

# Syllabus

**Course Code:** HOSP 225

**Title:** Hotel and Operations Management

**Institute:** Business and Social Science

**Department:** Hospitality

**Course Description:** A compilation of skills and knowledge requirements to manage and effectively supervise in the hotel and lodging industry. Front office, housekeeping, marketing, human resources and safety operations will be explored

**Prerequisites:** HOSP 105, HOSP 115

**Corequisites:**

**Prerequisites or corequisites:**

**Credits:** 3

**Lecture Hours:** 3

**Lab/Studio Hours:** 20

---

**Required Textbook/Materials:** Hotel Operations Management, 3/E ISBN-13: 9780134337623 (Pearson)

Attired; Business casual dress code for hotel visits

Four hotel visits per semester (Mandatory)

**Additional Time Requirements:** For information on Brookdale's policy on credit hour requirements and outside class student work refer Academic Credit Hour Policy <https://www.brookdalecc.edu/vp-learning/academic-credit-hour-policy/>

**Additional Support/Labs:**

See <https://www.brookdalecc.edu/academic-tutoring/>

**Course Learning Outcomes:**

Upon completion of this course, students will be able to:

- Explore the operation and service of the front desk and office
- Describe Franchise Agreements and Management Contracts
- Describe management of housekeeping operations
- Discuss Human resources of lodging facilities
- Determine Sales and marketing techniques
- Explore Facility Engineering and Maintenance

**Course Content:**

Guest Service
General Managers
Human Resources
Accounting and Revenue Management
Sales and Marketing
Front office Housekeeping
Maintenance and Security

**Department Policies:** In the event a student accumulates more than three (3) absences, a student will have to retake the course. Three lates equal an absence. Attendance is mandatory and essential for student success in this course and has a 10% impact on the final grade. Lates will be given a 66% on CANVAS. During class sessions, students are encouraged and expected to participate in discussions, take notes, and join in topic-related group class work. There is no make-up testing. Valid documentation in the event of illness or emergency is required for the consideration of make-up exams

**Grading Standard:** the course grade will be determined as follows:

93 - 100% = A

90 - 92% = A-

87 - 89% = B+

83 - 86% = B

80 - 82% = B-

76 - 79% = C+

70 - 75% = C

65 - 69% = D

64 - Below = F

Grading Breakdown

Exams	30%
Field experience	40%
Homework	10%
Project	10%
Attendance	10%
	<u>100%</u>

**College Policies:**

As an academic institution, Brookdale facilitates the free exchange of ideas, upholds the virtues of civil discourse, and honors diverse perspectives informed by credible sources. Our College values all students and strives for inclusion and safety regardless of a student's disability, age, sex, gender identity, sexual orientation, race, ethnicity, country of origin, immigration status, religious affiliation, political orientation, socioeconomic standing, and veteran status. For additional information, support services, and engagement opportunities, please visit [www.brookdalecc.edu/support](http://www.brookdalecc.edu/support).

For information regarding:

- Academic Integrity Code
- Student Conduct Code
- Student Grade Appeal Process

Please refer to the [student handbook](#) and [catalog](#).

### **Notification for Students with Disabilities:**

Brookdale Community College offers reasonable accommodations and/or services to persons with disabilities. Students with disabilities who wish to self-identify must contact the Accessibility Services Office at 732-224-2730 (voice) or 732-842-4211 (TTY) to provide appropriate documentation of the disability and request specific accommodations or services. If a student qualifies, reasonable accommodations and/or services, which are appropriate for the college level and are recommended in the documentation, can be approved.

### **Mental Health:**

24/7/365 Resources:

- Monmouth Medical Center Psychiatric Emergency Services at **(732) 923-6999**
- 2nd Floor Youth Helpline – Available to talk with you about any problem, distress, or hardship you are experiencing. Call or text at **888-222-2228** or visit the website at <https://www.2ndfloor.org/>

Faculty Counselors:

- Students who need to make an appointment with a faculty counselor can do so by calling 732-224-1822 (non-emergency line) during business hours. Faculty counselors are licensed mental health professionals who can assist students and refer them to other mental health resources.

### **Diversity Statement:**

Brookdale Community College fosters an environment of inclusion and belonging. We promote a safe and open culture, encourage dialogue respecting diverse perspectives informed by credible sources, and uphold the virtues of civil discourse. We celebrate all identities with the understanding that ultimately, diversity, equity, and inclusion cultivate belonging and make us a stronger Brookdale community.

*\*The syllabus is intended to give student guidance in what may be covered during the semester and will be followed as closely as possible. However, the faculty member reserves the right to modify, supplement, and make changes as the need arise.*