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Number: 98-45d  
Submission Date: \_\_\_\_\_  
Action-Date: App 4/27/99  
Senate App 9/14/99

**CURRICULUM PROPOSAL COVER SHEET**  
University-Wide Undergraduate Curriculum Committee

**I. CONTACT**

Mr. Jeffrey Miller  
Contact Person Dr. Lincoln Marshall Phone 4440  
Department Hotel, Restaurant, and Institutional Management

**II. PROPOSAL TYPE (Check All Appropriate Lines)**

         **COURSE** Hotel Systems Mgmt  
Suggested 20 character title

         New Course \* \_\_\_\_\_  
Course Number and Full Title

XX Course Revision HR 360 Hotel Systems Management - Eliminate  
Course Number and Full Title Prerequisites

         Liberal Studies Approval + \_\_\_\_\_  
for new or existing course Course Number and Full Title

         Course Deletion \_\_\_\_\_  
Course Number and Full Title

XX Number and/or Title Change HR 360 Hotel Systems Management  
Old Number and/or Full Old Title  
HR 260 Hotel Systems Management  
New Number and/or Full New Title

XX Course or Catalog Description Change HR 360 Hotel Systems Management  
Course Number and Full Title

         **PROGRAM:**          Major          Minor          Track

         New Program \* \_\_\_\_\_  
Program Name

         Program Revision \* \_\_\_\_\_  
Program Name

         Program Deletion \* \_\_\_\_\_  
Program Name

         Title Change \_\_\_\_\_  
Old Program Name  
\_\_\_\_\_  
New Program Name

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MAR 24 1999  
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**III. Approvals (signatures and date)**

[Signature]  
Department Curriculum Committee

[Signature]  
Department Chair

Mary E. Swindler 2/1/99  
College Curriculum Committee

[Signature]  
College Dean

+ Director of Liberal Studies (where applicable) \*Provost (where applicable)

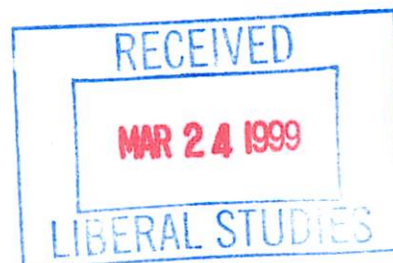
I. **Catalog Description**

HR 260 Hotel Systems Management

3c-01-3sh

Prerequisites: None

Development and application of managerial skills as applied to the rooms division of a hotel. Specific emphasis will be placed on front office procedures, the relationship between the hotel's rooms division, food and beverage, and support areas, and safety and security concerns.



## **Part II. Description of the Curriculum Change**

### **B. Summary of Proposed Changes**

(1) Old Course Number: HR 360

New Course Number: HR 260

(2) Old Prerequisites: HR 356, IM 241, AG 201

New Prerequisite: None

(3) Old Course / Catalog Description:

Development and application of management skills as applied to the rooms division of a hotel. Emphasis on basic front desk procedures, rooms division departmental functions and relationships, and hotel facilities development. Students use MICROS 451 system in class.

New Course / Catalog Description:

Development and application of managerial skills as applied to the rooms division of a hotel. Specific emphasis will be placed on front office procedures, the relationship between the hotel's rooms division, food and beverage, and supports areas, and safety and security concerns.

(4) Objectives Revised

### **C. Justification / Rationale for Revision**

The lowering of the course number enables sophomore-level students to enroll in this course, a scenario deemed desirable by the HRIM faculty in order to permit instruction of this specific curriculum content well in advance of enrolling in upper management courses. Revised course description was needed as the MICROS 451 front office system is obsolete and no longer widely used in industry.

Prerequisites were eliminated as it was determined that a mastering of course content was not dependant upon a previous understanding of prerequisite concepts.

## PROPOSED SYLLABUS OF RECORD

### I. Catalog Description

HR 260 Hotel Systems Management

3 credits  
3 lecture hours  
0 lab hours  
(3c-0l-3sh)

Prerequisites: None

Development and application of managerial skills as applied to the rooms division of a hotel. Specific emphasis will be placed on front office procedures, the relationship between the hotel's rooms division, food and beverage, and support areas, and safety and security concerns.

### II. Course Objectives

1. Students will identify and describe the organizational structure of each operating department within a hotel and relate how together they form a functional property system.
2. Students will demonstrate an understanding of general front office procedures by performing such technical tasks in class using provided computer software.
3. Students will identify the stages of the guest cycle and define those managerial responsibilities associated with each stage.
4. Students, as a team, will perform a site and market analysis for a lodging concept, of their choice, to be constructed in a close proximity of the University's geographic location.

