

**COURSE CODE:** TOUR 220/BuAd 220

**COURSE TITLE:** Hotel Management

---

### **Calendar Description**

This course presents an overview of the operation and management of a hotel property. Topics include: travel patterns affecting the industry; types of lodgings; functions and practices of the key departments; and management issues specific to hotels including guest safety and security. Current trends in guest services and amenities are examined. The principles of front desk management are covered including the reservations process, hotel revenue cycle, establishing room rates, preparation of the night audit and the use of technology in Property Management Systems.

**Prerequisite(s):** None

**Co-requisite(s):** None

**Prerequisite For:** None

**Substitutable Courses:** BUAD 220

**Graduation Requirement:** Tourism Management Diploma - elective

**Transfer Credit:**

**Special Notes:** Students with credit for HOSP 220 or BUAD 220 cannot take TOUR 220 for additional credit.

**Credits:** 3

**Hours per Week:** 3

**Originally Developed:** 2018

**EDCO Approval:** November 2018

---

**CHAIR'S APPROVAL:** *Calderis*

---

## Learning Outcomes

- Outcome      Upon completion of this course students will be able to:
- 1            **Describe** the hotel industry from the perspective of the Hotel General Manager.
  - 2            **Identify** travel patterns affecting the industry.
  - 3            **Describe** the different types and characteristics of lodging operations.
  - 4            **Identify** the major functions and practices of the key departments.
  - 5            **Identify** issues specific to guest safety and security.
  - 6            **Identify** current trends in guest services and development of lodging amenities.
  - 7            **Describe** the key function of the front office.

## Course Objectives

- Objectives    This course will cover the following content:  
See course schedule

## Professors

Name	Phone Number	Office	Email
Tania Rutt (Course Captain)	250-762-5445 ext. 6373	B-207	trutt@okanagan.bc.ca
David Knapp	250-762-5445 ext. 4116	B-207	dknapp@okanagan.bc.ca

## Evaluation Procedure

Current Affairs (x2)	10 %
Discussion Topic (x2)	10 %
Research Report/PPT	30 %
• Project Outline/Sources - 5%	
• Mid-point project check in (met/unmet)	
• Report – 25%	
Midterm Exam	20 %
Final Exam	30 %
<b>Total</b>	<b>100 %</b>

### Generative AI tools are not permitted unless explicitly stated otherwise

The use of generative artificial intelligence tools is strictly prohibited in all course assignments unless explicitly stated otherwise by the instructor in this course. This includes ChatGPT and other artificial intelligence tools and programs. Whenever generative AI tools are permitted and used, they must be appropriately cited. (See [How to cite ChatGPT \(apa.org\)](#))

## Required Materials

Hotel Operations Management, David K. Hayes Ph.D, Clarion Hotel and Conference Center. Jack Ninemeier, Ph.D, Michigan State University

## Notes

### Mid-term and Final Exams (50%)

Exams will be a combination of multiple choice, true and false, short answer, and short essay questions. The mid-term will be 80 minutes in length. The final, which will be 3 hours in length, may include foundational material from the beginning of the semester, but will mainly focus on the material covered during the second half of the semester. To pass this course, you must achieve a passing grade average (50%) in the mid-term and final exams.

### Research Report (30%)

You will be required to complete a research project on a hotel corporation selected from a list of possible choices or a topic critical to the hotel industry. Try to choose a company or topic from the list that you find interesting or is part of the hotel industry that you would like to learn more about. You will be required as a team to present a short (5 minutes) mid-point update on your project.

You will adopt the role of a consultant who has been commissioned to collect data and to prepare a report describing the company. An outline is attached which will assist you. You will be assigned to a team to prepare a business report on a hotel corporation or a topic of interest related to the hotel industry. You will receive a team mark on this project that is shared by all team members.

### Current Affairs & Discussion Topic Presentations (20%)

**Current Affairs** - review a number of current hotel specific articles on a subject or theme that interests you. Search a range of sources such as industry associations, newspapers, journals, magazines etc... Select one of the articles you have found to present to the class that was **published within the past 6 months**. The intent of this exercise is to remain current and knowledgeable within the field, and to share your thoughts, observations and conclusions to the class.

**Discussion Topic Presentations** - There will be a choice of three discussion topics presented to the class over the course of the semester. The discussion topics will be based on specific chapters from the textbook.

This will provide each group (your term project group) with the opportunity to prepare for the discussion. The presentations will take place at the beginning of class.

