

**Nashville State Community College
Business & Applied Arts Division
Hospitality Management and Tourism**

Course Title: HMGT 1070 Hotel Operations

Credits 3

Class Hours: 3 hour lecture

Course description from catalog including prerequisites and co-requisites.

Course Description:

This course provides a solid instruction to every aspect of hotel management. Topics include the hotel development and opening process; the general manager's role; financial control and information management; the front office, housekeeping, security and engineering; the food and beverage division; marketing and human resources policy

A grade of "C" or above in all Hospitality Management courses must be earned prior to graduation.

Prerequisite Course: HMGT 2670 Front Office Procedures with a grade of "C" or higher

Instructor Information:

Name:

Email:

Office Phone:

Office Location:

Office Hours:

Textbook and Other Materials:

To Be Announced

Course Outcomes:

Upon successful completion of this course, students should be able to:

1. Extend student knowledge of the guest cycle, office processes, and information handling at the front office location.
2. Enhance student knowledge of the front office operating and reporting systems.
3. Expand student understanding of the room status process and the guest accounting process.
4. Guide students toward adequate understanding of the staffing needs for the hotel divisions.
5. Enhance knowledge of the front office's relationship to hotel operations.
6. Expand student knowledge of management techniques in lodging management.
7. Expand student understanding of the relationships amongst all the various hotel operating departments.

8. Guide students toward an understanding of the various forms used by the lodging operation.

Course Competencies:

The following are detailed course competencies intended to support the course outcomes:

1. Outline an organizational chart depicting the functional relationships among hotel divisions and departments.
2. Explain the function and operation of the various systems, forms, equipment, and computers found in the front office area.
3. Discuss the role of communication within the front office department as well as with the remaining hotel departments.
4. Develop procedures regarding hotel safety and guest security.
5. Outline procedures for handling guest complaints.

Course Assessments:

The following performance assessments will be used to demonstrate students' understanding, knowledge and skills:

Grading Policy:

Attendance and class participation

Quizzes

Mid-Term Exam

Final Exam

Grading Scale:

A = 90 – 100%

B = 80 – 89

C = 70 – 79

D = 60 – 69

F = Below 60

FA (see below)

FN (see below)

Per TBR policy, a student who does not officially drop or withdraw from a course, but receives a failing grade, will receive an "FA" if the last day of attendance was earlier than two-thirds into the part-of-term. That date equates to the last day to withdraw from the course.

An FN is awarded to students who never attended class.

Make-up Procedures for Missed Assignments and Work:

Attendance Policy

A student is expected to attend all scheduled classes and laboratories. Each instructor will formulate an attendance policy and provide it on the course syllabus. Absences are counted from the first scheduled meeting of the class, and it is the responsibility of each student to know the attendance policy of each instructor in whose class he/she is enrolled. If a student is absent from a class, he/she should give an advanced explanation to the instructor. Absences in a

course may affect a student's final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness may also affect a student's final grade.

Academic Early Warning System

Nashville State Community College has implemented an Early Warning System to notify students via e-mail about academic problems such as poor classroom attendance, poor performance on assignments/tests, poor communication skills, late/missing assignments, and/or lack of classroom participation. Please note that Early Warning Alerts do not affect a student's academic standing.

Student Communication Channels

It is the student's responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.

Technology Statement

Nashville State's classes are considered to be web-enhanced. Faculty have an expectation that students will use a computer and the Internet to complete assignments, engage in online discussions, and access various course materials through Desire2Learn (D2L) course shells. Computers are available for student use at each campus during campus open hours.

ADA Compliance Statement

Nashville State complies with the Americans with Disabilities Act. If you wish to request any special accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721.

Classroom Misconduct

Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. Please consult your Student Handbook for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).

Please be aware that children are not allowed in class or unattended on campus.

Academic Dishonesty (Honor Code)

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. "Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer's Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else's work on an exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor's permission, allowing someone else to copy or use your work, using someone else's work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member's signature.

In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic dishonesty the instructor has the authority to assign an "F" or a "Zero" for the exercise, paper, or examination or to assign an "F" for the course. Students may appeal through the appropriate college grade appeal procedures.

RAVE Emergency Alert System

Emergency events can happen at any time and Nashville State Community College wants to be able notify students if and when they occur. For this reason, all students have been enrolled in the free RAVE alert system. If you have not already done so, please log in at <https://getrave.com/login/nsc> to confirm and update your contact information and notification preferences. It is critical that your information be correct so that you will receive any emergency notifications. Your RAVE Username is your NSCC email address. If you've never received an email from RAVE with your password, or if you need to reset your password, select "Forgot your password?" and a new password will be emailed to you. Should the RAVE system indicate "user not found", select Register and create your own RAVE account.

Inclement Weather Policy

In the event of an inclement weather event, check the Nashville State web site home page at www.nsc.edu for announcements on campus closures. Campus closures will also be announced on local television stations (channels 2, 4, 5, and 17).

When classes are cancelled, an online assignment will be posted in NS Online. Check your NS Online email for a message from your instructor regarding your online assignment requirements. Even though classes may be cancelled, some areas, i.e. Testing Center, may be open. However, you should check before commuting to campus.

The Vice President for Academic Affairs and the Director of Security are responsible for cancellation decisions during an inclement weather event for the Nashville State main campus

and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class cancellation decisions based on conditions in their respective areas. Decisions about class cancellations are based on actual conditions, not forecasts. The perspective used for making decisions is that of the college as an employer, not as a K-12 institution. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

HMG T Program Questions

Contact Paul Brennen, the Program Director, with your questions, comments, or concerns regarding the program. Mr. Brennen can be reached at: paul.brennen@nsc.c.edu or 615-916-5595.