



INSTRUCTIONAL PACKAGE

HOS 150

Hotel Management

AY 2019-2020

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Part I: Course Information

Effective Term: AY 2019-2020

COURSE PREFIX: HOS 150 COURSE TITLE: Hotel Management

CONTACT HOURS: 3 CREDIT HOURS: 3

RATIONALE FOR THE COURSE:

Lodging operations are a major component of the hospitality industry. Exposure to the major facets of hotel management is necessary for success in the industry. Students will have an understanding of all departments within a lodging facility, different types of lodging facilities, understanding responsibilities and roles of each department as a part of the entire lodging facility.

COURSE DESCRIPTION:

This course covers the management of the lodging phase of the hospitality industry, including front office, housekeeping, and engineering.

PREREQUISITES:

((ACT Reading 14 or SAT Critical Reading 380 or ACCUPLACER Reading Comp 056 or New ACCUPLACER Reading Comp 235 or COMPANION Reading 056 or Multiple Measures English 1 or Credit level ENG 100 Minimum Grade of C* or Credit level ENG 155 Minimum Grade of C or Credit level ENG 155 Minimum Grade of TC or Credit level ENG 101 Minimum Grade of TC or Credit level ENG 101 Minimum Grade of C)) and (Credit level HOS 140 Minimum Grade of C)

***Online/Hybrid** courses require students to complete the DLI Online Student Orientation prior to completing an online course. The DLI Online Student Orientation can be found in WaveNet, under the My Student tab.

REQUIRED MATERIALS:

Please visit the Bookstore online site for most current textbook information. Use the direct link below to find textbooks.

[BOOKSTORE](#).

Enter the semester, course prefix, number and section when prompted and you will be linked to the correct textbook.

TECHNICAL REQUIREMENTS:

Access to Desire2Learn (D2L), HGTC's student portal for course materials.

WaveNet and D2L email access.

STUDENT IDENTIFICATION VERIFICATION

Students enrolled in online courses will be required to participate in a minimum of one (1) proctored assignment and/or one (1) virtual event to support student identification verification. Please refer to your Instructor Information Sheet for information regarding this requirement.

CLASSROOM ETIQUETTE:

As a matter of courtesy to other students and your professor, please turn off cell phones and other communication/entertainment devices before class begins. If you are monitoring for an emergency, please notify your professor prior to class and switch cell phone ringers to vibrate.

NETIQUETTE: is the term commonly used to refer to conventions adopted by Internet users on the web, mailing lists, public forums, and in live chat focused on online communications etiquette. For more information regarding Netiquette expectations for distance learning courses, please visit [Online Netiquette](#).

Part II: Student Learning Outcomes

COURSE LEARNING OUTCOMES and ASSESSMENTS*:

1. Classify lodging accommodations based on products and services offered.
2. Calculate common hotel performance measures such as ADR, OCC, and RevPAR
3. Explain the different types of management/ownership a lodging facility may have.
4. Demonstrate the platinum and gold standards of service and what they mean to the lodging industry and guest service
5. Explain what it takes to be an effective manager in any size lodging operation and what major responsibilities they have
6. Explain the role of the front office before, during, and after a guest arrives at the hotel.
7. Showcase the importance of the housekeeping department to a hotel including cleanliness of guest rooms and common areas and why they are the "heart" of the hotel.
8. Describe the benefit and reasoning for Routine, Preventative and Emergency maintenance
9. Evaluate the importance of Food and beverage to a lodging operation, including

their profit, operating procedures and benefit to the operation as a whole.

Discussion Questions: Student will participate in a Discussion Question, once per Unit, to understand different viewpoints, thoughts, practices, and experiences in the lodging industry

Learning Outcomes

- 1) Demonstrate the platinum and gold standards of service and what they mean to the lodging industry and guest service
- 2) Explain what it takes to be an effective manager in any size lodging operation and what major responsibilities they have
- 3) Classify lodging accommodations based on products and services offered.
- 4) Explain the role of the front office before, during, and after a guest arrives at the hotel.

Unit Assignments: Student will complete a homework assignment, once per unit, to emphasize and demonstrate the concepts in their reading, power points, and other methods of instruction and education.

