course, prefix, number and full title, if changing

Current Course prefix, number and full title

Proposed

College Curriculum Committee

Part II. Description of the Curricular Change

1. New Syllabus of Record — Attached

2. **Summary of Proposed Revisions:**

a. Old Course Name and Catalog Description –

HRIM 260 Hotel Systems Management	3 class hours
	0 lab hours
	3 semester hours
	3c-0l-3sh

Prerequisite: HRIM 101

Development and application of managerial skills as applied to

the rooms division of a hotel. Specific emphasis will be placed on
front office procedures, the relationship between the hotel's rooms
division, food and beverage, and support areas, and safety and
security concerns.

New Course Name and Catalog Description –

HRIM 260 Hotel Rooms Division Management	3 class hours
	0 lab hours
	3 credit hrs.
	3c-0l-3cr

Prerequisites: HRIM 101, HRIM 150

b. Course Objectives Changed

c. Course Outline Changed

d. Required Textbook Changed

3. Justification/rationale for the revision

Revised course enables the presentation and discussion of a
lodging facility's Rooms Division operational areas. Course
revision presents discussion and knowledge areas pertaining to the
latest hospitality industry lodging trends as pertains to the Rooms
Division.

4. Old Syllabus of Record -- Attached

Proposed Syllabus of Record

I.   **Catalog Description**

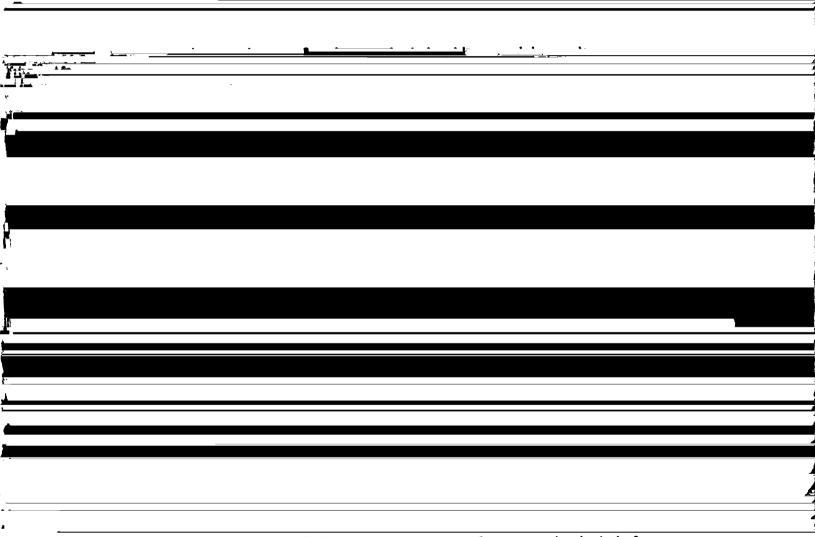HRIM 260   Hotel Rooms Division Management   3 class hours
                                                    0 lab hours
                                                    3 credit hours
                                                    3c-0l-3cr

