HOS 150
HOTEL MANAGEMENT

COURSE DESCRIPTION
This course covers the management of the lodging phase of the hospitality industry, including front office, housekeeping, and engineering.

3 Cr (3 lect/pres, 0 lab, 0 other)

COURSE FOCUS
This course focuses on the management of the lodging phase of the hospitality industry, including front office, housekeeping, and engineering.

TEXT AND REFERENCES

COURSE GOALS
The following list of course goals will be addressed in the course. These goals are directly related to the performance objectives. (*designates a CRUCIAL goal)

1. analyze financial statements
2. categorize travel and tourism industry
3. characterize travelers
4. characterize travelers buying decision factors
5. clarify property management systems
6. classify hotel ownership and affiliations
7. classify hotel organization
8. classify hotel target markets
9. consider ecologic responsibility
10. consider guest identity verification process
11. consider hotel telecommunication services and area
12. create mission statement  
13. define keywords and terminology  
14. depict alternative scheduling practices  
15. depict front office support devices  
16. describe accounting fundamentals  
17. describe hospitality industry structure  
18. describe revenue management  
19. discuss group reservation issues  
20. discuss reservation policy and procedures  
21. discuss reservation sales process  
22. evaluate budgeting operations  
23. explain front office organization  
24. explain hotel organization  
25. explain night audit functions  
26. forecast room availability  
27. identify management functions  
28. identify registration types  
29. identify travel reasons  
30. illustrate guest cycle phases  
31. illustrate night audit procedures  
32. illustrate registration processes  
33. interpret selling rates  
34. list human resources tasks  
35. list recruiting functions  
36. list registration tasks  
37. measure yield  
38. outline front office responsibilities  
39. outline registration functions  
40. sequence front office recordkeeping evolution  
41. summarize guest check out procedures  
42. summarize guest cycle stages  
43. summarize reservation considerations  
44. trace guest cycle progress  
45. use revenue management formulas

STUDENT CONTRIBUTION

Each student will spend at least 6 hours per week preparing for class. Attendance is critical in this class.

COURSE EVALUATION

The grade scale is as follows:

- 90 - 100 = A
- 80 - 89 = B
- 70 - 79 = C
- 60 - 69 = D
- Below 60 = F

Grade Calculation: 30% Chapter Quizzes  
30% Mid-term Exam  
30% Final Exam
10% Online Activity (answering the discussion questions and/or case studies)

COURSE SCHEDULE

The class meets for 3 lecture/presentation hours per week.
**ADA STATEMENT**

The Technical College of the Lowcountry provides access, equal opportunity and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. To request disability accommodation, contact the counselor for students with disabilities at (843) 525-8228 during the first ten business days of the academic term.

**ACADEMIC MISCONDUCT**

There is no tolerance at TCL for academic dishonesty and misconduct. The College expects all students to conduct themselves with dignity and to maintain high standards of responsible citizenship.

It is the student’s responsibility to address any questions regarding what might constitute academic misconduct to the course instructor for further clarification.

The College adheres to the Student Code for the South Carolina Technical College System. Copies of the Student Code and Grievance Procedure are provided in the *TCL Student Handbook*, the Division Office, and the Learning Resources Center.

**ATTENDANCE**

The College’s statement of policy indicates that students must attend ninety percent of total class hours or they will be in violation of the attendance policy.

- Students not physically attending class during the first ten calendar days from the start of the semester must be dropped from the class for NOT ATTENDING.
- Students taking an online/internet class must sign in and communicate with the instructor within the first ten calendar days from the start of the semester to indicate attendance in the class. Students not attending class during the first ten calendar days from the start of the semester must be dropped from the class for NOT ATTENDING.
- Reinstatement requires the signature of the division dean.

In the event it becomes necessary for a student to withdraw from the course OR if a student stops attending class, it is the student’s responsibility to initiate and complete the necessary paperwork. Withdrawing from class may have consequences associated with financial aid and time to completion.

When a student exceeds the allowed absences, the student is in violation of the attendance policy. The instructor MUST withdrawal the student with a grade of “W”, “WP”, or “WF” depending on the date the student exceeded the allowed absences and the student’s progress up to the last date of attendance or under extenuating circumstances and at the discretion of the faculty member teaching the class, allow the student to continue in the class and make-up the work. This exception must be documented at the time the allowed absences are exceeded.

Absences are counted from the first day of class. There are no "excused" absences. All absences are counted, regardless of the reason for the absence.

- A student must take the final exam or be excused from the final exam in order to earn a non-withdrawal grade.

A copy of TCL’s STATEMENT OF POLICY NUMBER: 3-1-307 CLASS ATTENDANCE (WITHDRAWAL) is on file in the Division Office and in the Learning Resources Center.
HAZARDOUS WEATHER

In case weather conditions are so severe that operation of the College may clearly pose a hardship on students and staff traveling to the College, notification of closing will be made through the following radio and television stations: WYKZ 98.7, WGCO 98.3, WGZO 103.1, WFXH 106.1, WWVV 106.9, WLOW 107.9, WGZR 104.9, WFXH 1130 AM, WLVH 101.1, WSOK 1230 AM, WAEV 97.3, WTCO TV, WTGS TV, WJWJ TV, and WSAV TV. Students, faculty and staff are highly encouraged to opt in to the Emergency Text Message Alert System. www.tcl.edu/textalert.asp

EMERGENCY TEXT MESSAGE ALERT

Students, faculty and staff are highly encouraged to opt in to the Emergency Text Message Alert System. Participants receive immediate notification of emergency events and weather cancelations via text messaging on their cell phones. Participants can also opt in to receive non-emergency news and announcements. Go to www.tcl.edu. On the homepage, click on “emergency TextAlert at TCL” and fill out the form or go to www.tcl.edu/textalert.asp