

14-1116

UWUCC: App: 1/27/15

Senate: Info 3/3/15

Undergraduate Distance Education Review Form

(Required for all courses taught by distance education for more than one-third of teaching contact hours.)

Existing and Special Topics Course

Course: HOSP 260 Hotel Rooms Division Management

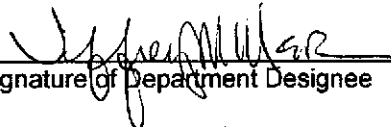
Instructor(s) of Record: Jeffrey Miller/Nicole Buse

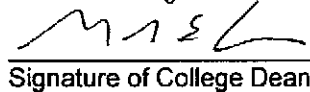
Phone: 724-357-2626 Email: SCBQ@iup.edu

Step Two: Departmental/Dean Approval

Recommendation: Positive (The objectives of this course can be met via distance education)

Negative

 12-3-14
Signature of Department Designee Date

Endorsed:  12.8.14
Signature of College Dean Date

Forward form and supporting materials to Liberal Studies Office for consideration by the University-wide Undergraduate Curriculum Committee. Dual-level courses also require review by the University-wide Graduate Committee for graduate-level section.

Step Three: University-wide Undergraduate Curriculum Committee Approval

Recommendation: Positive (The objectives of this course can be met via distance education)

Negative

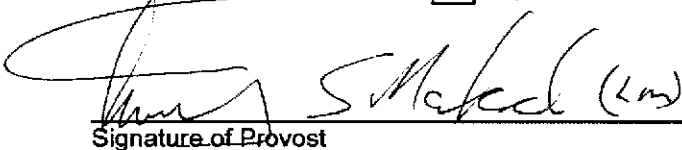
 1-27-15
Signature of Committee Co-Chair Date

Forward form and supporting materials to the Provost within 30 calendar days after received by committee.

Step Four: Provost Approval

Approved as distance education course

Rejected as distance education course

 1/30/15
Signature of Provost Date

Forward form and supporting materials to Associate Provost.

DEC 10 2014

HOSP 260 Distance Education Proposal

Proposer: Nicole Buse

A. Provide a brief narrative rationale for each of the items, A1-A5.

1). How is/are the instructor(s) qualified in the distance education delivery method as well as the discipline.

I, Ms. Buse, have taught HRIM 260 now HOSP 260 for two semesters prior to the distance education delivery method in the summer of 2015. Therefore, I am very familiar and comfortable with the course curriculum. I have also used distanced education resources such as; D2L for all classes and "Managing Front Office Operations" Online component two semesters in a row in accordance with the HRIM 260 Front Office Management course. I am familiar with all aspects of D2L, such as dropbox, content, grading, discussions boards, quizzes, etc. I have completed the D2L boot camp training. I have used D2L to provide distance education when I have been away from the classroom for conference attendance.

2). How will each objective in the course be met using distance education technologies?

Syllabus of record course outcomes:

- a) Identify and explain the basic functions of the various operational areas within a hotel or resort.
 - a. Students will be required to read corresponding chapter material from the textbook and relevant journal articles that apply to the basic functions of the various operational areas within a hotel. Students will also be exposed to these topics through the online component. The online component provides quizzes and case studies that students will be required to complete to test their knowledge of various operational areas.
- b) Explain components of a lodging property's guest cycle.
 - a. Students will be required to read corresponding chapter material from the textbook and relevant journal articles that explain the components of a lodging property's quest cycle. Students will also be exposed to these topics through the online component. The online component provides quizzes and case studies that students will be required to complete to test their knowledge of various operational areas.
- c) Demonstrate an understanding of the administration of hotel reservations, check-in / check-out, and account maintenance operational functions.
 - a. Students will be required to read corresponding chapter material from the textbook and relevant journal articles that explain the administration of hotel reservations, check-in/check-out, and account maintenance. Students will also be exposed to these topics through the online component. The online component provides quizzes, case studies, and practice activities that students will be required to complete to test their knowledge of various operational areas.

