Course Syllabus

Department: Business Department

Date: 12/17/2012

I. Course Prefix and Number: HTM 135

   Course Name: Rooms Division Management

   Credit Hours and Contact Hours: 3 credit hours and 3 contact hours

Catalog Description including pre- and co-requisites: This course will provide detailed analysis of the policies and procedures utilized in managing the rooms division of a hotel. Predominant areas of study will include the front office and housekeeping. The student will explore guest check-in and check-out, front office operations and structure, reservations and the switchboard, the accounting process, and the night audit. The day-to-day functions of an effective housekeeping department, cleanliness standards, housekeeping procedures, inspecting, and cleaning supplies and equipment will also be discussed. Each student will focus on methods for cultivating a service-oriented attitude in rooms division employees.

Relationship to Academic Programs and Curriculum including SUNY Gen Ed designation if applicable:

This course is a required course for Hotel & Resort Management students, a business elective for business students and a general elective for all other students.

II. Course Student Learning Outcomes:

Upon completion of this course the student will be able to:
1. Describe the challenges of running an effective hotel housekeeping department
2. Recognize and communicate cleanliness standards
3. Apply a systems approach to room cleaning and cleaning in general
4. Analyze guest safety procedures and determine methods for ensuring hotel security
5. Explain the night audit and the forecasts and reports compiled at the front desk
6. Describe guest-centered approaches for accomplishing the activities that take place at the front desk
7. Describe effective methodologies for handling and resolving guest complaints
8. Identify the sales responsibilities of the front desk
College Learning Outcomes Addressed by the Course:

- [ ] writing
- [ ] oral communications
- [x] reading
- [ ] mathematics
- [ ] critical thinking
- [x] computer literacy
- [x] ethics/values
- [x] citizenship
- [x] global concerns
- [ ] information resources

III. Assessment Measures:

<table>
<thead>
<tr>
<th>List identified College Learning Outcomes(s)</th>
<th>Specific assessment measure(s)</th>
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<tbody>
<tr>
<td>Computer Literacy</td>
<td>Students are required to visit a hotel and learn how the front office uses computers to perform the night audit and meet guests’ needs.</td>
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<tr>
<td>Ethics/Values</td>
<td>Students will analyze the contractual obligations hotels have regarding cleanliness and guest safety and security. Best practices will be discussed.</td>
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<td>Citizenship</td>
<td>Students will explore the needs and customs of the travelling public including the international guest.</td>
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<td>Global Concerns</td>
<td>Students will be introduced to global concerns such as use of cleaning chemicals, water usage, environmental impact, and sanitation.</td>
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<td>Reading</td>
<td>Students will be required to read the textbook throughout the course in order to demonstrate knowledge of the material. Additional reading materials will be assigned as needed to supplement text information.</td>
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IV. Instructional Materials and Methods

Types of Course Materials:

Textbook – The FLCC College Bookstore is able to provide information on the textbook currently being used in this course. Additional materials such as articles, digital presentations, and guest speakers may be used to supplement the textbook.
Methods of Instruction:

This course may be taught using a traditional lecture and discussion format. Group exercises, individual projects, presentations, research papers, situational analysis assignments, and student-guided dialogues may additionally be used. Voluntary and mandatory visitations and field experiences may also be utilized.

Students may be evaluated on the following basis: tests, quizzes, written homework, submitted projects and papers, group participation, attendance, and class participation.

V. General Outline of Topics Covered:
1. Departmental organization
2. Housekeeping equipment
3. Challenges of staff management in housekeeping
4. Uses and management of chemicals and cleaning agents
5. Housekeeping scheduling systems
6. Security, the lost and found, and pilferage
7. Sanitation and guest safety
8. The inspection process
9. The forms and reports used in managing housekeeping
10. The relationship between housekeeping and the front desk
11. Adhering to strict cleanliness standards
12. Proper room cleaning techniques
13. Inventory control including FFE, supplies, essentials, and expendables
14. In house laundry management
15. Customer relations & the hard work realities of housekeeping
16. The hotel accounting process
17. Handling and effectively resolving guest complaints
18. Communication and interpersonal skills at the front desk
19. Effective reservation taking and management
20. Sales responsibilities of the front office including upselling and suggestive selling
21. Bellstaff effectiveness including rooming the guest
22. On-line reservations and sales intermediaries
23. Systems for maximizing room sales and room revenues including yield management
24. Rooms forecasting
25. Fundamentals of guest check in and check out
26. Analysis of rate structures
27. Safety, security and the front desk
28. Component parts of the night audit
29. Fundamentals of cash and bank handling
30. Guest histories and frequent stayer programs