Term Information

Effective Term
Autumn 2016
Previous Value
Spring 2015

Course Change Information

What change is being proposed? (If more than one, what changes are being proposed?)
Name change from Hotel Systems & Operation to better align with similar courses offered in other comparable institutions
Number change from 4800 to 2800. Concurrent status with Lab part of the course is removed.

What is the rationale for the proposed change(s)?
d. Another more advanced lodging course is offered—Advanced hotel systems. However both courses are 4000 level and students often would not have an opportunity to register for the second one since 4800 is a prerequisite. The idea is to offer Hotel Systems course in sophomore or junior year so students would have some foundation knowledge regarding lodging management earlier in the program. Additionally, if the 2610 is moved from 2000 level to 4000 level, Hotel systems course could serve as a good replacement for the 2000 level course.

What are the programmatic implications of the proposed change(s)?
(e.g. program requirements to be added or removed, changes to be made in available resources, effect on other programs that use the course)?
This course would replace Beverage Management course as a 2000 level course

Is approval of the request contingent upon the approval of other course or curricular program request? No

Is this a request to withdraw the course? No

General Information

Course Bulletin Listing/Subject Area
Consumer Sci: Hospitality Mgt
Fiscal Unit/Academic Org
Department of Human Sciences - D1251
College/Academic Group
Education & Human Ecology
Level/Career
Undergraduate
Course Number/Catalog
2800
Previous Value
4800
Course Title
Hotel Management
Previous Value
Hotel Systems
Transcript Abbreviation
Hotel Management
Previous Value
Hotel Systems
Course Description
An examination of the lodging firm as an operating entity, including structure, management strategies, functional departments, related financial reports and revenue management.
Semester Credit Hours/Units
Fixed: 3

Offering Information

Length Of Course
14 Week, 7 Week, 4 Week (May Session), 12 Week (May + Summer)
Flexibly Scheduled Course
Never
Does any section of this course have a distance education component? No
Grading Basis
Letter Grade
Repeatable
No
Course Components
Lecture
Grade Roster Component
Lecture
Prerequisites and Exclusions

Prerequisites/Corequisites

Prereq: 2600 (230)

Previous Value


Exclusions

Not open to students with credit for 560.

Cross-Listings

Cross-Listings

Subject/CIP Code

Subject/CIP Code

52.0904

Subsidy Level

Baccalaureate Course

Intended Rank

Freshman, Sophomore, Junior, Senior

Previous Value

Junior, Senior

Requirement/Elective Designation

Required for this unit's degrees, majors, and/or minors

Course Details

Course goals or learning objectives/outcomes

• Describe all of the departments of the hotel and their contribution to the operation
• Explain how all departments work together to create a consistent and quality guest experience
• Understand the basic components of a Front Office Information Management System
• Outline various employment opportunities and career paths in the lodging industry
• Describe hotels in terms of their ownership, affiliation, and levels of service
• Identify and describe the organization and responsibilities of the housekeeping, laundry, front office, sales, maintenance, and food and beverage departments
• Identify the tools managers use to sell, track and control reservations for individuals and groups
• Perform basic functions related to check in/out and account settlement process
• Explain the importance of inter-departmental relationships in order to create a positive guest experience

Previous Value

• To describe the nature of the hotel industry and its growth.
• To define the functional areas of the hotel as an operating system.
• To define the financial system of the hotel as related to hotel performance.
• To identify and analyze hotel operating problems and suggest corrective actions.
• To relate the development of technology as it impacts the lodging industry.
Content Topic List

- Intro to the Lodging & Travel Industry
- The Structure of the Lodging Industry
- Guest Service in the Lodging Industry
- Managing Lodging Operations
- Staffing the Lodging Operation
- The Front Office Department
- The Sales and Marketing Department
- The Housekeeping Department
- The Maintenance Department
- Foodservice and Meeting Management: Limited Service Hotels
- Food and Beverage Operations: Full-Service Hotels
- Hotel Accounting
- Safety and Security
- Careers in the Lodging Industry
- Lodging Concept Development

