LODGING MANAGEMENT II
Course Syllabus

Course Number: LODG-0030  
OCAS Code: 8454  
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 part II of 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 guest satisfaction. Management and marketing skills for planning and executing events is emphasized. Hospitality services, basic housekeeping skills and industry safety are additional components of this course.

Textbooks: *Lodging Management Program Year 2, 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.

Overview of Lodging Management
B. Describe the Various Types of Hotels.
1. Describe commercial hotels.
2. Discuss airport hotels.
3. Compare suite hotels to regular hotels.
4. Describe extended stay hotels.
5. Discuss what is meant by residential hotels.
6. Tell what is different about resort hotels.
7. Describe a typical bed and breakfast hotel.
8. Discuss timeshare and condominium hotels.
9. Describe casino hotels.
10. Describe conference centers
11. Describe convention hotels.
12. Identify alternative lodging properties.

C. Identify Hotel and Lodging Service Levels.
1. List the services found in world-class service properties.
2. Describe the hotels that offer mid-range service.
3. Identify the services offered by economy/limited service hotels.

D. Explain Ownership and Affiliation.
1. Identify the advantages and disadvantages of independent hotel ownership.
2. Identify the advantages and disadvantages of chain ownership.
3. Describe how management contracts are implemented.
4. Explain how franchises and referral groups work.

E. Identify Property Organization Through Various Departments and Services Offered.
1. Create an organization chart.
2. Classify functional areas by revenue or support centers.
3. Classify functional areas by front-of-the-house and back-of-the-house.

F. Discuss and Differentiate Hotel Divisions and Departments.
1. List the departments found within the rooms division.
2. Describe the functions of the food and beverage division.
3. Explain the functions of the engineering and maintenance division.
4. Describe the duties of the accounting division.
5. Identify the function of the human resources division.
6. Explain the structure and duties of the security division.

G. Describe Good Service
1. Identify the elements of good service.
2. Distinguish between marketing tangible products and intangible products.
3. Explain how the nature of products is different from the nature of service.
4. Describe the involvement of customers in service.
5. Describe the concerns of maintaining quality control.
6. Distinguish between controlling inventory and controlling demand.
7. Explain the importance of time and distribution channels to service.

H. Explain Superior Service.
1. Explain the importance of strategic planning, missions, and objectives.
2. List the steps needed in a strategic planning process.
3. Define moments of truth.

I. Discuss Service Strategies.
1. Describe the strategies used for managing supply.
2. Mange demand at hospitality properties.
3. Control payroll expenses.

J. Explain Delivering Service to the Guest.
1. Target a market segment.
2. Set service standards.
3. List the tangible things a hotel can do to provide good service.

K. Identify the Various Positions in Hospitality.
1. List entry-level jobs in the lodging industry.
2. List skilled-level positions in the lodging industry.
3. List managerial positions in the lodging industry.
4. List the reasons that many people enjoy hospitality careers.

L. Identify Types of Reservations.
1. Explain the functions of the following types of reservations:
   a. Prepayment
   b. Credit card guarantee
   c. Advance deposit guarantee
   d. Travel agent guarantee
   e. Voucher or MCO guaranteed
   f. Corporate guarantee
   g. Non-guaranteed reservation

M. Identify Sources of Reservations.
1. Describe how a global distribution system works.
2. Define an intersell agency.
3. List the ways properties directly receive reservations.
4. Make reservations through the internet.

N. Locate Information Using a Reservation Computer System.
2. Access the reservations module and use it to determine availability.
3. Access the reservations module and use it to create the reservation record.
4. Access the reservations module and use it to confirm the reservation.
5. Access the reservations module and use it to maintain the reservation record.
6. Access the reservations module and use it to generate reports.

O. Interpret Forecasting Data.
1. Identify information needed for forecasting.
2. Calculate a no-sow percentage.
3. Calculate the percentage of walk-ins.
4. Calculate the percentage of overstays.
5. Calculate the percentage of understays.
6. Determine the forecasted number of rooms available for sale.
7. Create a 10-day and 3-day forecast.
8. Explain the importance of accurate room counts.

P. Identify and Track the Registration Cycle.
1. Identify the functions and purpose of pre-registration.
2. Use registration cards to collect information.
3. Explain the flow of registration information throughout the hotel.

Q. Locate and Discuss Room Assignments.
1. Determine when a room is available for sale.
2. Communicate changes in room status.
3. Interpret rate schedules.
4. List special room rate types.
5. Use floor plans to explain room locations.

R. Differentiate Between Selling and Turning Away.
1. Upsell a guest to a higher rate category.
2. Provide assistance to a walk-in guest who cannot be accommodated.
3. Handle guests with non-guaranteed reservations who must be turned away.
4. List the procedures to follow when there is no room for a guest with a guaranteed reservation.

S. Explain the Steps of Completing Registration.
1. List the methods that a guest can use to settle a bill.
2. Handle registration for a guest planning to pay in cash.
3. Describe hotel policies regarding checks.
4. Verify the validity of a credit card.
5. Post bills for guests with direct-bill accounts.
6. Outline special programs that guest may use to pay for a hotel stay.
7. Describe policies governing the issue of a room key.
8. Completing registration procedures.

T. Acquire Accounting Information Using Registration Computer System.
1. Identify the features of a guest accounting computer module.
2. Create the following types of folios using the guest accounting module:
   individual folios, master folios, non-guest folios, control folios, semi permanent folios, permanent folios.
3. Describe the types of entries that can be made to accounts.

