

Tompkins Cortland Community College
Master Course Syllabus

Course Discipline and Number: HRMG 103
Course Title: Rooms Division Management

Year: 2021-2022
Credit Hours: 3

Attendance Policy: *To maintain good grades, regular attendance in class is necessary. Absence from class is considered a serious matter and absence never excuses a student from class work. It is the responsibility of all instructors to distribute reasonable attendance policies in writing during the first week of class. Students are required to comply with the attendance policy set by each of their instructors. Students are not penalized if they are unable to attend classes or participate in exams on particular days because of religious beliefs, in accordance with Chapter 161, Section 224-a of the Education Law of the State of New York. Students who plan to be absent from classroom activity for religious reasons should discuss the absence in advance with their instructors. See college catalog for more information.*

Services for Students with Disabilities: *It is the College's policy to provide, on an individual basis, appropriate academic adjustments for students with disabilities, which may affect their ability to fully participate in program or course activities or to meet course requirements. Students with disabilities should contact the Coordinator of Access and Equity Services, to discuss their particular need for accommodations. All course materials are available in alternate formats upon request.*

Course Description

This course is a study of the procedures, analysis, and management of front office, housekeeping, engineering, and security. Through lecture, discussion, property tours, and industry case study students gain an understanding of the various areas of the various lodging operations within a hotel. Other hotel departments will be introduced to explain departmental relationships. Prerequisites: ENGL 100; MATH 090 if required by placement testing; prior completion or concurrent enrollment in RDNG 116 if required by placement testing. 3 Cr. (3 Lec.) Fall and spring semesters.

Course Context/Audience

This is a required course for students in the Hotel and Restaurant Management A.A.S. degree program. This course is appropriate for someone with an interest in the operation of a hotel or other lodging business.

Basic Skills/Entry Level Expectations

Writing: WC College level writing skills are required. See course co-requisites or pre-requisites.

Math: M2 Completed MATH 090 (if needed) - Course requires only the use of basic mathematical skills.

Reading: R3 Course may be taken concurrently with RDNG 116.

Course Goals

In this course, the student will:

1. Gain an understanding of hotel operations with a focused knowledge of rooms division front and back of house procedures, career options, and guest services.
2. Learn about property management information systems.
3. Gain understanding of room sales analysis and how to calculate statistical information needed for that analysis.
4. Gain understanding of housekeeping procedures, product use, and personnel management.
5. Learn about physical plant operations, and security measures used in hotels.
6. Be introduced to hotel customer service ratings, reputation management and social media relationships.

Course Objectives/Topics

Objective/Topic	# Hours
Students will learn about lodging operations.	3 Hours
Students will learn organization of rooms division, identifying key management roles and career options.	3 Hours
Students will learn about guest reservations and registration procedures.	3 Hours
Students will learn about guest arrival/check-in process.	3 Hours
Students will learn about guest stay processes, night audit, and general hospitality accounting practices.	3 Hours
Students will learn about uniformed services and concierge duties.	3 Hours
Students will learn about information technology skills and learn to use a hotel Property Management System.	6 Hours
Students will learn about yield, occupancy, rate structure, and revenue management, including estimation formulas. This includes Smith Travel Research data analysis.	3 Hours
Students will learn basics of housekeeping in a lodging operation.	3 Hours
Students will learn about staffing needs, key challenges, issues, and other human resources concepts relating to the housekeeping and rooms division areas.	3 Hours
Students will learn about material planning and administration.	3 Hours
Students will learn about physical plant, water resources, and maintenance areas within a lodging operation.	3 Hours
Students will learn about security/loss prevention & safety of guests and employees.	3 Hours
Students will learn about inter-departmental relationships within a lodging operation.	3 Hours

General Education Goals - Critical Thinking & Social/Global Awareness

CRITICAL THINKING OUTCOMES	HOW DOES THE COURSE ADDRESS THE OUTCOMES (Include required or recommended instructional resources, strategies, learning activities, assignments, etc., that must or could be used to address the goal/outcomes)
<p>Students will be able to</p> <ul style="list-style-type: none"> ➤ develop meaningful questions to address problems or issues. 	<p>Students weigh in and carefully consider case studies including problems in hotel safety, department management when motivation is low, and sustainable building decisions. Discussions in class give students an opportunity to respond.</p> <p>In class group and outside homework assignments includes:</p> <ul style="list-style-type: none"> • Connie Francis Rape Case analysis • Front Desk Clerk Assault in NJ • Motivating the Housekeeping Dept • Hotels who must make the choice to pay for LEED certified building expenses or not
<ul style="list-style-type: none"> ➤ gather, interpret, and evaluate relevant sources of information. 	<p>Students are asked to collect and consider comparative data from a variety of sources and summarize their findings. Hotel pricing exercise with analysis of internet, central reservations, and hotel direct rate collection.</p>

