COLLEGE OF
THE ROCKIES

Rooms Division Management I – HOSP 110
Hospitality Management Diploma

Course Outline

COURSE IMPLEMENTATION DATE:	**September 2018**
OUTLINE EFFECTIVE DATE:	**September 2021**
COURSE OUTLINE REVIEW DATE:	**April 2026**

GENERAL COURSE DESCRIPTION:

This course is an introduction to the accommodation industry within the tourism sector, with specific reference to the Rooms Division Department. The course will familiarize the student with different accommodation types and styles, including branding and quality rating systems. Further exploration focuses on the variety of functional departments in accommodation operations and their interrelationship, including an in-depth study of the Front Office department and their role in the overall guest experience and operational effectiveness.

Program Information: This course is required for the completion of the Hospitality Management Diploma.

Delivery: This course is delivered face-to-face.

COTR Credits: 3

Hours for this course: 60 hours

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	45
Seminars / Tutorials	
Laboratory / Studio Hours	15
Practicum / Field Experience Hours	
Other Contact Hours	
Total	60

Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-Job Experience	
Formal Work Experience	
Other	
Total	N/A

Course Outline Author or Contact:

Anna-Marie Rautenbach, MBA, CHE

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Signature

APPROVAL SIGNATURES:

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Department Head Signature

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Dean Signature

EDCO

Valid from: September 2021 – April 2025

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Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: Either English 12, English Studies 12, English First Peoples 12, ENGL 090, or equivalent (refer to Course Equivalency information on the College Website). First Aid Level 1 certificate and SuperHost certificate may be taken concurrently.

Co-requisites: None

Flexible Assessment (FA):

Credit can be awarded for this course through FA ☑ Yes ☐ No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio, Challenge Exam. Contact an Education Advisor for more information.

Transfer Credit: For transfer information within British Columbia, Alberta and other institutions, please visit http://www.cotr.bc.ca/Transfer.

Student should also contact an academic advisor at the institution where they want transfer credit.

Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Vallen, G. K., Vallen, J. J., (2018). *Check-in check-out: Managing hotel operations.* 10th edition. Pearson.

Please see the instructor's syllabus or check COTR's online text calculator http://go.cotr.bc.ca/tuition/tCalc.asp *for a complete list of the currently required textbooks.*

LEARNING OUTCOMES:

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

- Explore the different accommodation operations and describe how their focus fluctuate according to guest segmentation.
- Investigate the service levels that differentiate types of accommodation operations and compare these to each other.
- Identify and describe the organizational structures and relationships between functional departments of the accommodation sector.
- Describe the Front Office department and their operational procedures throughout the guest cycle.
- Identify the skills and abilities required by Front Office employees and explain their contribution to departmental effectiveness.
- Discuss upselling techniques, including applying these changes to guest accommodation status.
- Examine current guest service trends and identify at least 6 trends that would contribute to regional market competitiveness
- Demonstrate the accurate use of a Property Management System (PMS) by processing guest reservations, special guest requests and account management.
- Perform basic Front Office accounting processes and controls in preparation for the night audit.

COURSE TOPICS:

- Introduction to the Accommodation Industry
  o Historic perspective
  o Identify the scope of the Accommodation Industry
  o Quality rating systems
  o Current trends in the industry
  o Guest segmentation

- Customer service
  o Unique services offered
  o Amenities' influence on guest satisfaction
  o Current trends in guest relations
  o The guest cycle from reservation to guest history
  o Front office selling skills (including upselling and upgrading of guests)

- Organizational structures
  - Operating structures in the accommodation industry
  - Front of house departments
  - Back of house departments
  - Managing Interrelationship between departments

- Front Office department
  - Functional roles and responsibilities
  - Employees requirements (knowledge, skills & abilities)
  - Operational procedures
  - Guest satisfaction and loyalty

- Influence of technology
  - Current trends in guest services
  - Property Management System (PMS)
  - Guest reservations and folio management

- Basic Front Office accounting processes
  - Yield management principles
  - Account processing
  - Preparation for the night audit

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

EVALUATION AND ASSESSMENT (Face-to-Face Delivery):

Assignments	% of Total Grade
Class discussion and participation	10%
Front Office Operations assignment	10%
Front Office Skills assignment	15%
Property Management Systems assignment	15%
Midterm Exam	25%
Final Exam	25%
Total:	100%

Please see the instructor's syllabus for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments and use of electronic aids.

EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the schedules exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	C	C-	D	F
Mark (Percent)	≥ 90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	< 50

A course grade of "C-" or better is required for credit towards a diploma in Hospitality Management.

ACADEMIC POLICIES:

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

COURSE CHANGES:

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor endeavours to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.