INTRODUCTION TO LODGING
Course Syllabus

Course Number: LODG-0007
OHLAP Credit: No
OCAS Code: None
Course Length: 60 Hours
Career Cluster: Hospitality & Tourism
Career Pathway: Lodging
Career Major(s): Lodging Manager

Pre-requisite(s): Dependent on course major

Course Description:
This course provides a general orientation to hospitality positions in the rooms and food and beverage division of a lodging operation. Guest service, professionalism and career exploration are components of this program. This course includes an end of instruction completion test.

Textbooks:
Skills, Tasks, and Results Training, 2nd Ed, by The Educational Institute of the American Hotel & Lodging Association (2012)

Course Objectives:

A. Become Familiar with Hospitality Positions in the Rooms and Food and Beverage Division of a Lodging Operation.

1. Develop an understanding of the hospitality industry and careers by describing the sectors of food service, clubs, meetings, cruise lines and spaservices.
2. Demonstrate guest service skills in various situations.
3. Practice the skills of professionalism in personal image, on the job and in the teamwork setting.
4. Demonstrate safety and security in the workplace and handle emergencies.
5. Explain the rooms division by gaining knowledge of the department and the roles of the front desk office employee, housekeeping, concierge and retail cashier.
6. Describe the food and beverage division operations to the hotel's success including the menu, food production, health and safety and common positions.
7. Gain an understanding of the roles of the restaurant server, banquet employee and bus person.

Guest Services and Hospitality

B. Describe the World of Hospitality and the Careers It Offers.

1. Discuss the world of hospitality.
2. Compare various types of lodging in the tourism industry.
3. List and describe the functional areas or divisions of a hotel.
4. Describe career opportunities in the hospitality field.
   a. Food Service Management
   b. Lodging Management
   c. Travel and Tourism
   d. Recreation, Amusements, and Attractions

C. Demonstrate Knowledge of Guest Services.
1. Define what is meant by guest services.
2. Identify what constitutes exemplary guest service.
3. List procedures and techniques important when going the extra step for heroic guest service.
4. Describe special procedures used for providing guest services to those with special needs.
5. Practice handling guest complaints.

D. Describe Characteristics of the Hospitality Industry.
1. List reasons people travel.
2. Explain the importance of customer service in the hospitality industry.
3. Investigate corporate philosophies regarding customer service.
4. Describe the five stages of tourism.

E. List Skills, Training, and Attitudes Needed to Be Successful in Hospitality.
1. Math
2. Writing
3. Reading
4. Life-long learning
5. Listening
6. Oral communication
7. Critical thinking
8. Problem solving
9. Creative thinking
10. Self-esteem
11. Motivation
12. Personal and character development
13. Computer knowledge
14. Interpersonal skills
15. Teamwork
16. Negotiation
17. Leadership

F. Demonstrate Professional Business Practices.
1. Schedule time in Outlook, appointment book, or PDA.
2. Use guidelines to conduct formal and informal business meetings.
   a. Compose a meeting notice.
   b. Compose and format an agenda.
   c. Prepare the minutes for a meeting.

G. Demonstrate Knowledge of Safety and Security in Hospitality Careers.
1. Discuss safety in the workplace.
2. Compare types of access and key control.
3. Describe ways to prevent theft and deal with disturbances.
4. List security concerns and how to handle them.
5. Match emergencies with ways to handle each.

Rooms Division Overview

H. Identify What Comprises the Rooms Division.
1. List departments commonly found in a rooms division.
2. Describe the function of the front office.
3. Explain the purpose of the reservations department.
4. Discuss how technology has affected the communications department.
5. List common positions within the uniformed service department and describe
their duties.
6. Describe the role of housekeeping in a lodging property.

I. Identify the Term “Guest Cycle.”
1. Explain the stages of the guest cycle.
2. Describe what takes place in the pre-arrival stage.
3. Describe the role employees play during the arrival stage.
4. Discuss how employees meet guest needs during the occupancy stage.
5. Explain the departure stage process.

J. Demonstrate Knowledge Front Office Employees Must Have.
1. Practice courteous telephone behavior.
2. Discuss how front office employees help keep a property and its guests secure.
3. Describe basic guestroom types.
4. Identify the types of policies a property might have.
5. List important information to know about the community.
6. Practice giving directions to guests.
7. Discuss what front office employees need to know about property transportation.
8. Explain courteous elevator behavior.