Previous Value

- Lodging operations as part of the hospitality industry
- Unique ownership and management structures of lodging operations
- Hotel departments and their functions
- Legal issues in lodging operations
- Financial issues in lodging operations
- Challenges to lodging management
- Key concepts in employee selection and training to ensure quality delivery and good customer service
- Future developments in the lodging industry

Attachments

- Syllabus Hotel Systems Fall 2014 Feb 11.pdf: Fall 2016 Syllabus
  (Syllabus. Owner: Bujisic,Milos)

Comments

Workflow Information

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<th>Step</th>
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<td>Submitted for Approval</td>
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<tr>
<td>Approved</td>
<td>Folden Jr,H Eugene</td>
<td>02/17/2016 02:36 PM</td>
<td>Unit Approval</td>
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<td>Odum,Sarah A. Zircher,Andrew Paul Warnick,Bryan R. Achterberg,Cheryl L</td>
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CSHSPM 2800
Hotel Management

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<th>Credit Hours:</th>
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<tr>
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<td>Autumn 2016</td>
</tr>
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<td>Monday/Wednesday 8:00 am - 9:20 am</td>
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<tr>
<td>Instructor:</td>
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</tr>
<tr>
<td>Office Hours:</td>
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</tr>
<tr>
<td>Office:</td>
<td>XXX Campbell Hall</td>
</tr>
<tr>
<td>Telephone:</td>
<td>(XXX)-XXX-XXXX</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:xxxx.xxx@osu.edu">xxxx.xxx@osu.edu</a></td>
</tr>
</tbody>
</table>

**Syllabus Guidelines and Support**

- Please read this syllabus it contains important information. When you are in the course click in the News as well as review documents in Content. Syllabus elements:
  - Course Description
  - Prerequisites
  - Objectives
  - Communication
  - Course Materials
  - Rules/Policies for Exams/Quizzes
  - Expectations for Student Conduct and Participation
  - Calendar
- Course is organized in weekly modules that can be accessed through Carmen.
  - [www.carmen.osu.edu](http://www.carmen.osu.edu)
- Each module will contain all of the materials for that week (e.g. assignments, power point slides).
- All assignments are submitted through Carmen and all communication is done electronically.
• **Academic Support**
  o YouTube video on Studying tips [https://youtu.be/IlU-zDU6aQ0](https://youtu.be/IlU-zDU6aQ0)
  o Getting started with Carmen: [https://resourcecenter.odee.osu.edu/carmen/getting-started-student](https://resourcecenter.odee.osu.edu/carmen/getting-started-student)
  o How to navigate in Carmen: [https://resourcecenter.odee.osu.edu/carmen/tips-navigate](https://resourcecenter.odee.osu.edu/carmen/tips-navigate)
  o Carmen Content Support: [https://resourcecenter.odee.osu.edu/carmen/content-students](https://resourcecenter.odee.osu.edu/carmen/content-students)

**Course Description**

An examination of the lodging firm as an operating entity, including structure, management strategies, functional departments, related financial reports and revenue management.

**Prerequisites**

- 2600 (230)
- Not open to students with credit for 560.

**Relationship to other courses and curriculum**

- This one of the core Hospitality Management courses together with Introduction to Hospitality Management and Food Service Management. Together they provide fundamental theoretical and practical base for the entire HM major.

