



Syllabus

HOS 101 Principles of Hotel and Resort Management

General Information

Date

September 20th, 2017

Author

Unknown Author

Department

Business

Course Prefix

HOS

Course Number

101

Course Title

Principles of Hotel and Resort Management

Course Information

Credit Hours

3

Lecture Contact Hours

3

Lab Contact Hours

0

Other Contact Hours

0

Catalog Description

An overview of the history, organizational structure, and economics of the hotel business and the career opportunities in the hospitality industry. The emphasis of the course will be an examination of the technical operations integral to hotel and resort management. Areas of study will include: hotel and resort operations; front office operations; food, beverage and restaurant operations; housekeeping and engineering; sales; staff management; and guest service.

Key Assessment

This course does not contain a Key Assessment for any programs

Prerequisites

None

Co-requisites

None

Grading Scheme

Letter

First Year Experience/Capstone Designation

This course DOES NOT satisfy the outcomes applicable for status as a FYE or Capstone.

SUNY General Education

This course is designated as satisfying a requirement in the following SUNY Gen Ed category

None

FLCC Values

Institutional Learning Outcomes Addressed by the Course

Vitality

Inquiry

Perseverance

Interconnectedness

Course Learning Outcomes

Course Learning Outcomes

1. Compare and contrast the different styles of lodging accommodations
2. Describe the organizational structure of a hotel
3. Delineate the functions and responsibilities housed in each hotel department
4. Describe the relationship between, guest service, guest expectations and guest satisfaction

Program Affiliation

This course is required as a core program course in the following program

AAS Hospitality and Tourism Management - Food and Beverage Management

AAS Hospitality and Tourism Management - Hotel and Resort Management

AAS Hospitality and Tourism Management - Tourism Management

Outline of Topics Covered

1 History of hospitality, hospitality trends

**Career realities of hospitality, the nobility of service

2 Applicable management theories, unity of command, span of managerial control

3 The departmental design of hotel organization including organizational charts, rooms division, executive committee responsibilities, support departments

4 Familiarization with the activities that take place in each department, departmental interconnectedness, traditional departmental relationships

5 Various types of F & B outlets, Club Management leased space

Internal and external restaurants and hotels

6 Competition, differentiation strategies

7 Levels of service and styles of accommodations, amenities vs. services

amenities options, revenue streams

8 Providing quality service, managing moments of truth, Plus 1 service, guest satisfaction

9 Revenue management, CRM

10 Facilities management including energy management and recycling

11 Human resources management, diversity and supervision, labor usage, sexual harassment, ADA

12 Management/staff relationships

13 Financial management, occ%, RevPar, ADR, Yield, revenue centers, cost centers

14 Gaming, The casino experience, security

15 Leadership