

**SAM HOUSTON STATE UNIVERSITY**  
**COLLEGE OF HEALTH SCIENCES**  
**DEPARTMENT OF FAMILY AND CONSUMER SCIENCES**  
**COURSE DESCRIPTION**

**SPRING, 2018 SEMESTER**

**CLASSROOM LOCATION:** Margaret Lea Houston Building in Room #302

**CLASS MEETING TIMES:** Tuesdays 6:00pm-8:50 pm

**DEPARTMENT:** Family and Consumer Sciences  
College of Health Sciences

**COURSE NUMBER/TITLE:** ***FACS 3334 LODGING OPERATIONS***  
***3 hours credit***

**TEXTBOOK:** Foundations of Lodging Management; Haynes, Ninemeier, and Miller.  
ISBN 13: 978-0-13-256089-4 ISBN 10: 0-13-256089-5

**CONTACT INFO:** LINDA BONE  
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Office #220—Hours Mondays and Wednesdays 8:30 to 10:00 am

**COURSE DESCRIPTION:**

A study is made of principles involving basic operations of hospitality facilities including guest expectations, management of services, budget control, personnel management and security. In Addition, includes discussion of theoretical applications and process improvements in managing major departments of a lodging establishment. Credit 3

**COURSE GOALS:**

1. To invite your interest in the many career opportunities available in the industry.
2. To explore trends that will have an impact on your future in the industry.
3. To provide a global perspective of industry issues, both present and future.
4. To suggest directions for educational and professional development.
5. To share with you the enthusiasm and excitement that is part of the hospitality spirit.

**COURSE OBJECTIVES:**

1. To understand the categories and descriptions and structure of the global lodging industry
2. To define quality and review its impact upon the level of service provided by a lodging property and how they ensure guests receive quality service.

3. To develop knowledge of the organizational structure of different size hotels and the major function of management.
4. To gain insight into hiring, training, and retaining high-quality lodging employees.
5. To be familiar with all aspects of how the front office manages guest and hotel data including the night audit.
6. To determine the operational procedures of designated departments in a lodging business including: reservations, front office, guest services, telephone and telecommunications, food and beverage and housekeeping.
7. To review the relationship to the above referenced departments to marketing and sales, food and beverage, convention and banquet services, entertainment and audio-visual, safety and security, human resources, and engineering and maintenance.
8. To complete planning for a career path(s) available in the Lodging Industry.

### **ATTENDANCE POLICY:**

Regular and punctual attendance is expected. Each student is allowed two absences during the semester without penalty to the class participation grade. For each absence over the two mentioned above, ten (10) points will be subtracted from the class participation grade. It is the STUDENT'S responsibility to ensure that a tardy is recorded as a tardy and not as an absence!! It is recommended that you save these times for possible illnesses, funerals, etc. since there are no "excused" absences.

### **COURSE EVALUATION:**

In class check for understanding-----14@10 pts---140 points

In class discussion-----6@10 pts---60 points

Final Exam-----100 points

Independent Field Study Research with presentation-----200 points

Research Project Presentation-----100 points

Attendance/Tardiness-----100 points

Evaluation/Grading

There will be a possible 700 points accumulated in the completion of this course.

A=93% and above      B=80-92%      C=70-80%      D=60-70%      F=Below 60%

700-651=A      650-560=B      559-490=C      489-420=D      Below 419=F

### **POLICIES AND PROCEDURES:**

1. PLEASE RESPECT YOUR FELLOW CLASSMATES. PLEASE MAKE SURE TO KEEP ALL CELLPHONES AND PAGERS OFF IN THE CLASSROOM TO ELIMINATE DISTRACTION FOR OTHER PEOPLE AROUND YOU!! THANK YOU FOR YOUR HELP IN THIS MATTER!!

<http://www.shsu.edu/students/guide/StudentGuidelines2010-2012.pdf#page=29>

2. Please come to class every time prepared (textbook, supplies, etc.) like you would in a regular work environment. Set a good example for your fellow classmates!!