- d) Define the functions of key rooms division managerial personnel.
 - a. Students will be required to read corresponding chapter material from the textbook and relevant journal articles which define the key rooms division managerial personnel. Students will also be able to virtually “interact” with key managerial personnel through the online component. The online component provides quizzes, case studies, and practice activities that students will be required to complete to test their knowledge of various operational areas.
- e) Define relevant terminology as it pertains to rooms division operations management.
 - a. Students will be required to read corresponding chapter material from the textbook and relevant journal articles which define relevant terminology. Students will also be exposed throughout the course to key terminology as they navigate the virtual hotel environment. The online component provides quizzes, case studies, and practice activities that students will be required to complete to test their knowledge of various terminology.

Students will be required to purchase the following textbook: “Managing Front Office Operations: Ninth Edition” by Michael L. Kasavana. Students can purchase the textbook or ebook. Students will also be required to purchase “Front Office Manger” online component, an online program that accompanies the text book. Students will be required to complete nine online component worksheets that correspond to the online component. These worksheets are designed as a measure to ensure students are completing the module components. These worksheets are to be completed individually. They are a mixture of multiple choice, true or false, short answer, and long answer questions. They are submitted to d2l to check for plagiarism. The online modules provide students with a virtual tour of a hotel property that corresponds with the reading material.

Week 1: Chapters 1, 2, and 3

- Read chapter material
- Complete Module 1
- Case study discussion post
- Complete weekly exam

Week 2: Chapters 4-5

- Read chapter material
- Complete modules 2 and 3
- Case study discussion post
- Complete weekly exam

Week 3: Chapter 6-7

- Read chapter material
- Complete modules 4 and 5
- Case study discussion post
- Complete weekly exam

Week 4: Chapters 8-10

- Read chapter material
- Complete modules 6 and 7
- Case study discussion post
- Complete weekly exam

Week 5: Chapter 11-13

- Read chapter material
- Complete modules 8 and 9
- Case study discussion post
- Complete weekly exam

Using the Front Office Manager Program features, students are about to meet each objective/topic required of the HRIM (HOSP) 260 course. Each week students will complete a detailed module worksheet assignment that corresponds with the chapter topic and course material. The worksheet follows along with the module information. The Module provides a virtual tour through a luxury hotel property. Students are able to tour the various departments of the hotel in a detail manner. They are able to meet and speak with hotel employees and customers. The online program also provides case studies and practices quizzes for students to test their knowledge. These online activities correspond directly with the topics required for the course. The instructor will assign a weekly case study from the textbook that students will be required to read and then respond to thought provoking questions that are provided by the instruction through a D2L discussion board.

3. How will instructor-student and student-student, if applicable, interaction take place?

Instructor-student interaction will take place through D2L, or email. The instructor will post class announcements on the news feed of D2L. The instructor will communicate with students through weekly D2L case study discussion boards. These weekly posts will include current events and thought provoking questions in which students will be required to respond. The instructor will also communicate through email and D2L regarding general questions or concerns students have throughout the course. Performance feedback will be provided to students after the completion of graded assignments through D2L. The instructor will also be available to discuss issues through the telephone.

Student-Student interaction will take place through discussion boards on D2L. Students will discuss case studies through the D2L discussion threads.

4. How will student achievement be evaluated?

Student achievement will be evaluated through the following assessments:

- **Nine online modules: 15 points each – 135 points total**
- **Five case study discussions: 20 points each – 100 points total**
- **Five exams: 35 points each – 175 points total**

Total Points: 410

Online modules: Each week students will complete a detailed module worksheet assignment that corresponds with the chapter topic and course material. The worksheet follows along with the module information. The Module provides a virtual tour through a luxury hotel property. Students are able to tour the various departments of the hotel in a detail manner. They are able to meet and speak with hotel employees and customers. The online program also provides case studies and practices quizzes for students to test their knowledge. These online activities correspond directly with the topics required for the course.

Case Study Discussions: Each week the instructor will post instructions for students to read a particular case study from the textbook. Students will be instructed to answer a 1-3 questions regarding the case study. Students are required to post at least twice to each case study.

Exams: each week students will be required to complete a 35 question exam regarding that week's material. Exams will be administered through D2L. Exams will consist of multiple choice, T/F, and short answer questions. Students will be allowed to use textbooks and other relevant material to complete the exam.