U. Interpret Forecasting Information.
1. Resolve outstanding account balances.
2. Update room status.
3. Create a guest history record.
4. List departure procedures.

V. Complete Check-Out Procedures.
1. Accept cash payment for a bill.
2. Transfer credit card payments.
3. Settle a direct-bill account.
4. Combine settlement methods to serve guests.

W. Choose Check-Out Options.
1. Explain why hotels may charge late check-out fees.
2. Describe express check-out options.

X. Provide Internal Control.
1. List the steps involved in internal control.
2. Fill out a front office cash sheet.
3. Describe procedures for cash banks.
4. Explain why hotels and audit financial records.

Y. Evaluate Operations.
1. Complete a daily operations report.
2. Calculate occupancy ratios.
3. Analyze room revenue.
4. Interpret rooms divisions budget reports.
5. Calculate operating ratios.

Z. Perform a Night Audit Overview.
1. Identify the functions of the night audit.
2. Describe the duties of the night auditor.
3. List the steps in the night audit process.

AA. Perform Night Audit Operations Through Discovery and Correction.
1. Use the basic account posting formula.
2. Complete outstanding postings.
3. Reconcile room status discrepancies.
4. Balance departmental revenue.
5. Verify room rates.
6. Verify no-show reservations.
BB. Prepare for Next Day.
1. Post room rates and taxes.
2. Prepare required reports.
3. Prepare a cash deposit.
4. Back up the system.
5. Distribute reports.

Housekeeping
CC. Discuss General Fabric Care.
1. Explain the characteristics of cotton fabrics.
2. Explain the characteristics of wool fabrics.
3. Explain the characteristics of acrylic fabrics.
4. Explain the characteristics of polyester fabrics.
5. Explain the characteristics of nylon fabrics.
6. Explain the characteristics of blended fabrics.

DD. Track a Laundry Cycle.
1. List the steps in the laundry cycle.
2. Oversee the collection of soiled linens.
3. Transport soiled linens to the laundry.
4. Sort linens by degree of soiling or by linen type.
5. Ensure that washing machines are properly loaded.
6. Describe the extraction process.
7. Finish linens by drying or ironing.
8. Establish proper folding techniques.
9. Explain the proper procedures for sorting laundry.
10. Direct employees in the transfer of laundry.

EE. Practice Safe Chemical Usage.
1. Identify the importance of water as a chemical.
2. Explain the types of detergents and their composition.
3. Explain the purpose of brighteners.
4. Use bleach in an effective and safe manner.
5. Describe the functions of alkalies.
6. Describe the function of antichlors.
7. Identify the proper use of mildewcides.

FF. Operate and Maintain Laundry Equipment.
1. Describe the washing machines used by hotels.
2. Identify the types of drying machines used at hotels.
3. Describe how stem cabinets and tunnels work.
4. Explain the function of flatwork ironers and pressing machines.
5. Explain how a folding machine works.
6. Describe how rolling and holding equipment is used for linen handling.
7. Outline the importance of preventive maintenance program.

GG. Discuss Carpet Construction.
1. Describe how the carpet's face affects its durability.
2. Identify the types of primary backing.
3. Explain how secondary backings are applied to carpets.

HH. Identify Carpet Problems.
1. Explain how to correct pile distortion.
2. Identify shading in carpeting.
3. Describe how to prevent faded carpet.
4. Explain how to prevent wicking.
5. Describe the effects of mildew on carpet.
6. Identify solutions to carpet shedding or piling.

II. Perform Carpet Maintenance.
1. Explain how to use floor plans and calendars to schedule maintenance.
2. Describe how routine inspections are part of a carpet and floor care program.
3. Explain how preventive maintenance can prolong the life of carpets.
4. Describe how routine maintenance of carpets is performed at a property.

JJ. Operate Carpet Care Equipment.
1. Identify the functions of a wet vacuum.
2. Explain how a wet extractor works.
3. Describe the use of rotary floor machine.

KK. Perform Various Carpet Cleaning Methods.
1. Explain proper vacuuming procedures.
2. Identify when to use dry powder cleaning methods.
3. Explain the use of bonnet spin pad cleaning equipment.
4. Describe the use of rotary shampoo equipment.
5. Describe water extraction techniques.
6. Identify applications for antimicrobial cleaning methods and electrostatic dissipation treatments.

LL. Practice Housekeeping Safety.
1. Identify potential hazardous conditions.
2. Lift items correctly and safely.
3. Use ladders safely.
4. Handle electrical equipment safely.
5. Handle chemicals properly.
6. Analyze the safety of the housekeeping jobs.

MM. Safely Use Housekeeping Chemicals.
1. Describe the concerns of using water to clean.
2. Explain how to use bathroom cleaners safely.
3. Identify common all-purpose and their additives.
4. List the safety equipment needed when handling chemicals.

NN. Explain OSHA’s Hazard Communication Standard.
1. List the five steps needed to comply with the HazComm standards.
2. Create a list of hazardous chemicals found in the housekeeping department.
3. Obtain MSDSs from chemical suppliers.
4. Label chemical containers.

OO. Discuss Housekeeping Security Procedures.
1. Identify activities that are suspicious.
2. Minimize theft by guest.
3. Prevent employee theft.
4. Respond to bomb threats.
5. Define the types of fires.
6. Describe fire safety training.

¹ODCTE objective
All unmarked objectives 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.

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.