



Grande Prairie Regional College

School of Business

Department of Business

COURSE OUTLINE – WINTER 2010

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

Instructor Carolyn Vasileiou

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Office Hours Tuesday & Thursday
9:00 – 10:30 am or by
appointment

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:

| | |
|---------------------------------------|-----|
| Midterm | 20% |
| Interview, Report and Presentation | 15% |
| Quizzes & assignments | 20% |
| Article Review | 15% |
| Final | 30% |

It is important to be in class or you will miss assignments and quizzes. There will not be make-ups for missed in – class assignments or quizzes.

Class Schedule:

| | | |
|-----------------|--|-----------------|
| January 5 – 29 | Part I – The Hotel Industry Excursions out | Chapters 1 to 3 |
| February 2 – 26 | Part II – The Reservations Process Excursions out | Chapters 4 to 6 |
| February 15 | No class- Family Day | |
| February 16 | Midterm exam | |

| | | |
|---------------|--|-----------------|
| March 2 – 30 | Part III – Guest Service and Rate Structures | Chapters 7 to 9 |
| March 5 to 12 | Spring break | |
| April 1 to 15 | Part V – Technology and Review | Chapter 13 |
| April 2 | No Class – Good Friday | |

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

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 |

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.

Plagiarism will not be tolerated. The instructor reserves the right to use electronic devices if necessary for plagiarism detection.

Final exams:

Final exam period is April 17 to 29. Please do not book anything during this period of time as the final exam schedule is determined by the Registrar, and we do not know when the final for this course will be held.

