

# Hospitality Management, Semester A

Credits: 0.5

## Course Overview and Goals

Hospitality Management, Semester A, is the first part of a two-semester course. The course begins with a broad overview of the hospitality and tourism industry. You will learn about the history and evolution of the industry, and the four main sectors that make up the industry: travel and tourism, food and beverage, lodging and accommodations, and recreation and entertainment. You also will analyze the industry's economic, social, and environmental impact. Later, you will do an in-depth study of the hotel and lodging industry. You will learn about working and career opportunities in the front office, housekeeping, food and beverage service, and food and beverage production. Additionally, you will learn about important functions such as purchasing, inventory management, facilities and equipment management, safety, and accounts.

This course consists of 12 lessons organized into three units, three Unit Activities, and three Discussions. Additionally, there is one Course Activity and one Course Project that you need to work on throughout the course. Each lesson contains one or more Lesson Activities. You will grade your work in the Lesson Activities by comparing it to sample responses. You will submit the Unit Activities, Course Activity, and Course Project to your teacher for grading.

By the end of this course, you will be able to do the following:

- ❖ Summarize the history of the hospitality and tourism industry.
- ❖ Compare the functions of various hotel departments.
- ❖ Assess the tasks and responsibilities of various hospitality roles.
- ❖ Evaluate the impact of the hospitality and tourism industry on different aspects of global life.
- ❖ Assess safety procedures and regulations in the hospitality and tourism industry.

## UNIT 1: AN OVERVIEW OF THE HOSPITALITY AND TOURISM INDUSTRY (DAYS 1 – 25)

In this unit, you will first explore the history and evolution of the hospitality and tourism industry. You will examine trends, technology, and significant changes in the industry. You will identify the various sectors and services of the industry as well as industries that support it. You also will learn about the significance and characteristics of the various sectors and the importance of customer service. Finally, you will assess the economic importance of the hospitality and tourism industry and analyze the impact of the industry on culture and the environment.

| Lesson                                                                                        | Lesson Objective                                                                                |
|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <b>Syllabus and Orientation</b>                                                               | Review the Student Orientation and Course Syllabus at the beginning of this course.             |
| <b>Evolution of the Hospitality and Tourism Industry</b>                                      | Analyze the evolution of the hospitality and tourism industry.                                  |
| <b>Segments of the Hospitality and Tourism Industry</b>                                       | Differentiate between major segments of the hospitality and tourism industry.                   |
| <b>The Economic, Social, and Environmental Impact of the Hospitality and Tourism Industry</b> | Analyze the economic, social, and environmental impact of the hospitality and tourism industry. |
| <b>Course Project</b>                                                                         | Analyzing a Hospitality Sub-Industry                                                            |

## UNIT 2: THE HOTEL AND LODGING INDUSTRY (DAYS 26 – 65)

In this unit, you will learn about different types of lodging businesses, the major departments in a hotel, the interconnectivity between departments, and the importance of interdepartmental communication. You will distinguish between front-of-house operations and back-of-house operations. You will examine front-desk careers, learn the use of property management systems, and identify the factors that affect room rates and the assignment of guest rooms. You then will examine the functioning of the housekeeping department and career opportunities in housekeeping. You will compare commercial and noncommercial segments of the food service industry and examine careers in this field. Finally, you will discuss careers in food production and the importance of food and safety standards.

| Lesson                           | Lesson Objective                                           |
|----------------------------------|------------------------------------------------------------|
| <b>Hotels and Lodging</b>        | Examine the hotel and lodging industry.                    |
| <b>Departments in a Hotel</b>    | Examine the workings of the major departments in a hotel.  |
| <b>Front Office</b>              | Analyze the functioning of the front office.               |
| <b>Housekeeping</b>              | Analyze the functioning of the housekeeping department.    |
| <b>Food and Beverage Service</b> | Review the food and beverage service segment.              |
| <b>Food Production</b>           | Analyze the functioning of the food production department. |

## UNIT 3: IMPORTANT FUNCTIONS (DAYS 66 – 90)

In this unit, you will examine the roles and responsibilities of staff in inventory management, purchasing, and managing facilities and equipment. You will identify procedures for requisitioning and maintaining inventories, and cleaning, maintaining, and repairing facilities and equipment. You also will identify possible safety, security, and emergency situations that could arise, learn safety measures and procedures to help reduce their risk, and examine local and state laws related to workplace safety. Finally, you will examine the functioning of the accounts department. You will learn procedures for handling cash and non-cash transactions, examine the role of the night auditor, and identify careers in finance and accounting.

| Lesson                                                                           | Lesson Objective                                                                                                                 |
|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Inventory Management, Purchasing, and Facilities and Equipment Management</b> | Examine the importance and processes used for inventory management, purchasing, and managing facilities and equipment.           |
| <b>Course Activity</b>                                                           | Working in the Hospitality and Tourism Industry                                                                                  |
| <b>Safety</b>                                                                    | Review common safety hazards, and use standard precautions and procedures to mitigate risks for guests, visitors, and employees. |

| Lesson                      | Lesson Objective                                                |
|-----------------------------|-----------------------------------------------------------------|
| <b>Accounts and Finance</b> | Examine the functioning of the accounts and finance department. |