4. If you are not able to attend a class because of different circumstances, please notify your

**instructor a couple of hours in advance by email, voice mail, etc. This would be very respectful!! If not, I will take it as NO SHOW!!**

**5. All assigned homework or quizzes will be due at time of request. NO LATE WORK WILL BE ACCEPTED WITHOUT PRIOR INSTRUCTOR APPROVAL.**

**6. No student(s) will be allowed to talk during the instructor's lectures. This shows disrespect to your professor and your fellow classmates. This will not be accepted!! The students found disrupting class will be asked to leave!! Act like this is a place of work-show respect to your boss and your co-workers!**

**7. YOU do not go to Work and leave when you want to. You leave when class is dismissed.**

**8. The only excused absence from class that will be accepted is:**

**A. A Doctor's excuse will be the only accepted documentation if you are sick----no other documentations will be accepted!**

**B. If student must attend a Funeral-the only proper documentation from the funeral parlor and funeral ceremony will be accepted! ---No other documentations will be accepted!**

**9. Laptops utilized in the classroom must be used for assignments in class. Do Not use the computer for unauthorized activities during classroom time.**

**Academic Dishonesty Policy: All assigned work turned in to the instructor must be the original work of the student turning in the assignment!!**

"All students are expected to engage in all academic pursuits in a manner that is above reproach. Students are expected to maintain complete honesty and integrity in the academic experiences both in and out classroom. Any student found guilty of dishonesty in any phase of academic work will be subject to disciplinary action. The University and its official representatives may initiate disciplinary proceedings against a student accused of any form of academic dishonesty including, but not limited to, cheating on an examination or other academic work which is to be submitted, plagiarism, collusion and the abuse of resource materials". <http://www.shsu.edu/students/guide/StudentGuidelines2010-2012.pdf#page=29>

#### **DISABLED STUDENT POLICY:**

It is the policy of Sam Houston State University that no otherwise qualified disabled individual shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic or Student Life program or activity. Disabled students may request help with academically with academically related problems stemming from individual disabilities from their instructors, school, department chair, or by contacting the Chair of the Committee for Continuing Assistance and Director of the Counseling Center, Lee Drain Annex, or by calling (936) 294-1720. NOTE: No accommodation can be made until the student registers with the Counseling Center.

<http://www.shsu.edu/students/guide/StudentGuidelines2010-2012.pdf#page=29>

### **STUDENT ABCENCES ON RELIGIOUS HOLY DAYS POLICY:**

Section 51.911 (b) of the Texas Education Code requires that an institution of higher education excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. A student whose absence is excused under this subsection may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence.

University policy 861001 provides the procedures to be followed by the student and the instructor. A student desiring to absent himself/herself from a scheduled class in order to observe (a) religious holy day(s) shall present to each instructor involved a written statement concerning the religious holy day(s). The instructor will complete a form notifying the student of a reasonable timeframe in which the missed assignments and/or examinations are to be completed. <http://www.shsu.edu/students/guide/StudentGuidelines2010-2012.pdf#page=29>

### **Academic Grievance Procedures for Students AP 900823**

In the event of an academic grievance, the student must first appeal to his/her instructor or committee chair for a resolution of the matter and must do so in writing and within thirty days following the final course exam for the semester or summer session during which the dispute arises. (If the grievance involves a suspension for academic deficiency, the student appeals directly to the appropriate academic dean.) <http://www.shsu.edu/dotAsset/0bb1346f-b8d6-4486-9290-dba24123d0d8.pdf>

### **COURSE TIME LINE**

**Tuesday, January 23, 2018--Syllabus Information, Quiz over syllabus. Class Introduction, and Instructor Information. Lecture on Chapter 1: Introduction to the Lodging Industry. Quiz--Chapter 1.**

**Tuesday, January 30, 2018--Lecture on Chapter 2: The Structure of the Lodging Industry and Chapter 3: Guest Service in the Lodging Industry. Chapter 2 and 3 Quiz**

**Tuesday, February 6, 2018--Lecture on Chapter 3: Rooms Division Operations. Quiz on Chapter 3**

**Tuesday, February 13, 2018--Lecture on Chapter 4: Managing Lodging Operations. Chapter 4 Quiz**

Tuesday, February 20, 2018-- Lecture on Chapter 5: Staffing the Lodging Operation. Quiz Chapter 5

Tuesday, February 27, 2018-- Lecture on Chapter 6: The Front Office Department. Quiz Chapter 6

Tuesday, March 6, 2018—Lecture on Chapter 7: The Sales and Marketing Department. Quiz Chapter 7.

Tuesday, March 20, 2018—Hotel Research Presentations

Tuesday, March 27, 2018—Lecture on Chapter 8: The Housekeeping Department. Quiz on Chapter 8.

Tuesday, April 3, 2018—Lecture on Chapter 9: The Maintenance Department. Quiz on Chapter 9

Tuesday, April 10, 2018—Lecture on Chapter 10: Food Service and Meeting Management in Limited-Service Hotels. Quiz on Chapter 10.

Tuesday, April 10, 2018—Research papers due with reading to class.

Tuesday, April 24, 2018--Lecture on Chapter 11: Food and Beverage Operations: Full Service Hotels and Chapter 12: Hotel Accounting. Quiz on Chapters 11 & 12.