<ul style="list-style-type: none"> ➤ reach informed conclusions and solutions. ➤ consider analytically the viewpoints of self and others. 	<p>Student discussion, analysis, and completion of processes in hotel operations where students create solutions to problems and reach conclusions contribute to this outcome.</p> <ul style="list-style-type: none"> • Front office accounting exercise • OPERA and hotel visit assignment • Previous exercises mentioned • Review of STR reports <p>Collection of data and case study exercises allow students to consider analytically the viewpoints of others and examine their own assumptions.</p> <ul style="list-style-type: none"> • Class Discussions • Previous exercises mentioned
SOCIAL/GLOBAL AWARENESS OUTCOMES	HOW DOES THE COURSE ADDRESS THE OUTCOMES (Include required or recommended instructional resources, strategies, learning activities, assignments, etc., that must or could be used to address the goal/outcomes)
<ul style="list-style-type: none"> ➤ Students will begin to understand how their lives are shaped by the complex world in which they live. ➤ Students will understand that their actions have social, economic and environmental consequences. 	<p>Course considers customer interaction and service in a variety of hotel settings. Students react to a variety of customer “scenarios” in order to transform their assumptions about people and their travel/service problems.</p> <ul style="list-style-type: none"> • Service recovery exercise • Case study of Housekeeping dept. • Case study of LEED certified building <p>Training in service engagement where student’s handling of customer problems have direct impact on the outcome</p> <ul style="list-style-type: none"> • Hotel visit exercise • Service recovery exercise • Case study of housekeeping department <p>Training in service engagement and analysis of pricing contributes to student understanding the importance and impact of their decisions on a hotel operation and the customers they serve.</p> <ul style="list-style-type: none"> • Hotel pricing exercise and STR analysis • Hotel visit exercise • Service recovery exercise <p>Students consider and discuss the different socio cultural environments of companies, locations where operations exist, and the construction of hotels.</p> <ul style="list-style-type: none"> • Case study Housekeeping exercise • Discussion of competition and overbuilding • Case study of LEED certified buildings

Instructional Methods

This course uses many different instructional methods including: lecture, discussion, in-class exercises, homework assignments, experiential hotel visit, written projects, and testing. The distance version of the course includes these same methods over the internet.

Methods of Assessment/Evaluation

Method	% Course Grade
Mid Term and Final Exam worth 20 pts. each	40%
Homework and Quiz assignments worth 5 pts. each	25%
Hotel PMS training and property visit with report	25%
Participation/discussion	10%

Text(s)

Hotel Front Office Management, James A. Bardi, 4th Edition, © 2006 Wiley

Required

Professional Management of Housekeeping Operations, Thomas J. A. Jones, 4th Edition, © 2004 Wiley

Recommended

Online Resources and corporate websites of industry are also used.

Bibliography**Other Learning Resources****Audiovisual**

All from AHLA Educational Institute:

10-Minute Trainer: Front Office

10-Minute Trainer: Security

Delivering Quality Guest Service

3 complete training programs On 1 DVD:

PROGRAM 1:

Stay Safe: Awareness Training for Housekeepers

32 minutes

Housekeepers are the eyes and ears of any lodging property, so their awareness is the first line of defense against safety and security risks. This training program prepares them for that responsibility. Topics include:

- Key, room, and property control
- Handling chemicals and pathogens safely
- Moving, pushing and lifting properly
- Following fire and emergency safety procedures

PROGRAM 2:

Housekeeping: Quality Guestroom Cleaning

29 minutes

This training program features the latest systematic cleaning methods that combine safety, speed and thoroughness, including:

- Time and cost-saving techniques for better efficiency
- Guest privacy issues and options

PROGRAM 3:

World Trainer: Guestroom & Bathroom Cleaning

33 minutes

This wordless, visually oriented training program for non-English-speaking employees is the perfect primer for basic guestroom cleaning procedures, including step-by-step instructions for:

- Dusting, vacuuming and making beds
- Full bathroom cleaning
- Avoiding workplace accidents and injuries

Risk Management - 3 in 1 Package

3 complete training programs On 1 DVD

PROGRAM 1:

Spotlight On Security for Lodging

27 minutes

This training program is designed to help all categories of lodging properties better provide the type of secure environment that guests are seeking and that today's marketplace demands. Topics include:

- Why security is so important to the bottom line
- Improving employee security awareness skills
- Balancing increased security with guest satisfaction

Audio Visual Programs Continued:

Risk Management 3 in 1 package:

PROGRAM 2:

Fire Safety: Prevention and Response for the Lodging Industry

24 minutes

A comprehensive fire prevention and response plan is an essential safety requirement for every lodging property. This training program provides visual examples, instructions, techniques and advice to help fulfill that goal. Topics include:

- Identifying and preventing common fire hazards
- How to properly use a fire extinguisher
- Evacuating the property smoothly, if necessary

PROGRAM 3:

Planning for Emergencies

25 minutes

A successful emergency plan can save lives, limit property damage, protect against liability, and significantly reduce the time it takes to restore normal operations. This training program helps you design, develop and implement such a plan.

Topics include:

- Analyzing risks unique to your property
- Establishing communication strategies
- Defining management and employee responsibilities

Electronic

On Property PMS Training during visit to hotel properties.

<http://www.hotelschool.cornell.edu/links/>

<http://www.roomschronicle.com>

Other

No resources specified