5. How will academic honesty for tests and assignments be address?

Academic honesty is addressed in the syllabus with the following statement:

Students are required to know and abide by the IUP Academic Integrity Policy, which can be found in your undergraduate catalog or <http://www.iup.edu/page.aspx?id=132892>. Cheating, plagiarism, or other forms of academic dishonesty are prohibited. For this course students will be required to cite material following APA format. Any form of plagiarism, cheating, or academic dishonesty are subject to receive an F for the assignment, quiz, exam, or course and may be brought to the University Judicial Review for possible sanctions.

Online exams will be timed and graded for each individual student. Exams questions will be randomized the integrity of the exam questions. Modules will be submitted through D2L dropbox and be processed through originality checking for plagiarism.

Course Syllabus of Record

HRIM 260 Hotel Rooms Division Management (An Introduction to Hotels, Resorts, and other Lodging Concepts)

3 Credits

This course reviews the historical development of the lodging industry in the United States from the Colonial Era to Present. Additional course content includes examination of common lodging departments, staff, property classification, leading corporations, design characteristics, and more.

Course Instructor:

Instructor: Nicole Buse

Office: 11 Ackerman Hall

Email: n.r.buse@iup.edu

Office Phone: 724-357-4972

Office Hours: M/W: 1:30 pm – 2:30 pm, T/R: 1 pm – 3 pm

Course Topics:

History and Development of Lodging in the United States

How Lodging Properties are Classified for Business and Guest Understanding

Hotel Organization

Front Office Operations

Reservations

Registration

Communications and Guest Services

Security and the Lodging Industry

Front Office Accounting

Check-Out and Account Settlement

Role of Housekeeping in Hospitality Operations

Front Office Audit

Planning and Evaluating Operations

Revenue Management

Managing Human Resources

Project: What Kind of Lodging Property Would YOU Build in Indiana and Where Would You Locate It?

How You Will Earn Your Grade:

3 Take-Home Tests -- 100 Points Each

Semester Project -- 100 Points

Attendance/Participation – 50 Points

To Calculate Your Final Earned Grade: Add up all of your earned points and divide that sum by 5. I use the standard IUP grading scale.

Do I Give Bonus Points? Yes

Class Attendance Policy:

All students are expected to attend every class. Cell phones and other electronic devices are to be put away during class time. Electronic devices are distracting to the students around you and the instructor. Class participation is highly encouraged. All students are expected to show respect towards other students, the professor, and any guests in the classroom. If you miss class you are responsible for contacting the professor and making up any missed work. You are responsible from obtaining notes and classroom announcements from a fellow student. Make-up quizzes/exams will not be given without special authorization of the instructor. You must have a documented excuse for special authorization, in the event you miss any assignment, quiz, exam, etc.

At the beginning of the semester students are awarded 50 points for attendance and participation. Points will be deducted for the following reasons (more than one point can be deducted each class):

- Student does not attend class

- Student uses cell phone during class time
- Inappropriate use of classroom technology
- Student is disruptive during class
- Student does not participate in class discussion
- Any sort of behavior that is disruptive to the instructor, class, and/or learning environment

Required Materials:

Kasavana, M. L., (2013). *Managing Front Office Operations*. Lansing, MI: American Hotel & Lodging Educational Institute.

Access to D2L (www.iup.edu/D2L)

Course Syllabus – Online Version

HOSP 260 Hotel Rooms Division Management (An Introduction to Hotels, Resorts, and other Lodging Concepts)

I. Catalog Description

HOSP 260 Hotel Rooms Division Management	3 class hours
	0 lab hours
Prerequisites: None	3 credits
	3c-01-3cr

Examines work areas, functions, and relationships pertaining to the rooms division component of a hotel or resort. Areas of concentration include front office, housekeeping, maintenance, uniformed service, security, and other relevant operations components. Elements of guestroom layout and design are also discussed.

II. Course Instructor

Instructor: Nicole Buse

Office: 11 Ackerman Hall

Email: n.r.buse@iup.edu

Office Phone: 724-357-4972

Office Hours: M/W/F: 10:00a.m. – 11:30a.m., T/R: 10:00a.m. – 11:00a.m. or by appointment.