**Course Objectives**

Following successful completion of this course, the student should be able to:

1. CO1: Describe all of the departments of the hotel and their contribution to the operation
2. CO2: Explain how all departments work together to create a consistent and quality guest experience
3. CO3: Understand the basic components of a Front Office Information Management System
4. CO4: Outline various employment opportunities and career paths in the lodging industry
5. CO5: Describe hotels in terms of their ownership, affiliation, and levels of service
6. CO6: Identify and describe the organization and responsibilities of the housekeeping, laundry, front office, sales, maintenance, and food and beverage departments
7. CO7: Identify the tools managers use to sell, track and control reservations for individuals and groups
8. CO8: Perform basic functions related to check in/out and account settlement process
9. CO9: Explain the importance of inter-departmental relationships in order to create a positive guest experience
Communication

Email Etiquette:
- Please utilize buckeyemail (per university standards)
- Please reference the course number in the subject line
- Please allow 2 business days for a response (note: if your email question is sent at the last minute it may not be possible to send you a response before an assignment is due or a test is given)
- If there is no response to an email after 2 days please send another email as a reminder.
- If emailing about a grade, please note grades and feedback will be posted within 2 weeks of due date listed in Carmen

Netiquette (do’s and don’s of online communication):
- Be thoughtful that others can and will view discussion posts; please refrain from using inappropriate language
- Respect opinions of others
- Do not plagiarize… ensure you represent your own thoughts and use your own words. Any student that plagiarizes will be reported to Committee of Academic Misconduct.

Technology
- This class will require internet access and access to Carmen
- Students must be proficient with navigating Carmen and posting discussions and taking exams on Carmen; Carmen tutorials can be found online at https://resourcecenter.odee.osu.edu/carmen/getting-started-students
- Carmen technical support can be reached via email at 8help@osu.edu or via telephone at 614-688-HELP
- You will need access to MS Word or similar word processing software and working knowledge regarding formatting of professional documents.

Accessibility of course technology
- This online course requires use of Carmen (Ohio State’s learning management system) and other online communication and multimedia tools. If you need additional services to use these technologies, please request accommodations with your instructor.
- Carmen (Desire2Learn) Accessibility Statement
- CarmenConnect (Adobe Connect) accessibility
- Accessibility in Microsoft Office 2010

Required Course Materials:
This book will provide information required to take quizzes and work on assignments. Additionally book can be used as a reference and provide valuable information for the development of final project and class assignments.

**Rules/Policies for Exams/Quizzes**

- **LATE SUBMISSION CRITERIA:**
  Late submissions of activities without legitimate reasons or not informing the instructor beforehand will not be accepted. The grades will be lowered by a letter grade for each day after the deadline.

- **GRADING CRITERIA:**
  Final grades will be based on a student's weighted average using the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>93-100</td>
</tr>
<tr>
<td>A-</td>
<td>90-92</td>
</tr>
<tr>
<td>B+</td>
<td>87-89</td>
</tr>
<tr>
<td>B</td>
<td>83-86</td>
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<tr>
<td>B-</td>
<td>80-82</td>
</tr>
<tr>
<td>C+</td>
<td>77-79</td>
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<tr>
<td>C</td>
<td>73-76</td>
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<tr>
<td>C-</td>
<td>70-72</td>
</tr>
<tr>
<td>D+</td>
<td>67-69</td>
</tr>
<tr>
<td>D</td>
<td>60-66</td>
</tr>
<tr>
<td>E</td>
<td>59% or less</td>
</tr>
</tbody>
</table>

- **GRADES:**
  The course grade percentage is determined by the combined scores obtained in the following:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points:</th>
</tr>
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<tbody>
<tr>
<td>Attendance &amp; Class Participation</td>
<td>200</td>
</tr>
<tr>
<td>Group Assignments</td>
<td>100</td>
</tr>
<tr>
<td>Exam 1</td>
<td>100</td>
</tr>
<tr>
<td>Exam 2</td>
<td>100</td>
</tr>
<tr>
<td>Class project 1</td>
<td>150</td>
</tr>
<tr>
<td>Business plan and presentation</td>
<td>350</td>
</tr>
<tr>
<td><strong>Total possible points</strong></td>
<td><strong>1000</strong></td>
</tr>
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</table>

- **Attendance & Class Participation:**
  - Students are REQUIRED to attend classes and participate constructively in class discussions. Attendance will be taken periodically. Students with excessive **UNEXCUSED absences (2 or more) will lose points according to the table below.** Students that come to class regularly and participate in class discussions could earn UP TO 200 points maximum.
  - If you need to miss a class for a justifiable reason please inform instructor ahead of time.
  - Just showing up in a class does not guarantee maximum grade for attendance and participation. Additional points will be deducted if a student does not regularly participate in class discussions. Students are expected to engage in the discussion and actively participate in class activities.
  
