

Prepared by the Department of Business/Hospitality Management Option

Date of Departmental Approval: September 12, 2007

Date approved by Curriculum and Programs: December 19, 2007

Effective: Fall 2008

1. **Course Number:** HRM 215  
**Course Title:** Lodging Operations
2. **Description:** This course focuses on front desk operations and management's relationship to the front office. Methods of revenue management are applied to areas of price structure, occupancy patterns and income. Legal contract and liability issues specific to the lodging industry are also covered.
3. **Student Learning Outcomes:**  
Upon successful completion of this course, students are able to do the following:
  - Discuss the history of the lodging industry from ancient to modern times
  - Identify basic concepts, terminology and unique features of front office operations
  - Explain the systematic approach to the front office operation and the flow of business through the lodging property.
  - Explain the different characteristics of lodging properties and classify lodging operations based upon function and market.
  - Define and describe the guest cycle from reservation to check-out.
  - Explain the relationship between revenue centers and cost centers in lodging properties.
  - Describe the work of the executive housekeeper, and his or her relationship to room sales.
  - Demonstrate basic financial planning and control techniques found in lodging businesses.
  - Demonstrate decision making based upon quantitative data cost/volume/profit analysis/break even analysis involving room sales, catering events and other relevant revenue generators.
  - Prepare budgets for both sales volume and cost analysis in lodging businesses.
  - Manage working capital in relation to purchasing of products, services and requisite payment process of same.
  - Describe the hotel's obligation to protect its guests; identify the steps a hotel must take to limit its liability for loss of guest valuables;
  - Describe the procedures a hotel must follow if a guest is injured, becomes ill or dies while at the hotel;
  - State the purpose of the Americans with Disabilities Act (ADA) and briefly describe how Title III of the Act affects lodging establishments.
4. **Credits:** 3 credits
5. **Satisfies General Education Requirement:** No
6. **Prerequisite:** HRM140
7. **Semester(s) Offered:** Fall
8. **Suggested General Guidelines for Evaluation:** Written and practical examinations, group projects, homework assignments, class participation and a written research project.
9. **General Topical Outline (Optional):** See attached.

## HRM215. Lodging Management and Operations Content Outline

- I. The Lodging Industry-Yesterday and Today
- II. The Structure of the Lodging Industry
- III. The Guest Cycle
  - A. Reservations
    - 1. Individual
    - 2. Group
    - 3. Forecasting and Overbooking
  - B. Guest Arrival and Registration
    - 1. Individual
    - 2. Group
    - 3. Registration and the implied contract
    - 4. Setting Room Rates
    - 5. Room Assignment
- IV. Guest Accounting during occupancy
  - A. Developing the guest folio
  - B. Posting charges to the guest folio
  - C. Using vouchers for guest room accounting
    - a. Cash Transactions
    - b. Credit and the city ledger
  - D. The Night Audit
- V. Guest Departure
  - A. Folio reconciliation
  - B. The Guest History File
- VI. Managing for Guest Satisfaction and Quality Service