K. Demonstrate Knowledge Important for Housekeeping Employees.
1. Describe how housekeeping employees can work as a team with other departments.
2. Discuss how housekeeping employees handle keys and key cards.
3. Explain how to properly handle cleaning chemicals.
4. Identify how to handle special cleaning needs.
5. Discuss how housekeeping manages inventories.

L. Demonstrate Duties of the Concierge and Retail Cashier.
1. Describe the position of concierge, and list tasks he/she may perform.
2. Explain how ethics affect the job of a concierge.
3. List the tasks a retail cashier performs.
4. Compare retail operations in a lodging property to those in a department store or mall.

Front Desk Representative

M. Identify Duties the Front Desk Representative Performs.
1. Discuss how front desk representatives interact with other department.
2. Describe various tasks performed by the front desk representative.
3. Explain what is meant by a “hotel market.”
4. Identify the types of equipment a front desk representative uses.

N. Describe Guestroom Terms and Rates.
1. Explain how room racks are used to organize guestroom status information.
2. Identify the primary guestroom reservation types.
3. List terms for describing inventory, rates and status.

O. Discuss Pre-Arrival and Arrival.
1. List functions of the front desk computer system.
2. Discuss the procedures for checking in guests.
3. Practice checking in guests.
4. Describe how to establish payment methods.
P. Identify Procedures Used for Customers During Occupancy.
   1. Explain the procedures for providing services to property guests during occupancy.
   2. Describe how to handle various guest problems or emergencies.
   3. List daily duties performed by front desk representatives.

Q. Identify Check Out Procedures.
   1. Describe the procedures for checking out a guest.
   2. Explain the processes for automatic checkouts such as express or video checkouts.
   3. Discuss how to process late check outs and related charges.
   4. Practice adjusting disputed guest charges.

Reservationist
R. Discuss Why a Reservationist is Considered an Ambassador.
   1. Describe the important role played by the reservationist at a lodging property.
   2. Identify how reservationists can be team players.
   3. Discuss the purpose and list benefits of using a script.
   4. Explain the importance of group travel agent reservation bookings.
   5. List the most common tasks that reservationists perform.

S. Demonstrate Knowledge of the Reservations Process.
   1. Describe the use of the reservations computer system.
   2. Explain the purpose of the reservation and 800-number printers.
   3. List the forms typically printed out on the reservation and 800-number printers.
   4. Summarize the purpose and process of yield management.
   5. Describe the purpose of room forecasting.
   6. Explain the benefits of using the guest history system.

T. Practice Taking Reservations.
   1. Describe various methods of taking guestroom reservations.
   2. Identify the procedures for documenting reservation calls.
   3. Practice effective telephone sales techniques.
   4. Discuss how to handle guests’ special room requests.
   5. Summarize the steps for mailing information to potential guests.
   6. Role play taking reservations.

U. Process Reservation Information and Reports.
   1. List procedures for processing reservation records and confirmations.
   2. Explain how to set up group reservation masters.
   3. Summarize the steps for processing prepayments and advance deposits.
   4. Discuss the steps for making changes to or canceling reservations.
   5. Explain the importance of processing travel agent no-show and cancellation forms.
   6. List the reports that reservationists are typically required to complete.

Hotel Communications
V. Describe the PBX Operator’s Role.
   1. Explain the primary role of the PBX operator.
   2. List characteristics of an effective PBX operator.
   3. Discuss how the PBX operator can work as part of a team.
   4. List various tasks a PBX operator is expected to perform.
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W. Perform PBX Operation Functions.
   1. Explain how to use the front office phone and switchboard system.
   2. Describe the information available in the PBX information directory.
   3. Explain how to restrict guest phones and process wake-up calls.
   4. Identify guest privacy and security measures.
   5. Describe the use of pagers, two-way radios, and public address systems.
   6. Explain the use of front office logbook and other reports and forms.
   7. Define ways to keep the PBX area organized and clean.
   8. Use the switchboard, pagers, two-way radios, and the public address system.

