LODGING MANAGEMENT I
Course Syllabus

Course Number: LDGM-0008
OCAS Code: 8453
Course Length: 120 Hours
Career Cluster: Hospitality & Tourism
Career Pathway: Lodging
Career Major(s): Lodging Manager
Pre-requisite(s): Dependent on course major

Course Description: This course is an overview of hospitality and lodging management. Students will learn the types of hotels, ownership and levels of service. Special focus is given to the front office and basic communication and telecommunication procedures in relation to customer service. Hospitality services, basic housekeeping skills and industry safety are additional components of this course.

Textbooks: *Lodging Management Program Year 1, 2nd ED, by The Education Institute of The American Hotel & Lodging Association (2012)*


Course Objectives:

A. Become Familiar with Hospitality and Lodging Management.
   1. Identify types of hotels.
   2. Identify types of hotel ownership/management.
   3. Identify levels of hotel service.
   4. Describe the organizational structure of lodging properties.
   5. Identify and apply industry safety standards.
   6. Examine the uses of various types of telecommunications.
   7. Follow operational procedures for reservations and rate and room assignments.
   8. Integrate listening, writing and speaking skills to enhance operations and guest satisfaction.
   9. Identify and apply housekeeping standards.

B. Review Industry Safety and Sanitation.
   1. Discuss the role of OSHA and EPA.
   2. Identify parts and terms of a MSDS sheet.
   3. Locate MSDS sheets in the classroom and job site.
   4. Match types of fire extinguisher with description of fire.
   5. Demonstrate proper lifting methods.
   6. Explain the need for proper clothing for a safe working environment.
   7. Explain the proper steps in reporting an accident.
   8. List personal safety rules.
   9. Discuss accident prevention.
   10. Discuss current laws concerning "hazardous waste management" as it relates to the hospitality industry.
   11. Complete a safety pledge form.
   13. Participate in fire and disaster drills.
14. Obtain a food handler’s permit.

C. **Review What Is Meant by a Professional Image.**
   1. Practice good grooming and hygiene.
   2. List reasons people lose jobs.
   3. Exhibit productive work habits and attitudes.
   4. Choose responsible behaviors from a list.
   5. Demonstrate manners.
   6. Discuss characteristics of a dependable worker.
   7. List unethical work behaviors.
   8. Match appropriate work clothes to a job.
   9. Practice using a time clock.
   10. Present a professional image.
   11. Use appropriate oral and written communications.
   12. Develop listening skills.
   13. Practice punctuality and dependability.
   14. Observe class workplace rules (employment policies).
   15. Exhibit productive work habits and attitudes.
   16. Integrate the characteristics of a positive mental attitude.
   17. Manage resources effectively.
   18. Set goals for personal development.

D. **Review Career Preparation Activities.**
   1. List jobs which match students’ interests and abilities.
   2. Complete a job application.
   3. Complete a résumé.
   4. Practice job interview.
   5. Practice filling out 1-9 and W-4 forms.
   6. Obtain social security card.
   7. Locate home, schools, and places of employment on city map.
   8. List transportation to and from work options.
   9. Use a city map.
   10. Interpret a bus schedule.

E. **Build Positive Working Relationships.**
   1. Define human relations.
   2. Discuss the concept of horizontal and vertical working relationships.
   3. List reasons why human relations training is important.
   4. Describe the benefits of practicing effective human relation skills.
   5. List ways to improve one’s human relations ability.
   6. Describe traits of a good attitude.
   7. Practice interpersonal skills needed for successful human relations.
   8. Follow written instructions.

F. **Practice Teamwork Skills.**
   1. Discuss the principles of teamwork.
   2. List two factors which make teamwork successful.
   3. Discuss how competition can be productive teamwork.
   4. Discuss why production improves when people work in teams.
   5. Practice teamwork on a common goal.

G. **Use Effective Study Skills.**
   1. Take good notes.
2. Develop good outlining and highlighting techniques.
3. Complete a weekly time schedule and journal of work completed.
4. Practice good study techniques.
5. Establish good homework practices.
6. Use strategies to ensure your success as a student.

H. Complete Math and Reading Activities.
1. Read and write whole numbers.
2. Add, subtract, multiply and divide whole number.
3. Use whole numbers to solve apparel applications.
4. Solve problems using fractions:
   a. In lowest terms (reduce)
   b. As equivalent fractions
   c. As whole and mixed numbers
   d. Determine least common denominators
5. Add, subtract, multiply, and divide fractions/mixed numbers.
6. Identify the place value of decimals.
7. Read and write decimal fractions.
8. Add, subtract, multiply, and divide decimal fractions.
9. Express common fractions as decimal fractions and vice versa.
10. Use a decimal equivalents table.
11. Change percents to decimals and decimals to percents.
12. Change percents to fractions and fractions to percents.
13. Find a percentage of a number.
14. Express metric equivalents, and use conversion charts.
15. Define technical terms using a dictionary/glossary.
16. Practice pronouncing technical terms.
17. Read the technical material assigned by the instructor.
18. Interpret technical terms in the reading assignment.
19. Write technical terms.
20. Complete writing assignments assigned by the instructor.