  **After each week of discussions students need to post a short (3 to 4 sentences) post with discussion points to Carmen discussion board for the respective**
These posts will be used to evaluate participation. Posts are due on Friday at 6pm each week.
- Participation & attendance - **200 points**

<table>
<thead>
<tr>
<th>Absences</th>
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<tr>
<td>0, 1 or 2</td>
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<tr>
<td>3</td>
<td>25</td>
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<td>100</td>
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<tr>
<td>7</td>
<td>125</td>
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<tr>
<td>8</td>
<td>150</td>
</tr>
<tr>
<td>9</td>
<td>175</td>
</tr>
<tr>
<td>10</td>
<td>200</td>
</tr>
</tbody>
</table>

**Group Assignments:**
- Students are required to form a group of 5 and prepare assignments together.
- **Create a team/group in the first week of classes and keep the same team for the rest of the semester.**
- Group assignments are a critical component of this course to help you understand the material. **All parts of all assignments must be attempted in order to receive credit. In addition, all work must be shown to receive credit.**
- There will be 5 different assignments during the semester
- **Each assignment is worth 20 points (in total 5x20=100 points)**
- Homework can be done in a team of 5 students. All students must be involved in the creation of assignment and are going to be graded based on their contribution.
- Assignment should be presented in a professional, legible format as if you were handing it in to your boss.
- Assignment is due before the start of class on the due date.
- Schedule of team assignments is posted on calendar and attached to syllabus.
- No assignment will be accepted after that.
- **Reports and Power Point presentations should be submitted online to Carmen**
- **One Person per Team should submit this assignment**
- **Assignment should be in Word or pdf format**
- On assignment problems the first number is the chapter and the second number is the team activity from the Team Activities list at the end of the chapter (not the discussions questions).
- This list is subject to change during the semester and may only be used as a guide.
- Final homework assignments will be assigned in the class.
<table>
<thead>
<tr>
<th>Assignment #</th>
<th>Due date</th>
<th>Problems</th>
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<tr>
<td>2</td>
<td>Sep 17</td>
<td>4.1; 4.2; 5.1; 5.2</td>
</tr>
<tr>
<td>3</td>
<td>Oct 1</td>
<td>6.1; 6.2</td>
</tr>
<tr>
<td>4</td>
<td>Oct 15</td>
<td>8.2; 9.1</td>
</tr>
<tr>
<td>5</td>
<td>Oct 22</td>
<td>10.1; 11.1</td>
</tr>
</tbody>
</table>

- **Exams**
  - There will be TWO mid-term exams during the course. Each mid-term exam is worth 100 points. The presented exam dates are only tentative. The final dates for exams will be announced during class time. Students are expected to maintain the university honor code.
  - **Total 200 points.**
  - A typical exam format consists of multiple-choice, true/ false and short answer questions. Some questions may involve basic math and may require use of calculator. All of the questions come from the class notes and the textbook. It is VERY helpful to come to classes as exam questions reflect class notes.
  - First mid-term exam will cover chapters 1 - 7 from the assigned book and from Power Point slides that are posted on Carmen.
  - Second Mid-term exam will cover chapters 8 - 13 from the assigned book and from Power Point slides that are posted on Carmen.
  - NO MAKE-UP EXAMS WILL BE GIVEN WITHOUT A VERIFIABLE MEDICAL NOTE. All make-up exams have to be scheduled in consultation with the class instructor.

