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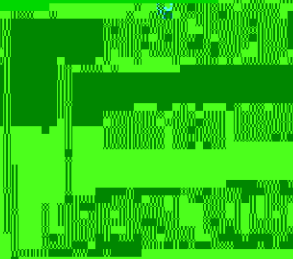
I. Catalog Description

HB 260, Hotel Systems Management

3 cr. 01.3

Prerequisite: MATH 101

This course is designed to provide the student with a comprehensive understanding of the hotel industry. The course covers the history, structure, and operations of hotels, as well as the role of the hotel manager. Topics include hotel development, hotel management, hotel marketing, hotel finance, and hotel law. The course is designed to provide the student with the knowledge and skills necessary to enter the hotel industry as a manager or administrator.



Part II. Description of the Curriculum Change

B. Summary of Proposed Changes

(1) Old Course Number: HR 360

New Course Number: HR 260

(2) Old Prerequisites: HR 356, IM 241, AG 201

~~New Prerequisites: None~~

(3) Old Course / Catalog Description:

Development and application of management skills as applied to the rooms division of a hotel. Emphasis on basic front desk procedures, rooms division departmental functions and relationships and hotel

PROPOSED SYLLABUS OF RECORD

I. Catalog Description

HR 260 Hotel Systems Management

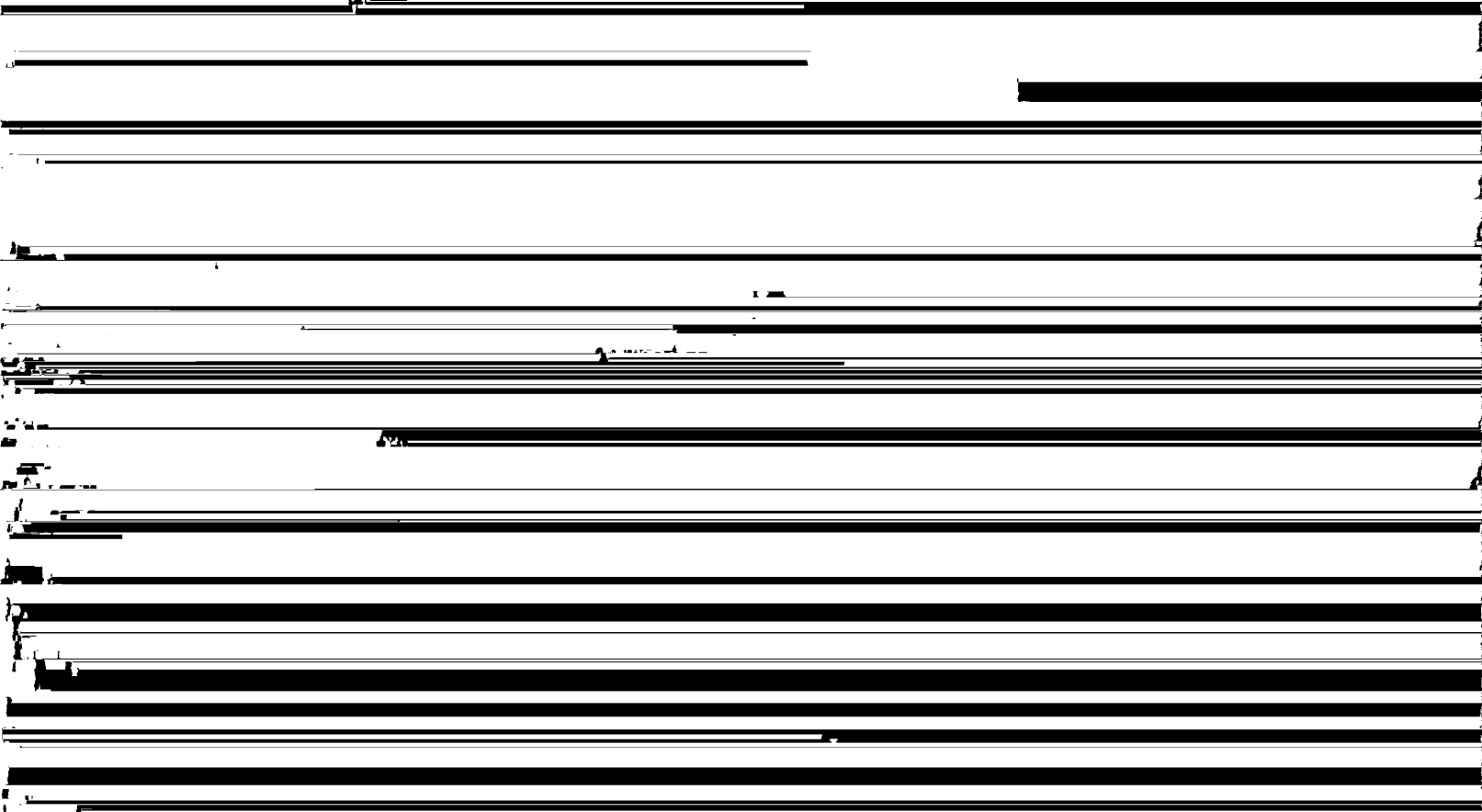
3 credits
3 lecture hours
0 lab hours
(3c-0l-3sh)

Prerequisites: None

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



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. Receiving the guest

1. Management functions
2. Establishing room rates
3. Forecasting room availability
4. Budgeting and operational reports

2. Income statements and other financial reports

- J. Safety and Security (3 lectures)
 - 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

- M. Check-Out and Settlement (3 lectures)
 - 1. Departure procedures
 - 2. Check-out options
 - 3. Collection of accounts

- N. Yield Management (3 lectures)

Grading Scale:

90 – 100	A
80 – 89	B
70 – 79	C
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.

Course Syllabus

I CATALOG DESCRIPTION

HR 360 Hotel Systems Management

3 credits

Prerequisites: HR 355, Jr Standing

3 lecture hours

Development and application of management skills as applies to the rooms division of a hotel. Emphasis on basic front desk procedures and management.

II COURSE OBJECTIVES

1. The student will be able to identify and describe the organizational structure of each operating department of the hotel and relate how together they form a functional property system.
2. The student will understand the various components of a hotel's guest cycle and the managerial and technical responsibilities associated with each.
3. The student, as a member of a team, will select a lodging concept, site and marketing strategy for a hypothetical property to be constructed in Indiana, Pennsylvania.

The student will practice guest check in. Self-service registration.

I The Guest Cycle Check-Out and Settlement (Chapter 9)

J Yield Management (Chapter 12)

K Supplemental

IV. EVALUATION METHODS

The final grade for the course will be determined as follows

- 30% Three tests consisting of completion and short answer questions
100 points each.
- 40% Team Hotel Development Project consisting of written and oral
class presentation components. 100 points each component.

Total earned points will be added and divided by 5 to arrive at your grade

V REQUIRED TEXTBOOK

Kasavana, Michael L., and Brooks Richard M. Managing Front Office Operations, 3rd Ed., Educational Institute of the American Hotel and Motel Association, East Lansing, Michigan, 1991

VI SPECIAL RESOURCE REQUIREMENTS

Students can expect to spend approximately \$20 for course project materials

Part III. Letters of Support

This course change does not affect other departments, therefore a letter of support was not obtained.