Learning Outcomes

- 1) Classify lodging accommodations based on products and services offered.
- 2) Calculate common hotel performance measures such as ADR, OCC, and RevPAR
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- 4) Demonstrate the platinum and gold standards of service and what they mean to the lodging industry and guest service
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Unit Exams/Final Exam: There will be a Unit Exam after each Unit is complete and a Final exam that is cumulative where all of the above Learning outcomes will be addressed.

Learning Outcomes

- 1) Classify lodging accommodations based on products and services offered.
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and RevPAR

- 3) Explain the different types of management/ownership a lodging facility may have.
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Project: Student will have an individual project based on lodging/management skills and abilities.

Learning Outcomes

- 1) Demonstrate the platinum and gold standards of service and what they mean to the lodging industry and guest service
- 2) Explain what it takes to be an effective manager in any size lodging operation and what major responsibilities they have
- 3) Explain the role of the front office before, during, and after a guest arrives at the hotel.
- 4) Showcase the importance of the housekeeping department to a hotel including cleanliness of guest rooms and common areas and why they are the “heart” of the hotel.
- 5) Describe the benefit and reasoning for Routine, Preventative and Emergency maintenance
- 6) Evaluate the importance of Food and beverage to a lodging operation, including their profit, operating procedures and benefit to the operation as a whole.

****Students – please refer to the Instructor’s Course Information sheet for specific information on assessments and due dates.***

General Education Outcomes

This course fulfills the following General Education Outcomes through:

Communication

Indicator – Composing well organized and logical text with proper sentence

structure and grammar.

Items to Assess:

1. No grammatical errors
2. Addresses all elements of the project required
3. Was well organized and written as measurable statements
4. Clearly identifies and explains the project components and requirements

Critical Thinking

Indicator – Devising a reasonable plan for resolving a problem or issue.

Items to assess:

1. Ability to research and organize hotel standards properly
2. Project could be understood and followed easily
3. Ability to think/act like a manager in the scenario
4. Applying technology proficiently

Professionalism

Indicator – Collaborating well in a team environment

Items to assess:

1. Shows how to create and foster leadership in the hotel
2. Acknowledges how to assess employee abilities, train, and hire them

Upon completion of this course, students will be able to:

- Communicate effectively;
- Think critically;
- Self and professional development.

****Students – please refer to the Instructor’s Course Information sheet for specific information on assessments and due dates.***

Part III: Grading and Assessment

EVALUATION OF REQUIRED COURSE MEASURES/ARTIFACTS*

Students’ performance will be assessed and the weight associated with the various measures/artifacts are listed below.

EVALUATION*

Tests	%
Assignments	%
Papers/Plans	%
Projects/Portfolios	%
Class Participation	%
Final Exam	%
	100%

****Students, for the specific number and type of evaluations, please refer to the Instructor's Course Information Sheet.***

GRADING SYSTEM:

The Business Department has a seven day grading policy. Please note the College adheres to a 10 point grading scale A = 100 – 90, B = 89- 80, C = 79 – 70, D = 69 – 60, F = 59 and below. You must have your Dean's approval if changes in the scale are made.

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws, WFs and Is also negatively impact academic progression and financial aid status.

The Add/Drop Period is the first 5 days of the semester for **full term** classes. Add/Drop periods are shorter for accelerated format courses. Please refer to the academic calendar for deadlines for add/drop ([ACADEMIC CALENDAR](#)). You must attend at least one meeting of all of your classes during that period. If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

Part IV: Attendance

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of 80 percent (80%) of their classes in order to receive credit for any course. Due to the varied nature of courses taught at the college, some faculty may require up to 90 percent (90%) attendance. Pursuant to 34 Code of Federal Regulations 228.22 - Return to Title IV Funds, once a student has missed over 20% of the course or has missed two (2) consecutive weeks, the faculty is obligated to withdraw the student and a student may not be permitted to reenroll. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

For online and hybrid courses, check your Instructor's Course Information Sheet for any required on-site meeting times. Please note, instructors may require tests to be taken at approved testing sites, if you use a testing center other than those provided by HGTC, the center may charge a fee for its services.

Part V: Student Resources



The Student Success and Tutoring Center (SSTC)

The SSTC offers to all students the following **free** resources:

- 1. Academic coaches** for most subject areas, **Writing Center Support**, and **college success skills**.
- 2. On-line student success and academic support resources.**

Visit the SSTC website: [Student Success & Tutoring Center](#) and visit the student services tab in your WaveNet account to schedule appointments using TutorTrac. For more information, call: SSTC Conway, 349-7872; SSTC Grand Strand, 477-2113; and SSTC Georgetown, 520-1455 or go to the [Online Resource Center](#) to access on-demand resources any time.