I. Demonstrate Computer Literacy Skills.
1. Define terms associated with computers.
2. Distinguish between types of software and discuss various function of each.
3. Locate and identify basic parts of a computer.
4. Perform various functions using Microsoft Windows®.
5. Perform Internet searches.

Front Office

J. Describe the Guest Cycle.
1. List the events that occur during pre-arrival.
2. Outline the activities occurring during the arrival stage.
3. Describe the task performed during the occupancy stage.
4. Protect the guest’s right to privacy while at the hotel.
5. Explain what the guest and hotel do during the departure stage.

K. Perform Guest Communication Procedures and Techniques.
1. Use a log book to record activities.
2. Consult an information directory to answer questions.
3. Handle guest mail and packages.

L. Perform guest services.
1. List the types of equipment and supplies loaned to guest.
2. Explain how split folios and master folios meet guest needs.
3. Identify who meets special guest needs.

M. Handle Guest Complaints.
1. Categorize the types of complaints guests make.
2. Identify guest complaints.
3. Handle guest complaints.
4. Follow up on guest complaints.

N. Perform Front Office Security Procedures.
1. Describe the role of the front office in security.
2. Define the types of keys used at a hotel.
3. Explain how key control measures protect guest.
4. Outline the ways that locking systems protect guest.
5. Create a plan for front desk surveillance and access control.
6. Describe how to protect hotel funds.
7. Control access to a safe deposit box to limited liability.
8. Follow lost and found procedures.

O. Identify Types of Calls.
1. Describe the way guest can make direct-dial calls.
2. Explain how operator-assisted calls are placed.
3. Outline the concerns a hotel may have with premium price calls.

P. Operate Telecommunications Equipment.
1. Explain the function of a PBX system.
2. Describe how a HOBIC works.
3. Define a call accounting system.
4. List the types of phones that might be found in a hotel.
5. Identify some of the sophisticated telecommunication systems found in hotels.

Q. Perform Telephone Services.
1. Take and deliver messages for guest.
2. Handle guest faxes.
3. Make wake-up calls properly.
4. Demonstrate how voice mail works.
5. Describe how hotels are providing e-mail and TDD technology to guest.

Housekeeping

R. Identify the Responsibilities of the Housekeeping Department.
1. Explain the importance of the housekeeping department.
2. Identify typical cleaning responsibilities for the housekeeping department.

S. Construct a Housekeeping Plan.
1. Create an inventory list of work to be performed.
2. Create a frequent schedule.
3. Develop performance standards.
4. Implement productivity standards.

T. Construct a Staff and Schedule Plan.
1. Distinguish between fixed and variable staff positions.
2. Develop a staffing guide for room attendants.
3. Develop a staffing guide for other housekeeping positions.
4. Develop employee work schedules.
5. Identify alternative scheduling techniques.

U. Perform Inventory Procedures.
   1. Identify recycled inventory and how they are maintained.
   2. Explain how the housekeeping department maintains non-recycled inventory.
   3. Calculate expected inventories.

V. Identify Types and Uses of Cleaning Supplies.
   1. Identify the types of cleaning supplies.
   2. Establish inventory levels for cleaning supplies.
   3. Control cleaning supply inventories.

W. Perform Linen Inventories and Control Procedures.
   1. Identify the types of lines.
   2. Establish par levels for linens.
   3. Describe procedure for effective inventory control of linens.
   4. Take a physical inventory of linens.

X. Discuss Linen Purchases.
   1. Describe the purchasing responsibilities of the executive housekeeper.
   2. Identify factors to consider when determining the size of an annual linen purchase.
   3. Evaluate the quality of linens and their long term costs.
   4. Control linen purchases as they are received.

Y. Discuss Procedures for Guestroom Cleaning Preparation.
   1. Assemble guestroom cleaning supplies.
   2. Stock the room attendant cart.
   3. Identify alternative types of carts.

Z. Interpret and Locate Room Assignments.
   1. Interpret a room status report.
   2. Complete a room assignment sheet.
   3. Identify the order in which guestrooms should be cleaned.

AA. Perform Cleaning Procedures.
   1. Enter the guestroom properly.
   2. Perform beginning cleaning tasks.
   3. Demonstrate the most efficient way to make a bed.
   4. Clean a bathroom following safe procedures.
   5. Dust.
   6. Operate a vacuum cleaner in a safe and efficient manner.
   7. Check a guestroom for cleanliness.

BB. Perform a Room Inspection.
   1. Explain why guestrooms are inspected.
   2. Inspect a guestroom that has been cleaned.
   3. Identify technology affecting room inspections.

*ODCTE objective
All unmarked objectives are TTC instructor developed.
LODGING MANAGEMENT I

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.

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.