & 16	UNT Spring Break – No Classes!
Wk 10: March 21 & 23	<ul style="list-style-type: none"> • Chapter 7: Managing Guest Services-Continued.....
Wk 11: March 28 & 30	<ul style="list-style-type: none"> • Chapter 8: From Arrival to Rooming • Chapter 9: The Role of the Room Rate
Wk 12: April 4 & 6	<ul style="list-style-type: none"> • Test 3: Chapters 7, 8, & 9 • Chapter 10: Billing the Guest Folio
Wk 13: April 11 & 13	<ul style="list-style-type: none"> • Chapter 11: Cash or Credit: The City Ledger • Chapter 13: Hotel Technology
Wk 14: April 18 & 20	<ul style="list-style-type: none"> • Chapter 12: The Night Audit • The Night Audit – In Class Exercises • April 20: Test 4A: Chapter Exam for 10,11, 12, & 13
Wk 15: April 25 & 27	<ul style="list-style-type: none"> • The Night Audit – In Class Exercises
Wk 16: May 2 & 4	<ul style="list-style-type: none"> • The Night Audit – In Class Exercises
Wk 17: May 11, Wednesday	Test 4B (Night Audit Procedures) 10:00 AM to 12 Noon