TECH Central – Student Information Center



TECH Central provides quality enrollment and collegiate guidance for students, faculty, and staff. Services include phone, walk-in, and online technical support for technology training and troubleshooting. Additionally, we offer support in Office 365, Outlook E-mail setup, and ID cards.

Phone: 843-349-5340

Email: techcentral@hgtc.edu

Text: 843-357-8552

TECH Talk (Live Chat): Located on the “Home” tab in WaveNet.

Website: [TECH Central Link](#)

Locations:

Conway Building 1100, Room 132D

Grand Strand Building 200, Room 136

Student Testing:

Testing in an **online/hybrid** course may be accomplished in a variety of ways:

- Test administered within D2L
- Test administered in writing on paper
- Test administered through Publisher Platforms

Further more tests may have time limits and/or require a proctor.

Proctoring can be accomplished either face-to-face at an approved site or online through RPNOW, our online proctoring service. To find out more about proctoring services, please visit the [Online Testing](#) section of the HGTC’s Testing Center webpage.

The **Instructor Information Sheet** will have more details on test requirements for your course.

Disability Services:

HGTC is committed to providing an accessible environment for students with disabilities. Inquiries may be directed to Beth Havens, Director of Student Development on the Conway Campus Jaime Davis, Counselor/Advisor on the Georgetown Campus or Kristin Griffin, Counselor on the Grand Strand Campus. These individuals will review documentation of the student's disability and, in a confidential setting with the student, develop an educational accommodation plan.

Note: It is the student's responsibility to self-identify as needing accommodations and to provide acceptable documentation. After a student has self-identified and submitted documentation of a disability, accommodations may be determined, accepted, and provided.

Statement of Equal Opportunity/Non-Discrimination Statement

Horry-Georgetown Technical College prohibits discrimination and harassment, including sexual harassment and abuse, on the basis of race, color, sex, national or ethnic origin, age, religion, disability, marital or family status, veteran status, political ideas, sexual orientation, gender identity, or pregnancy, childbirth, or related medical conditions, including, but not limited to, lactation in educational programs and/or activities.

Inquiries regarding the non-discrimination policies: Students and prospective student inquiries concerning Section 504, Title II, and Title IX and their application to the College or any student decision may be directed to the Vice President for Student Affairs, Dr. Melissa Batten, VP Student Affairs, Title IX Coordinator, Building 1100, Room 107A, Conway Campus, PO Box 261966, Conway, SC 29528-6066, 843-349-5228, Melissa.Batten@hgtc.edu. Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources, Jacquelyne Snyder, VP Human Resources, Section 504, Title II, and Title IX Coordinator, Building 200, Room 212A, Conway Campus, PO Box 261966, Conway, SC 29528-6066, 843-349-5212, Jacquelyne.Snyder@hgtc.edu.

Title IX Requirements

All students (as well as other persons) at Horry-Georgetown Technical College are protected by Title IX—regardless of their sex, sexual orientation, gender identity, part- or full-time status, disability, race, or national origin—in all aspects of educational programs and activities. Any student, or other member of the college community, who believes that he/she is or has been a victim of sexual harassment or sexual violence may file a report

with the college's Chief Student Services Officer, campus law enforcement, or with the college's Title IX Coordinator, or designee.

*Faculty and Staff are required to report incidents to the Title IX Coordinators when involving students. The only HGTC employees exempt from mandatory reporting are licensed mental health professionals (only as part of their job description such as counseling services).

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<p>Dr. Melissa Batten, VP Student Affairs <i>Title IX Coordinator</i> Building 1100, Room 107A, Conway Campus PO Box 261966, Conway, SC 29528-6066 843-349-5228 Melissa.Batten@hgtc.edu _</p>	<p>Jacquelyne Snyder, VP Human Resources <i>Section 504, Title II, and Title IX Coordinator</i> Building 200, Room 212A, Conway Campus PO Box 261966, Conway, SC 29528-6066 843-349-5212 Jacquelyne.Snyder@hgtc.edu</p>