

04-27

LSC Use Only No:	LSC Action-Date:	UWUCC USE Only No.	UWUCC Action-Date:	Senate Action Date
		04-27	Apr 21/15/05	Apr 31/05

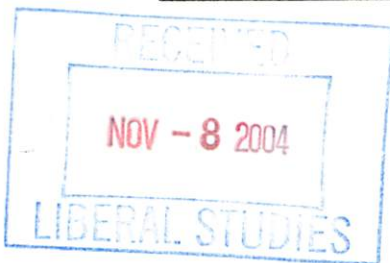
Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee

Contact Person Jeffrey Miller	Email Address jmiller
Proposing Department/Unit Hospitality Management	Phone 724-357-2626

Check all appropriate lines and complete information as requested. Use a separate cover sheet for each course proposal and for each program proposal.

<b>1. Course Proposals (check all that apply)</b> <input type="checkbox"/> New Course <input type="checkbox"/> Course Prefix Change <input type="checkbox"/> Course Deletion <input checked="" type="checkbox"/> Course Revision <input checked="" type="checkbox"/> Course Number and/or Title Change <input type="checkbox"/> Catalog Description Change	
HRIM 260 Hotel Systems <i>Current Course prefix, number and full title</i>	HRIM 260 Hotel Rooms Division Mngt. <i>Proposed course prefix, number and full title, if changing</i>
<b>2. Additional Course Designations: check if appropriate</b> <input type="checkbox"/> This course is also proposed as a Liberal Studies Course. <input type="checkbox"/> Other: (e.g., Women's Studies, Pan-African) <input type="checkbox"/> This course is also proposed as an Honors College Course.	
<b>3. Program Proposals</b> <input type="checkbox"/> New Degree Program <input type="checkbox"/> Program Title Change <input type="checkbox"/> Program Revision <input type="checkbox"/> New Minor Program <input type="checkbox"/> New Track <input type="checkbox"/> Catalog Description Change <input type="checkbox"/> Other	
<i>Current program name</i>	<i>Proposed program name, if changing</i>
<b>4. Approvals</b>	
Department Curriculum Committee Chair(s)	<i>Jeffrey Miller</i> 9-9-04
Department Chair(s)	<i>Stephen B. Sprary</i> 9-9-04
College Curriculum Committee Chair	<i>Elizabeth Palmer</i> 11-3-04
College Dean	<i>Carleen P. Zoni</i> 11-4-04
Director of Liberal Studies *	
Director of Honors College *	
Provost *	
Additional signatures as appropriate: (include title)	
UWUCC Co-Chairs	<i>Gail Sedquist</i> 2-15-05

\* where applicable



**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-01-3sh

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-01-3cr

Prerequisites: HRIM 101, HRIM 150

Examines work areas, functions, and relationships pertaining to the rooms 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.

- 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
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Prerequisites: HRIM 101, HRIM 150

Examines work areas, functions, and relationships pertaining to the rooms 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:

1. identify and explain the basic functions of the various operational areas within a hotel or resort.
2. explain the components of a lodging property's guest-cycle.
3. demonstrate an understanding of general lodging guestroom layout and design principles.
4. reference relevant internet websites pertaining to lodging rooms division concepts, technology, equipment, and prospective employers.
5. define relevant terminology as it pertains to rooms division operations management.

## III. Course Outline

- A. The Lodging Industry (3 hours)
1. Overview of Lodging Concepts
  2. Major Hospitality Industry Lodging Employers

- 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)  
1. Procedures Used During Reservations  
2. Reservations Documentation  
3. Reservations Technology
- E. Registration (3 hours)  
1. Procedures Used During Guest Registration  
2. Registration Documentation  
3. Registration Technology
- \* Exam One
- F. The Front Office Audit (3 hours)  
1. Audit Procedures  
2. Audit Documentation  
3. Audit Technology  
4. Audit Simulation
- G. Check-Out and Settlement (2 hours)  
1. Check-Out Procedures  
2. Check-Out Documentation  
3. Check-Out Technology  
4. Account Settlement Options
- H. Security and the Lodging Industry (3 hours)  
1. Common Security Areas of Concern  
2. Security Solutions

- I. **Housekeeping in Hospitality Operations** (2 hours)  
1. Housekeeping Personnel  
2. Common Housekeeping Functions  
3. Housekeeping Equipment
- J. **Guestroom Cleaning** (3 hours)  
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  
2. Establishment of Cleaning Schedules  
3. Public Area Cleaning Procedures
- \* Exam Two
- L. **Laundry Systems** (2 hours)  
1. Characteristics of Laundry Operations  
2. Laundry Equipment  
3. Laundry Facilities Layout  
4. Laundry Operation Personnel  
5. In-House vs. Out-Of-House Laundry Services
- M. **Hospitality Facilities: An Overview** (3 hours)  
1. Public Space  
2. Guestroom Space  
3. Recreational Space  
4. Entertainment Space  
5. Support Space
- N. **Lighting Systems** (2 hours)  
1. Types of Lighting  
2. Lighting Equipment and Use

- 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

#### **V. Example Grading Scale**

90% - 100%	A
80% - 89%	B
70% - 79%	C
60% - 69%	D
59% & Below	F

## **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, Lansing Michigan, 2004.

## **VIII. Special Resource Requirements**

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.

Casada, Matt A., Housekeeping Management, John Wiley & Sons, Hoboken, NJ, 1999

Gray, William S., and Liquori, Salvatore C., Hotel and Motel Management and Operations, Prentice Hall, Columbus, OH, 2003

Hayes, David K., and Ninemeier, Jack D., Hotel Operations Management, Prentice Hall, Columbus, OH, 2004.

Lodging Magazine, McNeill Group, Inc., Yardley, PA.

Rutherford, Denney G., Hotel Management and Operations, John Wiley & Sons, Hoboken, NJ, 2001.

Stutts, Alan T., Hotel and Lodging Management, John Wiley & Sons, Hoboken, NJ, 2001.



# 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 concept, of their choice, to be constructed in a close proximity of the University's geographic location.

## III. Course Outline

- A. The Lodging Industry (3 lectures)
1. Types of lodging properties
  2. Levels of lodging service
  3. Lodging ownership and affiliation
  4. Reasons for traveling
- B. Hotel Organization (3 lectures)
1. The rooms division
  2. The food and beverage division

### 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

- 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)
1. Measuring yield
  2. Elements of yield management
  3. Using yield management
- O. Examinations (3 hours)
- P. Final Examination / Culminating Activity (2 hours)

## IV. Evaluation Methods

The final grade for the course will be determined as follows:

- 75% Tests. Three multiple choice, short answer tests. 100 points each
- 25% Group Project. An oral and written group project identifying and selecting a location and lodging concept to be constructed within an established location of the University campus. 100 points

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.