



# Grande Prairie Regional College

**School of Business**

**Department of Business**

COURSE OUTLINE – WINTER 2008

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

**Instructor** Carolyn Vasileiou

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**Office Hours** Tuesday & Thursday  
10:00 – 11:30 am or by  
appointment

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### **Prerequisite(s)/corequisite(s):**

None

### **Required Text/Resource Materials:**

Vallen, Gary K., Vallen, Jerome J. and Robinson, Gary F. (2008) Check – in Check- out (Second Canadian Edition). New Jersey. Pearson Prentice Hall.

### **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 will involve lecture, group discussions, group work, individual reflection, examinations, guest speakers, community involvement, 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. Learn how to categorize a hotel's room inventory.
5. Become familiar with the roles of office management and human resources as they relate to hotel operation.
6. Learn check-in and check-out procedures.

**Grading Criteria:**

Participation	10%
Interview, Report and Presentation	15%
Quizzes	40%
Assignments	35%

There is **no** Final Exam in this course but, there is a lot of in class work. Therefore, it is important to be in class or you will miss assignments and quizzes. There will not be makeups for missed in – class assignments or quizzes.

Grades will be assigned on the Letter Grading System.

**Business Administration and Commerce Department**

**Grading Conversion Chart**

<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A<sup>+</sup></b>	<b>4</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4</b>	<b>85 – 89</b>	
<b>A<sup>-</sup></b>	<b>3.7</b>	<b>80 – 84</b>	<b>FIRST CLASS STANDING</b>
<b>B<sup>+</sup></b>	<b>3.3</b>	<b>76 – 79</b>	
<b>B</b>	<b>3</b>	<b>73 – 75</b>	<b>GOOD</b>
<b>B<sup>-</sup></b>	<b>2.7</b>	<b>70 – 72</b>	
<b>C<sup>+</sup></b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2</b>	<b>64 – 66</b>	
<b>C<sup>-</sup></b>	<b>1.7</b>	<b>60 – 63</b>	
<b>D<sup>+</sup></b>	<b>1.3</b>	<b>55 – 59</b>	<b>MINIMAL PASS</b>
<b>D</b>	<b>1</b>	<b>50 – 54</b>	
<b>F</b>	<b>0</b>	<b>0 – 49</b>	<b>FAIL</b>

This schedule is subject to change without notice as guest speakers will be arranged at their availability.

**Course Policies:**

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.

It is expected that students will be welcoming and attentive to all guest speakers.