



Grande Prairie Regional College

School of Business

Department of Business

COURSE OUTLINE – WINTER 2009

HP 1230 3 (3-0-1) – Accommodations Operations Management

Instructor Carolyn Vasileiou

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Office Hours Tuesday & Thursday
9:00 – 10:30 am or by
appointment

Prerequisite(s)/corequisite(s):

None

Required Text/Resource Materials:

Vallen, Gary K., Vallen, Jerome J. and Robinson, Gary F. (2008) Check – in Check- out (Second Canadian Edition). New Jersey. Pearson Prentice Hall.

Description:

The focus of this course will be the lodging industry and typical hotel organizational structures. Hotel reservations and check – in procedures, general management, office management, human resources, and front office operations will be examined.

Credit/Contact Hours:

This is a 3 credit course with 3 lecture hours per week and approximately 1 hour of experimental/field study time. Students are expected to attend all classes.

Delivery Mode(s):

Class time will involve lecture, group discussions, group work, individual reflection, examinations, guest speakers, community involvement, field study and presentations.

Objectives:

1. To acquaint students with the lodging industry.
2. Understand hotel organizational structures.
3. Examine the different aspects of Front Office operations.
4. Learn how to categorize a hotel's room inventory.
5. Become familiar with the roles of office management and human resources as they relate to hotel operation.
6. Learn check-in and check-out procedures.

Grading Criteria:

Midterm	20%
Interview, Report and Presentation	15%
Quizzes & assignments	20%
Article Review	15%
Final	30%

It is important to be in class or you will miss assignments and quizzes. There will not be make-ups for missed in – class assignments or quizzes.

Grades will be assigned on the Letter Grading System.

Business Administration and Commerce Department

Grading Conversion Chart

Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A⁺	4	90 – 100	EXCELLENT
A	4	85 – 89	
A⁻	3.7	80 – 84	FIRST CLASS STANDING
B⁺	3.3	76 – 79	
B	3	73 – 75	GOOD
B⁻	2.7	70 – 72	
C⁺	2.3	67 – 69	SATISFACTORY
C	2	64 – 66	
C⁻	1.7	60 – 63	
D⁺	1.3	55 – 59	MINIMAL PASS
D	1	50 – 54	
F	0	0 – 49	FAIL

Course Policies:

All assignments must be word processed or typewritten.

Students are required to save a copy of any written work submitted for marking.

Assignments are due on the dates set by the instructor. If there is a valid reason for an extension, it must be requested prior to the due date. Unauthorized late assignments will have a 10% per-day late penalty applied to the assigned grade.

Regular attendance is critical to success in HP 1230. Should a student be unable to attend a class, it is the student's responsibility to acquire the material missed and to complete assigned readings, in-class work and assigned homework.

It is expected that students will be welcoming and attentive to all guest speakers.