III. Course Outcomes

The student will be able to:

1. Identify and explain the basic functions of the various operational areas within a hotel or resort.
2. Explain components of a lodging property's' guest cycle.
3. Demonstrate an understanding of the administration of hotel reservations, check-in / check-out, and account maintenance operational functions.
4. Define the functions of key rooms division managerial personnel.

5. Define relevant terminology as it pertains to rooms division operations management.

IV. Evaluation Method

Five Exams: 35 Points Each = 175 Points Total

Nine Online Component Worksheets: 15 Points Each = 135 Points Total

Five Case Study Discussions: 20 Points Each = 100 Points Total

To Calculate Your Final Earned Grade: Add up all of your earned points and divide that sum by the total number of assignments. I use the standard IUP grading scale.

V. Grading Scale

A = 90% to 100%

B = 80% to 89%

C = 70% to 79%

D = 60% to 69%

F = below 59%

VI. Front Office Manager Online Component Worksheets:

For this course students are required to purchase the "Front Office Manager" online component that accompanies the Kasavana textbook. Front Office Manager is a 10-hour interactive online program that provides an overview of the organization and management of the front office. For five weeks (students will be made aware ahead of time of when these worksheets will be due) students will be required to complete a worksheet that accompanies the online component. These worksheets will be due in the specified D2L dropbox Saturday evenings by 11:59p.m. Late assignments will incur a loss of points. These worksheets are to be completed individually. Anyone caught cheating will not receive points for the assignment and may be subject to the IUP Academic Integrity Policy.

VII. Case Study Discussions:

Each week the instructor will post instructions for students to read a particular case study from the textbook. Students will be instructed to answer a 1-3 questions regarding the case study. Students are required to post at least twice to each case study.

VIII. Written Assignments:

All written assignments must be typed; use 12-point font, double spaced, one inch margins, exhibit proper spelling, grammar, punctuation and format. Written assignments should also abide with APA guidelines with proper citations and references.

IX. Academic Integrity:

Students are required to know and abide by the IUP Academic Integrity Policy, which can be found in your undergraduate catalog or <http://www.iup.edu/page.aspx?id=132892>. Cheating, plagiarism, or other forms of academic dishonesty are prohibited. For this course students will be required to cite material following APA format. Any form of plagiarism, cheating, or academic dishonesty are subject to receive an F for the assignment, quiz, exam, or course and may be brought to the University Judicial Review for possible sanctions.

X. Textbooks, Supplemental Books, and Readings

Kasavana, M. L., (2013). *Managing Front Office Operations*. Lansing, MI: American Hotel & Lodging Educational Institute.

ISBN 13: 978-0-86612-412-6

Front Office Management Online Program:

<https://www.ahlei.org/Products/Online-Learning/Front-Office-Manager-Online-Program/>

ISBN 13: 978-0-13-343132-2

*IUP CoOp store sells the book and online access code in a bundle.

Access to D2L (www.iup.edu/D2L)

XI. Bibliography

Front Office Manager Online Program. *American Hotel & Lodging Educational Institute*. From <https://www.ahlei.org/Products/Online-Learning/Front-Office-Manager-Online-Program/>

Kasavana, M. L., (2013). *Managing Front Office Operations*. Lansing, MI: American Hotel & Lodging Educational Institute.

HOSP 260 – Hotel Rooms Division Mgmt.

Distance Education Proposal

Sample Lesson – Week 2

Class Topic: Reservations and Registration (Chapter 4 and 5)

- 1. Reading Assignment – Read Chapters 4 and 5 of the textbook**
- 2. Complete modules 2 and 3 of the Front Office Manger Program and submit to the D2L dropbox by 11:59pm Sunday evening.**
- 3. Weekly case study discussion post.**
 - a. Students will be instructed to read “Sarah’s Serious Reservations- Working with the CRO” which can be found on page 179 of your textbook.**
 - b. The instructor will pose the following questions in the D2L discussion thread**
 - i. What kinds of information does Sarah need from other departments at her hotel that will enable her to work better with the central reservations office?**
 - ii. As the reservations manager, what might Sarah do to improve the effectiveness of her property’s work with central reservations?**
 - c. Students are required to read each other’s posts and respond to posts.**
- 4. Weekly exam**
 - a. Students are required to complete the weekly exam on D2L. The exam will be timed and must be completed during the hours of 12:00 am – 11:59pm Friday.**