

COURSE OUTLINE

HMGT 242 Lodging Management and Operations 3 Semester Hours

HOWARD COMMUNITY COLLEGE

Description

This course presents a detailed study of the management systems in hotel or lodging settings. The student will be able to identify and analyze all relevant departments within a hotel setting. Management of these divisions, along with an examination of inter departmental operations will be examined. (3 hours weekly)

Overall Course Objectives

Upon completion of this course the student will be able to:

1. Identify the growth and development of the Lodging industry.
2. Compare and contrast the organization and management of front office activities.
3. Discuss the functions of support departments and their relationships with other units within the property.
4. Identify management controls within the lodging property.
5. Compare and contrast the various specialty operations within the industry.
6. Itemize the role and responsibilities of a general manager in the property.
7. Discuss current trends in lodging.
8. Analyze critical issues in the lodging environment.
9. Identify major roles in the lodging segment.
10. Analyze the development of international lodging.

Major Topics

- I. Growth and Development of the Lodging Industry
- II. Front Office Operations
- III. Housekeeping
- IV. Security Issues
- V. Support Departments
- VI. Controls
- VII. Developing and Opening a New Property
- VIII. Management Contracts and Franchise Agreements
- IX. Resorts, Theme, and Special Lodging Environments
- X. Timeshare and Vacation Ownership
- XI. The General Manager

Course Requirements

Grading requirements will be determined by the individual faculty member. Quizzes, a mid-term and final exams will be included. Attendance and other announced assignments will affect the final grade.

Other Course Information

This course serves as a requirement in the Hospitality Management program and as a Business elective.