Tuesday, May 1, 2018—Lecture on Chapter 13: Safety and Security and Chapter 14: Careers in the Lodging Industry. *Review for Final Examination!!*

Tuesday, May 8, 2018---- *Final Examination Day!*

#### RESEARCH PROJECT PRESENTATION

Each student will choose a hospitality-related topic or research on a particular lodging company only by conducting an electronic publication search about recent news and journal articles related to that topic. After printing and reading the researched articles pertaining to the chosen topic, the student will prepare a presentation that includes a comprehensive analysis on the lodging company and their findings on it.

Any articles can be obtained either from the Internet or from a database research search in the University Library. (Articles must have been written within the last 4 years.) This project will be due on Tuesday, March 20th, 2018. NO Exceptions!!

Here are a list of the Major Lodging Companies to choose from, but not limited to. If you have any questions, please ask your instructor for guidance and support. Approval of each lodging property has to be completed by the instructor before starting work on this project! Each student must select a different lodging company. They are:

Starwood Hotels

Hilton International and Hilton Corporation

Marriott International

Hilton Hotels

Wyndham International

Hyatt Hotels

Drury Hotels and Suites

Motel 6

Holiday Inn Corp.

GalTex Corporation

Four Season Hotels

Radisson Hotels

Omni Hotels

and many more

These topics need to be included:

1. The company's history and portfolio of all their properties' revenues
2. Current news and developments in the company
3. Food and beverage news company-wide
4. Room division information--best properties and worst properties
5. Information on Domestic markets
6. Information on International Markets
7. Operations Management
8. Executive Profiles--whom and bios
9. Global Marketing plans
10. Human Resource Issues with the company
11. Career opportunities with the company
12. and not limited to much more information!!!

You will receive a grading rubric by the third class meeting. This rubric will be turned in and used for grading when the presentation is presented to class.

## FIELD TRIP RESEARCH PAPER

Each student must conduct independent field trips to a major lodging property. These should be one of the many lodging properties listed in this syllabus. It is the student's responsibility to choose a lodging destination for yourself in the area where you live geographically or can commute to frequently. That hotel will be assigned to you for the rest of the semester in completing your hotel projects with those particular management team members.

It will be each student's responsibility to contact the hotel management staff, make appointments, make necessary arrangements, and thank each department head(s) for time spent. This is a reflection to show genuine courtesy and professionalism as a student of Sam Houston State University's program.

Must interview and record interviewees' name, position, date of interview and information received. (For the Works Cited Page: Personal Interviews--Personal interviews refer to those interviews that you conduct yourself. List the interview by the name of the interviewee. Include the descriptor Personal interview and the date of the interview. Example: Smith, Jane. Personal interview. 19 March 2018.) You are required to interview any (5) of the following Management Team Members comprehensively and complete a full tour of the property:

1. Director of Food and Beverage/Food and Beverage Manager
2. General Manager
3. Director of Marketing
4. Director of Catering
5. Room Division Manager or Front Office Manager
6. Hotel Controller/Finance and Accounting Director
7. Human Resource Director/Personnel Manager
8. Director of Housekeeping

\*\*\*If any individual interviews all (8) management team members at their assigned hotel. They will receive extra credit towards their project!\*\*\*

### Field Trip Report Requirements:

The Field Trip Research Papers/Reports are due Tuesday, April 17th, 2018. You will read to the class from the paper any information that was interesting to you. Please follow paper writing guidelines.

Papers will be formatted as followed (Use current MLA style):

The paper must be word-processed (font: Calibri, font size 12), double-spaced, 1 inch margins, and utilize correct grammar, punctuation, and spelling. The paper should be minimum from 8-10 pages typed (one sided only!!)

Please strictly adhere to the page minimum and have your topic on the top of the paper.

Please ensure you include a Works Cited page listing all interviews as the references for completed research. No Exceptions!!! Please follow paper writing guideline according to MLA style. Please feel free to use the Sam Houston Writing Center for assistance.

**\*\*Paper Format Criteria for Grading Hotel Independent Field Trip Research Paper\*\*****50 points—Set-Up (Hit all Objectives Included)****50 points—Content****25 points—Organization****25 points—Spelling and Grammar****50 points—Information read to class**

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**Total 200 points**

\*\*\*Please keep a copy of all work that you turn in that was prepared outside of class. The instructor reserves the right to recall, review, and retain any previously submitted assignments during the course of the semester. It is the student's responsibility to collect and keep each graded assignment in a safe place until final course grades have been issued. It is also the responsibility of the student to bring to the Instructor's attention any discrepancy or challenge of the grade received in a timely fashion (**within 15 days of the grade being distributed**). \*\*\*