

**LODGING OPERATIONS MANAGEMENT**  
**HMGT1105**  
**Fall 2019**

**Instructor** Dr. Amit Mehrotra  
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**Office Hours:** Mon: 2-3, Wed 4:30-6:00

**Course Section** D 414  
**Day Monday** Location N806  
**Time** 8:30-11:00 am  
**Class Hours** 3  
**Lab Hours** 0  
**Credits** 3

**COURSEDESCRIPTION**

This Web-enhanced course provides an operational overview of the front office and rooms operations. Students learn management information systems(MIS) terminology and concepts and functions of the rooms division in relation to other key departments within the hotel.

**COURSEOBJECTIVES**

Upon completion of HMGT 1105, the student will be able to

- a. Describe the primary concerns of managing Front Office operations and explain the relationships between the Front Office and other key departments within a hotel operation
- b. Explain the primary differences between limited and full-service hotel operations
- c. List and explain the six steps of service recovery
- d. Observe and evaluate hotel front desk operations

<b>Student Learning Outcomes</b>	<b>Method of Assessment</b>
a. Explain the primary role of front office operations and its relationship to other key	Quizzes, midterm and final examination.
b. Explain the primary differences between limited and full-service hotel operations.	Lab web-based assignments.
c. List and explain the six steps of service	Lab web-based assignments
d. Evaluate and discuss observations of a hotel front office operation.	Student oral report.

**PREREQUISITES**

CUNY certification in reading, writing and math

New York City College of Technology, CUNY  
Department of Hospitality Management

**REQUIRED TEXT**

Check-in Check-Out: Managing Hotel Operations (Subscription), 10th Edition  
By Gary K. Vallen, Jerome J. Vallen – E Book

**SUGGESTED TEXTS AND READINGS**

New York Times Newspaper daily.

Link: <https://myaccount.nytimes.com/verification/edupass>

**GRADING SYSTEM**

Attendance/ Punctuality/Class Participation	15 %
Chapter Summaries	20%
Midterm	20 %
Final Presentation	20 %
Final	<u>25 %</u>
	100 %

## CLASS MEETING SCHEDULE

<u>WEEK</u>	<u>TOPIC</u>	<u>SCHEDULED/DUE</u>
1. 9/5	The Traditional Hotel industry	
2. 9/09	The Modern Hotel Industry	
3. 9/16	Structures of the Hotel Industry	
4. 9/23	Global Reservation Technologies	
5. 10/07	Reservations and Groups	
6. 10/16	Managing Guest Services	REVIEW
7. 10/21	<u>MIDTERM</u>	
8. 10/28	Arrival to Rooming	
9. 11/4	The Role of Room Rate	
10. 11/11	The Role of Housekeeping in Hospitality Operations	
11. 11/18	Audit/Folio	
12. 11/25	Lodging Operations Recap	
13. 12/2	Final Presentations	
14. 12/9	Final Presentations	Final REVIEW
15. 12/16	<u>FINAL EXAM</u>	

- **DATE OF MIDTERM MAY CHANGE DEPENDING ON THE PROGRESS OF THE CLASS.**
- **HOTELS TOUR DATES OR FIELD TRIP, IF ANY WILL BE INFORMED BY THE INSTRUCTOR.**

### **MISSION STATEMENT**

The mission of the Department of Hospitality Management of New York City College of Technology is to provide students with a hospitality career education that integrates applied management practices and theory with liberal arts and sciences. To fulfill its mission, the department will: offer a comprehensive applied management curriculum; provide students with the necessary professional and communications skills for successful careers; foster an understanding of social responsibility through involvement in community service.

### **STUDENT ACCESSIBILITY:**

Qualified students with disabilities, under applicable federal, state, and city laws, seeking reasonable accommodations or academic adjustments must contact the Center for Student Accessibility for information on City Tech's policies and procedures to obtain such services. Students with questions on eligibility or the need for temporary disability services should also contact the Center at The Center for Student Accessibility:

300 Jay Street, room L-237, 718 260 5143. <http://www.citytech.cuny.edu/accessibility/>

### **NYC COLLEGE OF TECHNOLOGY STATEMENT ON ACADEMIC INTEGRITY**

Students and all others who work with information, ideas, texts, images, music, inventions, and other intellectual property owe their audience and sources accuracy and honesty in using, crediting, and citing sources. As a community of intellectual and professional workers, the College recognizes its responsibility for providing instruction in information literacy and academic integrity, offering models of good practice, and responding vigilantly and appropriately to infractions of academic integrity. Accordingly, academic dishonesty is prohibited in The City University of New York and at New York City College of Technology and is punishable by penalties, including failing grades, suspension, and expulsion. The complete text of the College Academic Integrity Policy Manual may be found on the College website.

### **STATEMENT OF ACADEMIC DISHONESTY AND PLAGIARISM**

As stated in the Academic Integrity Policy Manual, "academic dishonesty occurs when individuals plagiarize or cheat in the course of their academic work. Plagiarism is the presenting of someone else's ideas without proper credit or attribution. Cheating is the unauthorized use or attempted use of material, information, notes, study aids, devices or communication during an academic exercise."

### **PROFESSIONALISM AND PARTICIPATION**

The Department of Hospitality Management follows industry standards in order to educate, develop and mentor future hospitality and tourism professionals. In order to successfully complete a course, students must consistently participate in class and meet deadlines

### **STATEMENT OF CLASSROOM BEHAVIOR**

Each student has the right to study and learn in a comfortable, safe, supportive environment that promotes self-esteem – free of fear, humiliation, intimidation, offensive or suggestive language.

### **USE OF ELECTRONIC DEVICES**

As stated in the Student Handbook, the use of cellular phones and audio equipment in all academic and study areas of the college is prohibited. Students are not permitted to take calls or text message during class. Students may not use their cell phones as calculators. In some instances, an instructor may allow the use of personal electronic devices for in class activities.

## **WRITING STYLE STATEMENT**

The hospitality management department has developed a standardized format for all written assignments. Written work must be prepared using APA Style Publication Manual of the American Psychological Association as a reference guide. All editorial formats, abbreviations, use of statistics, graphs, citations and references must conform to APA style. Footnotes are not permissible. Visit the City Tech Library website for APA Style Guides.

{Revised May 22, 2019}

**HM Department Calendar** (*available from department office – attach*)

## **New York City College of Technology, CUNY Department of Hospitality Management**

### **Class**

#### **Participation**

You are expected to participate in class on a regular basis by note-taking and active listening. Examples of active listening include asking questions related to the topic, requesting clarification and providing opinions supported by relevant examples from supplemental readings and/or the student's own personal experience. It is expected that all students will take appropriate notes throughout the semester.

**Examinations:** there will be in class assessments, a midterm and a final presentation/examination. They will include information presented in class discussions, lectures, lab sessions, handouts and from the textbook. **There are no make up exams for this course. None ever!**

All assignments must be in "hardcopy" original format, and are due by the end of class on the day scheduled and **will not be accepted after the due date**. A grade of zero will be recorded and averaged for any assignment not received on due date.

**Note:** It is the responsibility of each student to ensure their classroom work area is clean and litter free at the end of each class session. The class secretary will inspect the classroom at the end of class.