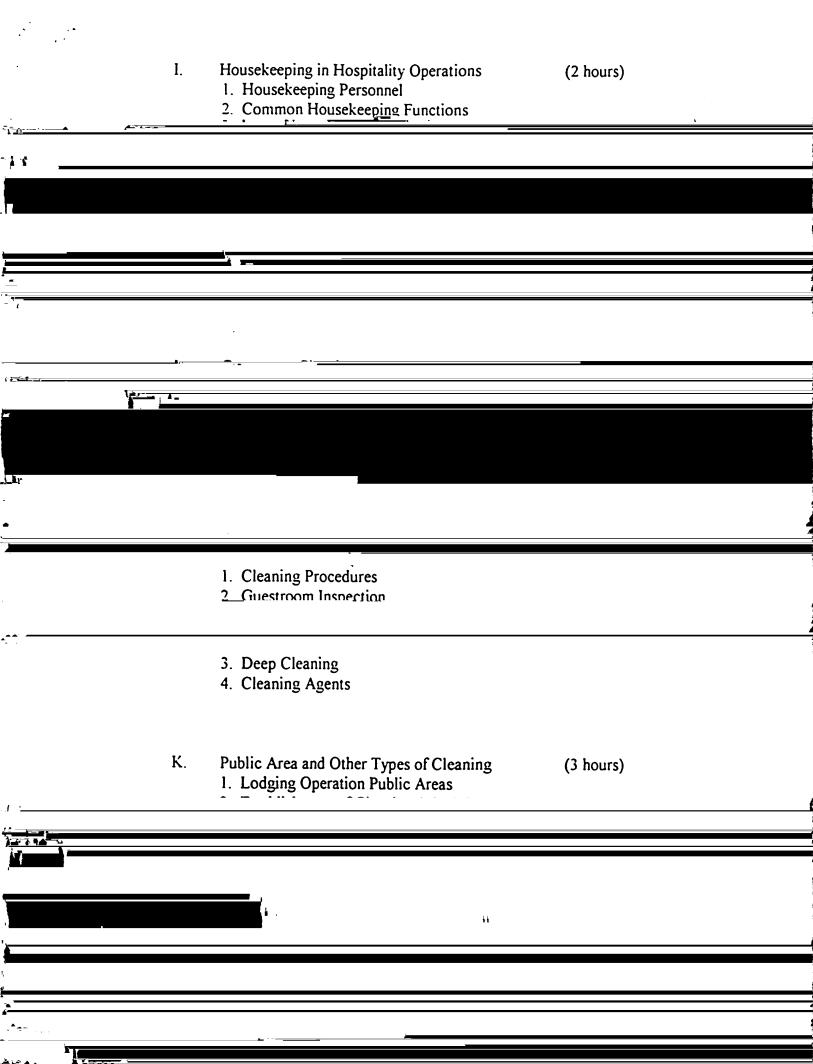
Prerequisites: HRIM 101 HRIM 150

division components of a hotel or resort. Areas of concentration include front office, housekeeping, maintenance, uniformed service, security, sales, recreation, and other relevant operations components. Elements of guestroom layout and design are also discussed.

II.   **Course Objectives**

Students will be able to:

B. Hotel Organization   (3 hours)
   1. Levels of Lodging Management
   2. Employee Positions Within a Lodging Operation
   3. Operating Departments

C. Front Office Operations   (2 hours)

   1. Components of the Front Office
   2. Responsibilities of the Front Office
   3. The Guest-Cycle

D. Reservations   (2 hours)

   2. Reservations Documentation
   3. Reservations Technology

E. Registration   (3 hours)
   1. Procedures Used During Guest Registration
   2. Registration Documentation
   3. Registration Technology

   * Exam One

   1. Audit Procedures

I. Housekeeping in Hospitality Operations   (2 hours)
    1. Housekeeping Personnel
    2. Common Housekeeping Functions

    1. Cleaning Procedures
    2. Guestroom Inspection

    3. Deep Cleaning
    4. Cleaning Agents

K. Public Area and Other Types of Cleaning   (3 hours)
    1. Lodging Operation Public Areas

O. The Building and Exterior Facilities   (3 hours)
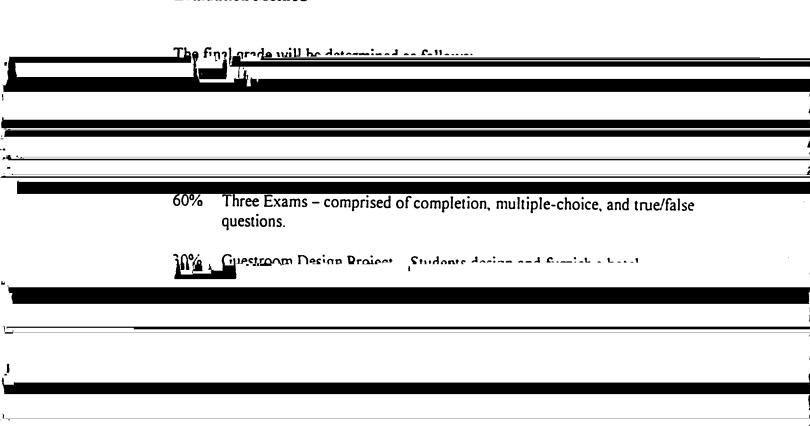   1. Types of Exterior Building Treatment
    2. Landscaping
    3. Parking Facilities

P. Lodging Planning and Design   (3 hours)
    1. Use of Blueprints
    2. Calculating Functional Area Square Footage
    3. Decor Treatments

    * Exam Three

Q. Culminating Activity   (2 hours)

IV. Evaluation Method

The final grade will be determined as follows:

60% Three Exams – comprised of completion, multiple-choice, and true/false questions.