- **Class project I**
  - Class projects are done in teams of up to 5 people.
  - The first class project is due the seventh week of classes.
  - The objective of this project is to find information about one specific hotel property and to examine and evaluate their service.
  - A formal report and PowerPoint presentation should be created and presented during a class (about 10 minutes).
  - **Project is worth 150 points**
  - Project specifications:
    - Select any hotel property (it does not have to be from Columbus)
    - Find out as much information online about the brand and the specific property.
    - Examine hotel website.
    - Analyze prices for different room types, lengths of stay and different dates.
- Analyze hotels social media presence and guest comments on different websites.
- If you have an opportunity, visit a property and observe their service and possibly visit a restaurant or a bar in the hotel.
- If possible, organize an interview with someone from management or an employee of the hotel.
- Evaluate quality of amenities, service, ambiance, location and prices.
- Create a formal 5 page report (double spaced)
- Create a PowerPoint presentation that should last about 10 minutes
- Presentation and report should include
  - Description of the property and brand
  - Evaluation of services (based on social media, observations or personal experience)
  - Suggestions for the management
- Reports and PowerPoint presentations should be submitted online to Carmen
- All team members need to submit Peer Evaluations to Carmen - grades for the project will depend on them - Template for peer evaluations is available in Carmen
- One Person per Team should submit this assignment
- Report should be in Word or pdf format
- PowerPoint presentation should be in MS PowerPoint format

- Business plan and presentation
  - **Worth 300 points!**
  - One vehicle for acquiring an understanding of management principles is creating a start-up business plan. The focus of this experience is to select a concept and create a complete and persuasive business plan that, among other things, will effectively accomplish the goal of acquiring financing. Writing a business plan requires you to ask tough questions about the nature of the business.
    - What are the benefits of your product or service?
    - What is the target market and how will you penetrate it?
    - How will you develop and produce the product or service?
    - What is required from the management team?
    - What are the risks of the venture and what can you do to reduce these risks?
    - What are the financial implications of the plan?
    - What resources, including funding, are required to successfully create the business plan?
To understand the related entrepreneurial process, students will take a hands-on approach. Working in teams of up to **FIVE participants**, students will mutually decide upon a concept and develop a feasibility study. Exceptions can be made with professor’s permission. You may request an exception providing a good reason and a strong rationale.

Based on team consensus, teams will develop a comprehensive business plan. In most cases, the primary objective of your team’s business plan will be to receive funding. Your plan will be prepared in THREE major phases and your team will present the plan as a written document and present it to the class.

**Phase I – Concept (worth 100 points)**
- **Lodging operation business idea (Hotel, Hostel, BnB...)**
  - The initial task of your team is to select and propose a business idea to the instructor for approval. You may bring more than concept to the discussion table. But once the decision is made, the team MUST with the project. This is the LAST chance for any of the team members to leave or rejoin other teams without a penalty.
  - **Power Point presentation of about 10 minutes**
  - Power Point presentations should be submitted online to Carmen
  - One Person per Team should submit this assignment
  - PowerPoint presentation should be in MS PowerPoint 2003/2007/2010 format

**Phase II - PowerPoint presentation of final business plan (worth 100 points)**
- Power Point presentations should be submitted online to Carmen
- All team members need to submit Peer Evaluations - Template for peer evaluations is available in Carmen
- One Person per Team should submit this assignment
- PowerPoint presentation should be in MS PowerPoint 2003/2007/2010 format
- Should last about 10 minutes
- Panel of judges will assess each presentation
- Teams should try to "sell" their presentation to judges
  - Professional appearance and presentation skills are important
  - Maintain steady flow and the dynamics of the presentation so judges would be excited about your project

**Phase III – Final plan (worth 100 points)**
- 10-15 pages (including Concept)
- Should include minimum:
  - Executive summary
(2 page summary of the market, opportunity, product, pricing, distribution, and promotional programs including your expected results and critical financial information).

