**LODGING OPERATIONS MANAGEMENT**

**HMGT 1105**

**Spring 2018**

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| --- | --- | --- | --- | --- |
| **Instructor** | Heejun “Ellen” Kim |  | **Course Section** | D415 |
| **E-mail** | [HEKim@CityTech.Cuny.Edu](mailto:HEKim@CityTech.Cuny.Edu) |  | **Day** | Monday |
| **Phone** | 718-260-5528 |  | **Location** | Namm 806 |
| **Office** | Namm 200 |  | **Time** | 11:30 am – 2:00 pm |
| **Office** | Mo 2:00 pm – 3:00 pm |  | **Class Hours** | 3 |
| **Hours** | Tu & Th 5:00 pm – 6:00 pm |  | **Lab Hours** | 0 |
|  | And by appointment |  | **Credits** | 3 |
|  |  |  |  |  |

1. **COURSE DESCRIPTION**

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.

1. **Course Objectives**

Upon completion of HMGT 1105, students will be able to:

1. 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
2. explain the primary differences between limited and full-service hotel Operations
3. list and explain the six steps of service recovery
4. observe and evaluate hotel front desk operations
5. **Student Learning Outcomes and Assessment**

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| --- | --- |
| **Student Learning Outcomes** | **Method of Assessment** |
| 1. Explain the primary role of front office operations and its relationship to other keys. | Quizzes, midterm and final examination |
| 1. Explain the primary differences between limited and full-service hotel operations. | Lab web-based assignments |
| 1. List and explain the six steps of service recovery. | Lab web-based assignments |
| 1. Evaluate and discuss observations of a hotel front office operation. | Student oral report |

1. **Prerequisites**

CUNY certification in reading, writing and math

1. **TEXT**
2. REQUIRED:
   * Vallen, G. K., & Vallen, J. J. (2018). *Check-In Check-Out: Managing Hotel Operations*, 10th ed. Upper Saddle River, NJ: Pearson.
   * Pearson eBook Code: 978-0-13-443710-1; Amazon Code: B071L91GMM
   * Additional reading assignments from current literature and case studies will be posted under the menu of ‘Lesson’ in the Open Lab site.
3. SUGGESTED:
   * New York Times Newspaper daily (<https://myaccount.nytimes.com/verification/edupass)>
4. **Grading SYSTEM**

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| --- | --- |
| **Grade Breakdown** | **Percentage** |
| Punctuality & Class Participation | 10% |
| Homework | 20% |
| Team Project | 20% |
| Midterm Exam | 25% |
| Final Exam | 25% |
| **Total** | 100% |

Achievement Score Calculation:

Achievement score = (All points earned) ÷ (Total possible points) × 100. Round off to the first digit after the decimal point. For example, 95.57 ⇒ 95.6 (A grade); 91.94 ⇒ 91.9 (A– grade); 81.95 ⇒ 82.0 (B- grade); 65.64 ⇒ 65.6 (D grade); 51.94 ⇒ 51.9 (Fail).

* No curve will be applied to the final grade.
* No “Incomplete” grade will be given for this course.
* A grade of ‘WU’ (unofficial withdrawal with penalty) will be assigned if you do not complete course requirements.
* Discussion of grades will be done during my office hours.

1. **Assignment and Exam Make-Up Policy**

All assignments must be completed by the date it is due. Make sure that you submit a hard copy of your homework prior to the start of class. All exams must be taken on the date assigned. Make-up exams will be evaluated at the instructor’s discretion only when arrangements have been made **prior to** the scheduled event. Students are required to provide documentation before make-up exams allowed. Failure to take the makeup exam will result in a score of zero for the exam.

1. **LAte Homework policy**

All assignments must be completed by the due date. Any assignments turned in late (without previous permission) will automatically receive a 10% reduction in grade.