X. Describe How A PBX Operator Can Provide Guest Service.
   1. Explain how to use the guest information directory.
   2. Describe how to process guest mail, packages, telegrams, faxes, and messages.
   3. Explain how to answer guests’ questions about the property, services and events.
   4. Identify the procedures for giving good directions.
   5. Describe the procedures for placing international calls for guests.
   6. Summarize the procedures for responding to dissatisfied guests.
   7. Process guest mail, packages, telegrams, faxes and messages.
   8. Practice giving directions.

Y. Respond to Emergencies and Alarms.
   1. Describe how to respond to alarms, emergencies, and threats.
   2. Explain the procedures for alerting the property to weather emergencies.
   3. Summarize the procedures for evacuating the property safely and effectively.
   4. Describe how to respond to threatening, obscene or prank phone calls.
   5. Practice evacuating a property.

Bell Service Attendant

Z. Get to Know the Bell Service Attendant.
   1. Explain the important role bell services attendants play in the hospitality industry.
   2. Describe the purpose of a posting system.
   3. Summarize the use of the bell stand logbook and front sheets.
   4. Explain the procedures involved when a guest’s luggage is lost.
   5. Describe how to respect guest property.
   6. List the special rules involved in key control.
   7. Summarize tip accepting and reporting procedures.

AA. Assist Guests During Check-In and Check-Out.
   1. Describe how to welcome guests and assist them.
   2. Summarize the procedures for loading, transporting, and storing guest luggage.
   3. Explain how to park and retrieve guest vehicles.
   4. Describe the procedures for assisting guests to and from their rooms.
   5. Summarize ways to handle group luggage.

BB. Offer Assistance to Guests During Their Stay.
   1. Describe the procedures for assisting guests during room changes.
   2. Discuss how to arrange for taxi or limousine service for guests.
   3. Describe the process of providing courtesy transportation to guests.
   4. Explain the proper way to handle guest service problems.
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CC. Assist the Front Desk.
   1. Discuss how to show rooms to potential guests.
   2. Explain how to process and deliver guest mail, messages or packages.
   3. Summarize how to process and deliver such items as express check-out packets, guest laundry, and other guest equipment or supplies.

DD. Perform Other Duties.
   1. Explain the importance of maintaining a clear drive-up/drop-off area.
   2. Describe the procedures for processing lost and found items.
   3. Summarize the procedures for performing general errands.
   4. Explain the importance of cleaning the entrance, lobby, and drive-up areas of the property.
   5. List the procedures for reporting vehicle accidents.

Housekeeping and Property Maintenance

EE. Get to Know the Guestroom Attendant.
   1. Describe the essential role guestroom attendants play in a lodging property.
   2. Discuss how one can provide superior performance standards that enhance the guest’s overall experience.
   3. Identify tasks guestroom attendants typically perform at lodging properties.

FF. Prepare to Clean.
   1. Explain how to use a room assignment sheet.
   2. Describe ways to stock a cart.
   3. List the cleaning sequence.
   4. Identify the correct method for entering a guestroom.
   5. Discuss how to handle unusual guestroom situations.

GG. Clean the Guestroom.
   1. Discuss how to prepare a guestroom for cleaning.
   2. Describe the process for cleaning the guestroom closet.
   3. Explain how to make a bed.
   4. Discuss the process for dusting a guestroom.
   5. Identify ways to replenish supplies and amenities.
   6. Explain how to clean windows, tracks, and sills.
   7. Identify ways to put finishing touches on a guestroom.
   8. Describe how to exit a guestroom.
   9. Practice making a bed.

HH. Clean the Bathroom.
   1. Discuss how to clean a tub and shower area.
   2. Explain how to clean the toilet.
   3. Identify ways to clean the bathroom floor.

II. Perform Special Guestroom Attendant Duties.
   1. Identify how to correct cleaning problems found during inspection.
   2. List end-of-shift duties.
   3. Explain how to set up or remove special guest equipment.
   4. Describe how to clean multi-room guest suites.
   5. Explain how to provide evening turn-down service.

JJ. Get to Know the Maintenance Worker.
   1. Explain the important role that maintenance workers play in a lodging
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2. Discuss how preventive maintenance can save a property time and money.
3. Identify basic key control and security procedures.
4. List ways in which a maintenance worker can contribute to a property’s environmental program.
5. List general maintenance worker duties.
6. Perform preventive maintenance on guestrooms.

