

Common Course Outline for:

Hospitality Management (HSMA 1162) Business Management (BUSN 1152)
"Hotel Operations Management"

A. Course Description

1. Number of credits: 4
2. Lecture hours per week: 4
Lab hours per week: None
3. Prerequisites: None
4. Co-requisites: None
5. MnTC Goals: None

To develop an understanding of the full-service hotel including all revenue & cost centers.

B. Date last reviewed: May, 2016

C. Outline of Major Content Areas

1. The Lodging Industry
2. Hotel Organization & Operations
3. Marketing & Sales in full-service Hotels
4. Planning & Evaluating Operations (Revenue & Cost Centers)
5. Revenue Management
6. Managing Human Resources
7. Training & development of hotel employees

D. Course Learning Outcomes

Upon successful completion of the course, the student will be able to:

1. understand an overview of the hotel industry.
2. analyze the role of the General Manager of a Hotel
3. gain knowledge of the importance of the following departments with regard to the success of a hotel:
 - a. Housekeeping
 - b. Food & Beverage
 - c. Facility Engineering & Maintenance
 - d. Safety & Property Security
 - e. Human Resources, accounting, and other cost centers
4. Comprehend the use and purpose of Franchise Agreements and Management contracts.
5. Evaluate purchasing department in a Hotel
6. Gain knowledge of the intricacies of operating a hotel in a global industry.

E. Methods for Assessing Student Learning

The instructor will choose from a combination of evaluation procedures including exams, quizzes, project-based learning, case studies, etc.

F. Special Information: None