1. **ORAL PRESENTATION STYLE STATEMENT**

The Hospitality Management department has developed a standardized format for all oral presentations. **A ZERO point** will be given if you fail to present. Refer to oral presentation rating form and *Effective Speaking Guidelines.*

1. **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, 5th edition 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.
* All papers must be computer generated, double-spaced on white bond or computer paper (8½ ″ x 11″ with no holes), standard margins (1″ top x 1″ bottom x 1″ left x 1″ right), Times New Roman typeface, 12 points. Correct spelling, sentence structure and grammatical construction are expected. Proofreading is a given!
* Standard title (cover) page must include assignment name centered on the title page; one double space below, type student’s name; one double space below, type course title / section number; one double space below, type instructor’s name; one double space below, type due date; all entries are centered under assignment name. Exceptions to standardized format: Memoranda follow a standard memo format.

1. **General Rules**

* **Classroom Behavior & Professionalism**

1. This course requires professional and respectful classroom behavior. Students engaging in the following activities (including but not limited to), cell phone usage, inappropriate posture, reading non-class materials such as newspapers, and chatting and sleeping, will be dismissed from that class meeting.
2. Electronic devices can be used for class activities only. There is no flexibility on this rule!
3. It is inappropriate and disrespectful to walk in and out during class, therefore you are expected to take care of your physiological needs (go to the bathroom, buy snacks, etc.) before or after coming to class.
4. Be aware that NO food is allowed in class at any time. Drinks are ok.
5. You will always be asked to support and defend the statements and answers you offer in class and in your report. “Sweeping Generalizations” are never accepted in this course.

* **Respect for Pedagogical Policy**

1. Students will demonstrate respect for the instructor and visiting speakers, as well as for one another in the classroom setting. Such respectful behavior includes constructive participation in scholarly discussions. Students are not expected to challenge an instructor’s pedagogical philosophy. For example, a student is encouraged to question why an economic principle is applied to this course, not why a project is only given a two-week preparation period or how or why an exam is written.

* **Class & Exam Readiness**

1. Students should be prepared for each day’s lesson. The lectures will complement the text and will not attempt to cover all points raised in the reading. You should read the materials for each lesson before you come to class and be ready to answer and ask questions pertaining to the materials. More importantly, if you miss a class, it is your responsibility to obtain the information from other students. Do NOT expect the instructor to be at your disposal and provide you with the missed information to compensate for your negligent behavior. It is also your responsibility to obtain the information about the exam (e.g., exam date, range of exam materials, etc.) from your classmates or on the course website, if you miss a class. Also, the attached course outline is likely to change during the course of the term to reflect learning trends and needs of this course. It is your responsibility to follow class announcements.
2. Additionally, students must be ready to defend their ideas at any time and provide relevant, interesting, and stimulating comments during and after class activities, lectures, videos, and presentations. That is, students will be expected to actively participate in class discussions (this means more than simply attending class).
3. The attached course outline is likely to change during the course of the term to reflect learning trends and needs of this course. It is your responsibility to follow class announcements.
4. **Course Communications**

* Course Website:
  + 1. Open Lab is the primary course website for communication. Announcements, Readings, PowerPoint, Homework, and so on will be posted to Open Lab. Find the course of HMGT 1105 by PROF. Kim or go <https://openlab.citytech.cuny.edu/hmgt1105/>
* Email:

1. You will need to use **CUNY CITY TECH EMAIL ONLY**.
2. Always sign your email—don’t make the recipient guess who sent it.
3. Bear the subject line “HMGT 1105 - First Name Last Name - Topic…”
4. **Disability, Language, and Other Accommodations**

If you have, or suspect you may have, any type of disability or learning problem that may require extra assistance or special accommodations, please speak to me privately after class or during my office hours as soon as possible so I can help you obtain any assistance you may need to successfully complete this course. If you need any accommodations for this course, please contact The Center for Student Accessibility at 718-260-5143. Additionally, students should consult with the instructor as far in advance as possible if intending to request special accommodations of any type.