30% Guestroom Design Project. Students design and furnish a hotel
guestroom as found within a lodging concept of their choice.

10% Case Studies and Other Assignments - Night Audit Exercise, Housekeeping Staffing Guide

VI. Attendance Policy

As student learning is enhanced by class attendance and participation in discussions, the instructor encourages regular class attendance. The attendance policy of this instructor recognizes students' needs to miss class because of illness or personal emergency

VII. Required textbooks, supplemental books and readings

Hotel Rooms Division Management Volumes I & II – Customized Textbooks, The Educational Institute of the American Hotel and Lodging Association,

Students will be required to incur some moderate out-of-pocket expenditures in support of the completion of the required guestroom design project.

IX. Bibliography

Bardi, James A., Hotel Front Office Management, John Wiley & Sons, Hoboken, NJ, 2002.

SYLLABUS OF RECORD

I. **Catalog Description**

HR 260 Hotel Systems Management

3 credits
3 lecture hours
0 lab hours
(3c-0l-3sh)

Prerequisites: HR 101

Development and application of managerial skills as applied to the rooms division of a hotel. Specific emphasis will be placed on front office procedures, the relationship between the hotel's rooms division, food and beverage, and support areas, and safety and security concerns.

II. **Course Objectives**

1. Students will identify and describe the organizational structure of each operating department within a hotel and relate how together they form a functional property system.

2. Students will demonstrate an understanding of general front office procedures by performing such technical tasks in class using provided computer software.

3. Students will identify the stages of the guest cycle and define those

managerial responsibilities associated with each stage.

4. Students, as a team, will perform a site and market analysis for a lodging

        3. Support areas

C. Front Office Operations   (3 lectures)
    1. The guest cycle
    2. Front office systems
    3. Front office forms and equipment

D. Reservations   (3 lectures)
    1. Types of reservations
    2. Reservation maintenance
    3. Reservation considerations

E. Registration   (3 lectures)
    1. Preregistration activities
    2. Room and rate assignment
    3. Method of payment
    4. Rooming the guest

F. Planning and Evaluating   (2 lectures)
    1. Management functions
    2. Establishing room rates
    3. Forecasting room availability
    4. Budgeting and operational reports

G. Ongoing Responsibilities   (2 lectures)
    1. Guest services and relations
    2. Interdepartmental communications

H. Managing Inventories   (3 lectures)
    1. Par levels
    2. Inventory systems
    3. Types of materials used

I. Controlling Expenses   (2 lectures)
    1. Operating budgets

2. Income statements and other financial reports

1. Insurance and liability concerns
2. Safety analysis
3. Safety training
4. Types of security concerns

K. Front Office Accounting   (3 lectures)

1. Accounting fundamentals
2. Creation and maintenance of accounts
3. Tracking transactions
4. Settlement of accounts

L. The Night Audit   (3 lectures)
1. Functions of the night audit
2. Operating modes

3. Night audit process

Grading Scale:

90 – 100   A

60 – 69   D
0 – 59   F

V.   **Required textbooks, supplemental books and readings**

Kasavana, M.L., and Brooks, R.M., (1991).Managing Front Office Operations, The Educational Institute of the American Hotel and Motel Association, East Lansing, Michigan.

VI.   **Special resource requirements**

None

VII.   **Bibliography**

Bardi, J. A.,(1996), Hotel Front Office Management, Van Nostrand Reinhold, New York, New York.

DeVeau, L. T., and DeVeau, P. M.,(1996) Front Office Management and Operations, Prentice Hall, Upper Saddle River, New Jersey.