KK. Prepare to Perform Maintenance Work.
1. Discuss the OSHA regulations regarding safety in the workplace.
2. List basic personal protective equipment used by maintenance workers.
3. Explain the importance of lockout/tagout procedures.
4. Describe how maintenance requests are documented.
5. Identify basic procedures for preparing tools for maintenance work.
6. Describe the basic guidelines for keeping the maintenance shop organized.
7. Discuss procedures for the proper maintenance of chemicals.
8. Explain how to communicate out-of-order room status.

LL. Perform Guestroom Maintenance Tasks.
1. Describe the procedures for performing interior installations.
2. List steps for replacing a mirror.
3. Tell how to replace light bulbs.
4. Discuss how to replace an out-of-order TV set.
5. List procedures for performing guestroom door maintenance.
7. Describe how to apply or repair wallpaper.
8. Identify the steps for replacing corner guards.
9. List the steps for troubleshooting problems with a vacuum cleaner.

MM. Perform Bathroom Maintenance Tasks.
1. Describe the procedure for changing a shower head.
2. List the steps for repairing a wash basin drain.
3. Explain the process of repairing faucet leaks and drips.
4. Discuss the procedures for servicing or repairing a toilet.

NN. Perform Exterior/Outdoor Maintenance Tasks.
1. Describe the basic procedures for performing preventive maintenance of public areas.
2. Explain the procedures for painting walls and other surfaces.
3. Discuss how to replace ceiling tiles.
4. Identify the proper steps for performing pressure washing.
5. Describe how to inspect a laundry cart.

OO. Get to Know the Laundry Attendant.
1. Explain the important role that laundry attendants play in a lodging property.
2. Discuss how to best prevent injuries in laundry work areas.
3. Identify linen types.
4. Explain how to clean and maintain the work area.
5. Describe the laundry cycle.

PP. Wash, Dry, Iron and Fold Linens.
1. Explain how to sort linens and uniforms.
2. Identify how to pretreat or rewash heavily soiled items.
3. Describe how to load, use, and unload washers.
4. Explain how to load, use, and unload dryers.
5. Discuss how to iron linens by machine or by hand.
6. Describe the steps to fold linens by machine or by hand.

QQ Deliver Linens.
1. Explain how to fill banquet and restaurant linen requisitions.
2. Describe how to issue and receive employee uniforms.
3. Explain how to restock housekeeping closets and carts.
4. Identify how to provide towel service to recreation areas.

RR. Get to Know the Public Space Cleaner.
1. Describe the importance of the public space cleaner in a lodging property.
2. Identify the superior performance standards that public space cleaners must have.
3. List ways to respond to unusual guest situations.
4. Explain what is involved in deep-cleaning.

SS. Get Organized.
1. Describe how to use a public space daily assignment sheet.
2. Identify ways public space cleaners can work efficiently.
3. Describe public space cleaning carts and their usage.
4. Explain how to transport soiled linens to the laundry.
5. Discuss how to safely move furniture.

TT. Remove Trash and Perform General Cleaning.
1. Explain how to empty trash and prepare it for recycling.
2. Describe how to clean HVAC grates and vents.
3. Explain how to clean walls, baseboards, mirrors, doors, blinds, housekeeping carts, public drinking fountains, stairwells, handrails, fire corridors, ledges, elevators, and public telephone areas.
4. Describe how to rotate and flip mattresses.

UU. Clean Public and Employee Areas.
1. List the tasks involved in cleaning employee and public restrooms.
2. Explain how to clean public telephone areas, coat check areas, the front office, the lobby, shops, game rooms, guest exercise facilities, pool area, the employee cafeteria, employee break areas, and administrative offices.
3. Describe how to clean sidewalks and parking lot areas.

1ODCTE objectives
All unmarked objectives are TTC instructor developed.

**Teaching Methods:**
The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.
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Grading Procedures: 1. Students are graded on theory and shop practice and performance.
2. Each course must be passed with seventy percent (70%) or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.

Description of Classroom, Laboratories, and Equipment: Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.

Available Certifications/College Credit: The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

College Credit Eligibility: The student must maintain a grade point average of 2.0 or better.