**Departmental Policy**

1. **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.

1. **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.

1. **STATEMENT OF ACADEMIC DISHONESTY AND PLAGARISM**

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."

1. **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.

1. **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.

1. **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.

1. **ORAL PRESENTATION STYLE STATEMENT:**

The Hospitality Management Department has developed a standardized format for all oral presentations. Refer to the Oral Presentation Rubric.

1. **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 or APA Style Guides.

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

Revised May 31, 2017 es

**Course Schedule**

The following course schedule is tentative and may be subject to change.

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| --- | --- | --- | --- | --- |
| **Week** | **Topics** | **Reading** | **Activity** | **Homework** |
| **1**  1/29 | Introduction to the Course  Rules/Procedures  Homework Overview  Introduction to the Aspiring Hotel Leaders Club  Video: The World Largest Hotel |  |  | Explore the course website: Open Lab |
| **2**  2/5 | Hotel Classification & Basic Measures | Ch 1 |  | Role model in the hotel sector |
| **3**  2/20 | Hotel Ownership & Management | Ch 2 |  | Hotel Amenities |
| **4**  2/26 | The Structures of the Hotel Industry | Ch 3 | Hotel Tour |  |
| **5**  3/5 | Forecasting Availability & Overbooking | Ch 4 |  | Cancellation policy of OTA/hotel |
| **6**  3/12 | Global Reservations Technologies  Review if time permits or Review Sheet | Ch 5 |  | Online travel website |
| **7**  3/19 | **MIDTERM** | Chs. 1-5 |  |  |
| **8**  3/26 | Reservations  **P202** | Ch 6 | Hotel Tour |  |
| **9**  4/9 | Managing Guest Services  Midterm Review | Ch 7 |  |  |
| **10**  4/16 | Registration |  |  | Front Office Ops. & Mgt. |
| **11**  4/23 | From Arrival to Rooming  Hotel Loyalty Programs | Ch 8 | Hotel Tour |  |
| **12**  4/30 | Room Rates | Ch 9 |  |  |
| **13**  5/7 | Billing the Guest Folio  The Night Audit | Chs 10,12 | Speaker (tentative) |  |
| **14**  5/14 | **Project Presentations**  Review if time permits |  |  | Project Paper & PPT Due |
| **15**  5/21 | **FINAL EXAM** | Chs.6-12 (exc. 11) |  |  |

\* Notes for hotel tours: Class meets at the main entrance of the hotel. Attendance will be taken at 11:45pm and a tour will proceed during 12:00 pm - 1:30 pm. **No late student will be allowed to join the tour.**

1. Week 4, February 26, Marriott Marquis, 1535 Broadway, New York
2. Week 8, March 26, The Standard, High Line, 848 Washington St, New York
3. Week 11, April 16, Yotel, 570 10th Ave, New York

**HM Department Calendar**

../../../Desktop/2018%20SPRING%20Department%20Weekly.pdf

**Team Project Guidelines**

**Objective:**Assemble and evaluate onsite and web-based information on a hotel brand.

**Instruction**

**Step 1**

Review and evaluate a hotel brand (Any local, state, national or international).

**Step 2**

* Write a 1-page narrative that includes your critique of the brand and its website.
* How well is the website designed?
* How easy is it to find information?
* Is the information relevant and updated?
* Are there any social networking or blog links to the website?
* Are there audio-visual resources (podcasts/pictures/videos) available on the website?
* Any other important characteristics that you perceive to be important.

**Step 3**

Create a presentation (8-10 minutes) based on your findings.

**Step 4**

**Once complete, upload your paper under “Project” on Blackboard.**

**Please read and review these very important writing format requirements:**

All writings and assignments including citations, references and narratives must confirm to the **APA writing style** as per the guidelines listed under the **APA Manual, 6th edition**. Additionally, more information on the writing style can be found by visiting <http://www.apastyle.org/>