



DEPARTMENT OF BUSINESS

COURSE OUTLINE – Winter 2011

HP 1230 3 (3-0-1) – Accommodations Operations Management

INSTRUCTOR: Carolyn Vasileiou **PHONE:** 780-539-2221
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OFFICE HOURS: Tuesday & Thursday
9:00 – 10:30 am or by
appointment

PREREQUISITE(S)/COREQUISITE: no

REQUIRED TEXT/RESOURCE MATERIALS:

Vallen, G. K., Vallen, J. J., & Robinson, G. F. (2008). *Check – in check- out* (Second Canadian Edition). New Jersey: Pearson Prentice Hall.

CALENDAR DESCRIPTION:

The focus of this course will be the lodging industry and typical hotel organizational structures. Hotel reservations and check – in procedures, general management, office management, human resources, and front office operations will be examined.

CREDIT/CONTACT HOURS:

This is a 3 credit course with 3 lecture hours per week and approximately 1 hour of experimental/field study time. Students are expected to attend all classes.

DELIVERY MODE(S):

Class time may involve lecture, group discussions, group work, individual reflection, examinations, guest speakers, field study and presentations.

OBJECTIVES:

1. To acquaint students with the lodging industry.
2. Understand hotel organizational structures.
3. Examine the different aspects of Front Office operations.
4. Become familiar with the roles of office management and human resources as they relate to hotel operation.
5. Learn check-in and check-out procedures.

TRANSFERABILITY:

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

GRADING CRITERIA:

Midterm	20%
Interview, Report and Presentation	20%
Quizzes & assignments	20%
Article Review	15%
Final	25%

Grades will be assigned on the Letter Grading System.

Business Administration and Commerce Department Grading Conversion Chart

Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A⁺	4	90 – 100	EXCELLENT
A	4	85 – 89	

A⁻	3.7	80 – 84	FIRST CLASS STANDING
B⁺	3.3	76 – 79	
B	3	73 – 75	GOOD
B⁻	2.7	70 – 72	
C⁺	2.3	67 – 69	SATISFACTORY
C	2	64 – 66	
C⁻	1.7	60 – 63	
D⁺	1.3	55 – 59	MINIMAL PASS
D	1	50 – 54	
F	0	0 – 49	FAIL

EXAMINATIONS:

Final exam period is April 14 to 27. Please do not book anything during this time period that cannot be changed as the final exam schedule is unknown at this point.

STUDENT RESPONSIBILITIES:

All assignments must be word processed or typewritten.

Students are required to save a copy of any written work submitted for marking.

Assignments are due on the dates set by the instructor. If there is a valid reason for an extension, it must be requested prior to the due date. Unauthorized late assignments will have a 10% per-day late penalty applied to the assigned grade.

Regular attendance is critical to success in HP 1230. Should a student be unable to attend a class, it is the student's responsibility to acquire the material missed and to complete assigned readings, in-class work and assigned homework.

If a student is unable to attend a test, the instructor must be advised before the test is administered. The test will then be written at a time that is convenient for both the instructor and the student. Failure to notify the instructor of an absence will result in a grade of 0 for that test.

It is expected that students will be welcoming and attentive to all guest speakers and realize that they are representing the college whenever they are in the community on college related business.

STATEMENT ON PLAGIARISM AND CHEATING:

Please refer to pages 49-50 of the College calendar regarding plagiarism, cheating and the resultant penalties. These are serious issues and will be dealt with severely.

COURSE SCHEDULE/TENTATIVE TIMELINE:

January 6 – 28	Part I – The Hotel Industry: 1. History of Industry 2. Structure of Hotel Industry 3. Housekeeping	Chapters 1 to 3
February 1 – March 4	Part II – The Reservations Process: 4. Global Reservation Technologies 5. Individual & Group Reservations 6. Forecasting Availability & Overbooking	Chapters 4 to 6
February 17	Midterm exam	
February 21-25	Spring break (no classes)	
March 8 – April 1	Part III – Guest Service: 7. Managing Guest Service 8. Guest Arrival, Registration & Rooming Process	Chapters 7 & 8
April 5 to 8	Night Audit and Review	Chapter 13
April 12	Last day of classes	

This schedule is subject to change depending upon availability of guest speakers and excursions to businesses.