### III. Course Outline

- A. The Lodging Industry (3 lectures)
1. Types of lodging properties
  2. Levels of lodging service
  3. Lodging ownership and affiliation
  4. Reasons for traveling
- B. Hotel Organization (3 lectures)
1. The rooms division
  2. The food and beverage division

3. Support areas
- 
- C. Front Office Operations (3 lectures)
    1. The guest cycle
    2. Front office systems
    3. Front office forms and equipment
  
  - D. Reservations (3 lectures)
    1. Types of reservations
    2. Reservation maintenance
    3. Reservation considerations
  
  - E. Registration (3 lectures)
    1. Preregistration activities
    2. Room and rate assignment
    3. Method of payment
    4. Rooming the guest
  
  - F. Planning and Evaluating (2 lectures)
    1. Management functions
    2. Establishing room rates
    3. Forecasting room availability
    4. Budgeting and operational reports
  
  - G. Ongoing Responsibilities (2 lectures)
    1. Guest services and relations
    2. Interdepartmental communications
  
  - H. Managing Inventories (3 lectures)
    1. Par levels
    2. Inventory systems
    3. Types of materials used
  
  - I. Controlling Expenses (2 lectures)
    1. Operating budgets

2. Income statements and other financial reports

- J. Safety and Security (3 lectures)
  - 1. Insurance and liability concerns
  - 2. Safety analysis
  - 3. Safety training
  - 4. Types of security concerns
  
- K. Front Office Accounting (3 lectures)
  - 1. Accounting fundamentals
  - 2. Creation and maintenance of accounts
  - 3. Tracking transactions
  - 4. Settlement of accounts
  
- L. The Night Audit (3 lectures)
  - 1. Functions of the night audit
  - 2. Operating modes
  - 3. Night audit process
  
- M. Check-Out and Settlement (3 lectures)
  - 1. Departure procedures
  - 2. Check-out options
  - 3. Collection of accounts
  
- N. Yield Management (3 lectures)
  - 1. Measuring yield
  - 2. Elements of yield management
  - 3. Using yield management
  
- O. Examinations (3 hours)
  
- P. Final Examination / Culminating Activity (2 hours)

**IV. Evaluation Methods**

The final grade for the course will be determined as follows:

- 75% Tests. Three multiple choice, short answer tests. 100 points each
- 25% Group Project. An oral and written group project identifying and selecting a location and lodging concept to be constructed within an established location of the University campus. 100 points

**Grading Scale:**

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
0 – 59	F

**V. Required textbooks, supplemental books and readings**

Kasavana, M.L., and Brooks, R.M., (1991), Managing Front Office Operations, The Educational Institute of the American Hotel and Motel Association, East Lansing, Michigan.

**VI. Special resource requirements**

None

**VII. Bibliography**

Bardi, J. A.,(1996), Hotel Front Office Management, Van Nostrand Reinhold, New York, New York.

DeVeau, L. T., and DeVeau, P. M.,(1996) Front Office Management and Operations, Prentice Hall, Upper Saddle River, New Jersey.

## Course Syllabus

### I CATALOG DESCRIPTION

HR 360 Hotel Systems Management

3 credits

Prerequisites: HR 355, Jr Standing

3 lecture hours

Development and application of management skills as applies to the rooms division of a hotel. Emphasis on basic front desk procedures and management.

### II COURSE OBJECTIVES

1. The student will be able to identify and describe the organizational structure of each operating department of the hotel and relate how together they form a functional property system.
2. The student will understand the various components of a hotel's guest cycle and the managerial and technical responsibilities associated with each.
3. The student, as a member of a team, will select a lodging concept, site and marketing strategy for a hypothetical property to be constructed in Indiana, Pennsylvania.
4. The student will practice guest check-in, folio generation, account posting, guest check-out, and account settlement procedures on computerized front desk hardware.

### III. COURSE OUTLINE

- A. The Lodging Industry (Chapter 1)
- B. Hotel Organization (Chapter 2)
- C. Front Office Operations (Chapter 3)
- D. The Guest Cycle: Reservations (Chapter 4)
- E. The Guest Cycle: Registration (Chapter 5)
- F. Front Office Ongoing Responsibilities (Chapter 6)
- G. The Guest Cycle: Front Office Accounting (Chapter 7)
- H. The Night Audit (Chapter 8)



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- I The Guest Cycle Check-Out and Settlement (Chapter 9)
- J Yield Management (Chapter 12)
- K Supplemental

#### IV. EVALUATION METHODS

The final grade for the course will be determined as follows

- 30% Three tests consisting of completion and short answer questions  
100 points each.
- 40% Team Hotel Development Project consisting of written and oral  
class presentation components. 100 points each component.

Total earned points will be added and divided by 5 to arrive at your grade

#### V REQUIRED TEXTBOOK

Kasavana, Michael L., and Brooks Richard M. Managing Front Office Operations, 3rd Ed., Educational Institute of the American Hotel and Motel Association, East Lansing, Michigan, 1991

#### VI SPECIAL RESOURCE REQUIREMENTS

Students can expect to spend approximately \$20 for course project materials

**Part III. Letters of Support**

This course change does not affect other departments, therefore a letter of support was not obtained.