- Objectives, mission statement and keys to success
- Marketing plan
  - SWOT analysis
  - Marketing Mix
    - Product (Description of product, Objectives for product, Features and Benefits, Product Quality Strategy, Product Service Strategy, Competitive positioning of product, Estimated Costs)
    - Price
    - Promotion
    - Placement (Distribution strategy)
  - Environmental Analysis
    - Technology
    - Society
    - Industry
    - Political
  - Analysis of competition, suppliers and customers
- Start-up strategy
- Management and personal plan
- Financial plan
  - Startup requirements and startup funding
  - P and L statement (sales and cost forecast)
  - Balance sheet and Cash-flow are not mandatory but add bonus points

- Final Business Plan should be submitted online to Carmen
- Report should be in Word 2003/2007/2010 or pdf format
- One Person per Team should submit this assignment

- Extra credit
  - There will be at least three extra credit opportunities presented during a semester
  - Total of 50 points could be earned with all extra credit activities

Expectations for Student Conduct and Participation:

- Classroom Professionalism
Understand that the classroom environment has a structure, and Professors and students have roles and responsibilities. The Professor will respect the rights of students and asks for the same respect from students. The Professor requests that each student adhere to the following guidelines:

It is the expectation that all students will treat each other student and the Professor with respect and dignity, which includes but is not limited to: Timely attendance, unobtrusive entry and/or exit while class is in session; non-use of cell phone, blackberry, laptop or ipad, or ipod (place on the floor or in your closed purse); non-use of newspaper or other unrelated reading material; body language that indicates a state of conscious awareness, i.e., stay alert (and awake) during classroom time with attention directed at the designated speaker (Professor or fellow students)

- **Class Preparation**
  The Professor works under the premise that students read the assigned chapters, articles, review questions and online PowerPoints in advance of class. Sharing your thoughts in-class and demonstrating that you read the chapter will improve your participation grade. Therefore, **please be prepared to discuss/answer questions pertaining to assigned chapters: key terms and concepts, review questions, internet exercises and case studies (when assigned)**. The professor will not cover all assigned readings in their entirety, but will supplement the textbook material by relating real world circumstances to the academic assignments, and providing clarifications at your request. While the Professor will make strong efforts to acquaint himself with each student, it is the student's responsibility to "present her/himself" during class to the Professor and to fellow students in order to earn a higher participation grade (A or B).

- **Academic Misconduct**
  The Ohio State University’s *Code of Student Conduct* (Section 3335-23-04) defines academic misconduct as: “Any activity that tends to compromise the academic integrity of the University, or subvert the educational process.” Examples of academic misconduct include (but are not limited to) plagiarism, collusion (unauthorized collaboration), copying the work of another student, and possession of unauthorized materials during an examination. Ignorance of the University’s code of student conduct is never considered an “excuse” for academic misconduct.

- **Course Accommodations**
  Any student who feels s/he may need an accommodation based on the impact of a disability should contact one of the instructors privately to discuss specific needs. The Office of Disability Services is relied upon for assistance in verifying the need for accommodations and developing accommodation strategies. Please contact the Office for Disability Services in Room 150 Pomerene Hall to coordinate reasonable accommodations.

- **Grievances and Solving Problems**
  According to University Policies, available from the Division of Student Affairs, if you
have a problem with this class, You should seek to resolve a grievance concerning a
grade or academic practice by speaking first with the instructor or professor, then, if
necessary, with the Department Chairperson, College Dean, and Provost, in that order.
Specific procedures are outlined in Faculty Rule 3335-7-23 which is available from the
Office of Student Life, 208 Ohio Union.

- **Statement on Diversity**
The Department of Consumer Science affirms the importance and value of diversity in
the student body. Our programs and curricula reflect our multicultural society and global
economy and seek to provide opportunities for students to learn more about persons who
are different from them. Discrimination against any individual based upon protected
status, which is defined as age, color, disability, gender identity or expression, national
origin, race, religion, sex, sexual orientation, or veteran status, is prohibited.

- **FERPA and Privacy:**
As a student, your educational records are considered confidential. Under FERPA
(Family Educational Rights and Privacy Act), your records are confidential and protected.
Under most circumstances your records will not be released without your written and
signed consent. However, some directory information may be released to third parties
without your prior consent unless a written request to restrict this is on file.