## Course Schedule

(Subject to change at the discretion of the professor)

Date		Topic	Textbook
2025 Week of:		Monday, January 6 <sup>th</sup> , First day of class Friday, January 17 <sup>th</sup> , Last day to register for Winter 2025 Friday, January 17 <sup>th</sup> , Last day to withdraw from class without academic penalty Monday, February 17 <sup>th</sup> , Statutory Holiday (no classes) Tuesday, February 18 <sup>th</sup> – Friday, February 21 <sup>st</sup> , Mid-semester break (no classes) Friday, April 11 <sup>th</sup> , Last day of classes Friday, April 18 <sup>th</sup> and Monday, April 21 <sup>st</sup> – Statutory Holidays (no classes) Tuesday, April 15 <sup>th</sup> – Tuesday, April 29 <sup>th</sup> – Final Exam Period	Chapter(s):
Jan 6	1	Introduction & Overview of the Global Hotel Industry – Guest Service	Ch. 1 & 2
Jan 13	2	The Hotel General Manager – Management & Supervision	Ch. 3 & 4.
Jan 20	3	Human Resources – Recruiting, Training, Evaluations – Health & Safety, Diversity <a href="#">Submit Team Names</a>	Ch. 5
Jan 27	4	Sales & Marketing <a href="#">Submit Team Charter</a>	Ch. 8
Feb 3	5	Sales & Marketing/Revenue Management	Ch. 7
Feb 10	6	Revenue Management & Group Sales <a href="#">Team Presentations of Outline (Feb 12<sup>th</sup>)</a>	Ch. 7
Feb 17	7	Feb 17 Stat. Holiday & Mid-Semester Study Break Feb 18-21 (no classes)	
Feb 24	8	<b>Mid-Term Exam Feb 24</b> The Front Office – Feb 26	Ch. 9
Mar 3	9	Housekeeping	Ch. 10
Mar 10	10	Food & Beverage	Ch. 11
Mar 17	11	Maintenance – Safety & Security	Ch. 12 & 13
Mar 24	12	Franchise Agreements and Management Contracts – Managing Specialty Hotels	Ch. 14
Mar 31	13	Trends, Challenges, Opportunities	Ch. 15
Apr 7	14	Final Review	
	15	<b>Final Exam Period April 15<sup>th</sup> – 29<sup>th</sup></b>	

## Skills Across the Business Curriculum

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## Student Conduct and Academic Honesty

### What is the Disruption of Instructional Activities?

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### What is Cheating?

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### What is Plagiarism?

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in another course or from other sources.

“Unintentional plagiarism is the inadvertent presentation of another’s work or ideas without proper acknowledgement because of poor or inadequate practices. Unintentional plagiarism is a failure of scholarship; intentional plagiarism is an act of deceit.”

### What are the Students’ Responsibilities to Avoid Plagiarism?

Students have a responsibility to read the OC Plagiarism Policy and Procedures outlined in the OC calendar, which is available in online format [www.okanagan.bc.ca](http://www.okanagan.bc.ca). Students must acknowledge the sources of information used on all their assignments. This usually involves putting the authors’ name and the year of publication in parentheses after the sentence in which you used the material, then at the end of your paper, writing out the complete references in a Reference section.

“Students are responsible for learning and applying the proper scholarly practices for acknowledging the work and ideas of others. Students who are unsure of what constitutes plagiarism should refer to the UBC publication “*Plagiarism Avoided; Taking Responsibility for your Work*”. This guide is available in OC bookstores and libraries.

Students are expected to understand research and writing techniques and documentation styles. The Okanagan School of Business requires the use of the APA or MLA style, but suggests that students cite references using the APA guidelines (see Publication Manual of the American Psychological Association, 6<sup>th</sup> edition (2009)). A copy of the APA manual is available in the reference section and also available for circulation from OC libraries. The library website has access to these two major citing styles.

### What are the Penalties for Plagiarism and Cheating?

The Okanagan School of Business does not tolerate plagiarism or cheating. All professors actively check for plagiarism and cheating and the Okanagan School of Business subscribes to an electronic plagiarism detection service. All incidents of plagiarism or cheating are reported and result in a formal letter of reprimand outlining the nature of the infraction, the evidence and the penalty. The Dean of the Okanagan School of Business and the Registrar record and monitor all instances of plagiarism and cheating. Penalties for plagiarism and cheating reflect the seriousness and circumstances of the offence and the range of penalties includes suspension from OC.

