

**COURSE CODE:** BUAD 220 /TOUR 220**COURSE TITLE:** Hotel Management**Calendar Description**

Formerly HOSP 220 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:** None**Graduation Requirement:** BBA, Tourism & Hospitality Management Specialty - Required  
Diploma, Tourism & Hospitality Management Option - Required**Transfer Credit:** N/A**Special Notes:** Students with credit for HOSP 220 cannot take BUAD/TOUR 220 for further credit.**Credits:** 3**Hours per Week:** 3**Originally Developed:** September 2008**EDCO Approval:** November 2018**CHAIR'S APPROVAL:**



## Learning Outcomes

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

## Course Objectives

Objectives	This course will cover the following content: See weekly course schedule below
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## Professors

Name	Phone Extension	Office	E-mail
Tania Rutt	6373	C127	<a href="mailto:trutt@okanagan.bc.ca">trutt@okanagan.bc.ca</a>

## Evaluation Procedure

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Current Affairs	10 %
In class Activities	15 %
Research Project	30 %
• Project Outline/Sources - 5%	
• Mid-point project check in (met/unmet)	
• Report, Presentation, Individual Reflection – 25%	
Midterm Exam	20 %
Final Exam	25%
<b>Total</b>	<b>100 %</b>

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### **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 \(apa.org\)](#))

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## 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 2 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 and Presentation (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. This is a team project with an individual component composed of a personal reflection at the end.

**Current Affairs (10%)**- 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 3 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.

**In class assignments (15%)**- There will be a series of assignments / case studies / learnings assigned throughout the semester by the instructor that will be completed in class.

## Course Schedule

(Subject to change at the discretion of the professor)

Date		Topic	Textbook
2026 Week of:		Mon, Jan 5 - Classes begin Fri, Jan 16 - Last day to register for a course and to receive a refund for course drop <b>Mon, Feb 16 - Statutory Holiday (no classes)</b> <b>Tue, Feb 17 - Fri, Feb 20 - Mid-semester study break (no classes)</b> Fri, Mar 6 - Last day to withdraw from a course without academic penalty <b>Fri, Apr 3 &amp; Mon, Apr 6 - Statutory Holiday (no classes)</b> Fri, Apr 10 - Last day of regularly scheduled classes <b>Mon, Apr 13 - Wed, Apr 22 - Final exam period – see <a href="#">policy</a>.</b>	Chapter(s):
<b>Jan</b>	5	Introduction & Overview of the Global Hotel Industry – Guest Service	Ch 1 & 2
	12	The Hotel General Manager – Management & Supervision <a href="#">Submit Team Names</a> <b>Current Affairs Assignment</b>	Ch 3 & 4
	19	Human Resources – Recruiting, Training, Evaluations – Health & Safety, Diversity <a href="#">Submit Team Charter</a>	Ch 5
	26	Front Office Management Revenue Management <b>Team Presentations of Outline (Feb 12th)</b>	CH 7

<b>Feb</b>	2	Sales & Marketing Group Sales	Ch 8
	9	<b>Midterm exam</b> In class activity: <b>Group outlines</b>	
	16	<b>Reading Break - no classes</b>	
	23	Housekeeping Maintenance	Ch 10 & 12
<b>Mar</b>	2	Guest lecture <b>Presentations</b>	
	9	Food & Beverage <b>Presentations</b>	Ch 11
	16	Field Trip <b>Presentations</b>	
	23	Safety & Security <b>Presentations</b>	Ch 13
	30	Franchise Agreements & Management Contracts <b>Presentations</b>	Ch 14
<b>Apr</b>	6	Managing in a Global Economy & Review	Ch 15
	15-30	<b>Final Exam Period</b>	

## Skills Across the Business Curriculum

The 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

### 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.

**Academic Honesty:** Students have a responsibility to read the [OC Academic Integrity Policy](#).

### 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 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 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 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 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.