- **Class Flexibility:**
To allow flexibility for chapter discussions during the term, the instructor reserves the
right to alter topic dates (announced in-class to all students at least one week in advance).

- **Academic Honesty**
Cases of academic impropriety of any type will be dealt with in accordance with the
Code of Student Conduct of the Ohio State University

- **Intellectual property**
  - **Course Audio and Video Recording:** Video or audio recording of classes without the
    explicit written permission of the instructor/professor is a violation of the Code of
    Student Conduct or Students who wish to record their classes must first obtain written
    permission of the instructor/professor. Otherwise, such recording constitutes a violation
    of the Code of Student Conduct
  - **Statement of Student Rights:** “Any student with a documented disability who may
    require special accommodations should self-identify to the instructor as early in the
    semester as possible to receive effective and timely accommodations.”
    (http://ods.osu.edu/)
  - **Student Generated materials:** Any material generated by a student(s) is copyrighted.
    Permission must be obtained to use these materials other than the intended purpose inside
    the course.
  - **Course materials:** These materials are copyrighted and are owned by the author.
    Copyrights have been secured or they are considered fair use inside/for the course but this
does not apply to uses outside of the course.

- **Mental Health Statement**
A recent American College Health Survey found stress, sleep problems, anxiety, depression, interpersonal concerns, death of a significant other and alcohol use among the top ten health impediments to academic performance. Students experiencing personal problems or situational crises during the quarter are encouraged to contact the OSU Counseling and Consultation Services (614-292-5766; http://www.ccs.ohio-state.edu) for assistance, support and advocacy. This service is free and confidential.
<table>
<thead>
<tr>
<th>Week</th>
<th>Contents</th>
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<tr>
<td>August 27</td>
<td>Syllabus &amp; Schedule</td>
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<td>August 29</td>
<td>Ch.1 Intro to the Lodging &amp; Travel Industry</td>
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<td>Week 2</td>
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<tr>
<td>September 3</td>
<td>Ch.2 The Structure of the Lodging Industry</td>
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<td>September 5</td>
<td>Ch.3 Guest Service in the Lodging Industry</td>
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<td>September 10</td>
<td>Ch.4 Managing Lodging Operations</td>
<td>Assignment 1 due - 20 points</td>
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<td>September 12</td>
<td>Ch.5 Staffing the Lodging Operation</td>
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<td>October 1</td>
<td>Ch. 8 The Housekeeping Department</td>
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<td>Ch. 9 The Maintenance Department</td>
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<td>October 8</td>
<td>Class Project 1 - presentations - post assignments to Carmen</td>
<td>Project 1 - 100 points</td>
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<td>October 15</td>
<td>Ch. 10 Foodservice and Meeting Management: Limited Service Hotels</td>
<td>Assignment 4 due - 20 points</td>
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<td>October 17</td>
<td>Ch. 11 Food and Beverage Operations: Full-Service Hotels</td>
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<td>Ch. 12 Hotel Accounting</td>
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<td>Ch. 13 Safety and Security</td>
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<td>Ch. 14 Careers in the Lodging Industry</td>
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<td>November 26</td>
<td><strong>Thanksgiving Break - no class</strong></td>
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<td>November 28</td>
<td><strong>Thanksgiving Break - no class</strong></td>
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<td>December 3</td>
<td><strong>Business plan final presentation – Power Point (Phase II)</strong> - Post assignments to Carmen Panel of Judges</td>
<td><strong>BP presentation 100 points</strong></td>
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<td><strong>Business plan final presentation – Power Point (Phase II)</strong> - Post assignments to Carmen Panel of Judges</td>
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<td>FINALS WEEK</td>
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<td>December 11 - 8:00am-9:45am</td>
<td><strong>Business plan final written report due (Phase III)</strong> - Post to assignments to Carmen</td>
<td><strong>BP final 150 points</strong></td>
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