



HOSP 2500 – Online

Hotel Operations Management

Professor:

Semester:

Class Sessions:

Class Location:

Office Hours:

Cell Phone:

E-mail:

Text

Check-In Check-Out Managing Hotel Operations (10th Edition)

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Pearson

ISBN 10: 0-13-430350-4

Course Description

This course presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to check-out and account settlement. The course also examines the various elements of effective front office management, paying attention to the planning and evaluation of front office operations and to human resources management. Front office procedures and management are placed within the context of the overall operation of a hotel.

Course Objectives

Upon completion of this course students should be able to:

1. Define the classifications of hotels
2. Understand industry, market, ownership and management patterns

3. Understand the organizational structure for a hotel.
4. Discuss the reservation process for a hotel
5. Understand the various distribution channels for reservations
6. Define revenue management practices
7. Compare individual reservations and group bookings
8. Lead guest service initiatives
9. Understand basic accounting principles
10. Be familiar with hotel technology

Class Preview

This course will provide an overview of the hotel industry from both a historical and a contemporary perspective. This will include a review of current trends within the hospitality industry. Major operational departments, reservation systems, revenue management strategies, accounting fundamentals and informational technology concepts will also be discussed. Different aspects of career development will be presented and discussed. The course will be taught in an online environment. The course will include quizzes, online discussions and a final exam.

Class Schedule:

Week of: *Reading assignments, discussions, quizzes and additional information:*

Week 1: Introduction in the discussion room due, Post questions/comments to other introductions, Pearson Chapter 1 – The Traditional Hotel Industry, Chapter 1 Quiz Due, Pearson Chapter 2 – The Modern Hotel Industry, Chapter 2 Quiz Due.

Week 2: Pearson Chapter 3 – The Structures of the Hotel Industry, Chapter 3 Quiz Due, Discussion – The Hotel Industry.

Week 3: Pearson Chapter 4 – Forecasting Availability and Overbooking, Discussion – The Reservations Process Opens, Chapter 4 Quiz Due.

Week 4: Last chance to post on Discussion – The Reservations Process, Pearson Chapter 5 – Global Reservations Technologies, Chapter 5 Quiz Due.

Week 5: Pearson Chapter 6 – Individual Reservations and Group Bookings, Chapter 6 Quiz Due, Discussion – Guest Services & Rate Structures Opens.

Spring Break: No class meetings or assignments.

Week 7: Pearson Chapter 7 – Managing Guest Services, Chapter 7 Quiz Due, Continue Discussion - Guest Services & Rate Structures

Week 8: Pearson Chapter 8 – From Arrival to Rooming, Chapter 8 Quiz Due.

[Week 9](#): Pearson Chapter 9 – The Role of the Room Rate, Chapter 9 Quiz Due, Discussion – The Revenue Cycle Opens.

[Week 10](#): Pearson Chapter 10 – Billing to Guest Folio, Chapter 10 Quiz Due, Pearson Chapter 11 – Cash or Credit, Chapter 11 Quiz Due, Last Chance to post on Discussion – The Revenue Cycle.

[Week 11](#): Pearson Chapter 12 – The Night Audit; Discussion – Technology Opens; Chapter 12 Quiz Due.

[Week 12](#): Pearson Chapter 13 – Hotel Technology, Last Chance to post on Discussion - Technology, Chapter 13 Quiz Due.

[Week 13](#): Semester Wrap Up

[Week 14](#): Finals Week

Evaluation

All work will be graded and posted on the website. No extra credit will be made available.

Quizzes: 35% of grade

Discussions: 35% of grade

Final: 30% of grade

Institutional Syllabus

Please review the [Institutional Syllabus](#) for important college policies and student services, such as the Disability Resource Center and tutoring. You can also access it anytime by clicking the Institutional Syllabus icon in the farthest-left global menu.