

COURSE DESCRIPTION

SCHOOL: Business Administration & Economics		DEPARTMENT: Business Administration - Program of Tourism & Hospitality Management	
COURSE TITLE	Lodging Operations Management	ACADEMIC YEAR	2013/2014
HOURS PER WEEK	4	ECTS CREDITS	6
LECTURER	Dr. Soultana Tania Kapiki		
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COURSE SYLLABUS

This course will introduce students to current principles and management of lodging operations. The classes focus specifically on new forms of accommodations and the management of their operations, as well as on planning and evaluating the rooms division. Upon completion of the course students will become familiar with the following topics:

- The lodging industry and new trends in the operation of tourism lodgings.
- Classification and new forms of tourism accommodations.
- Staffing and managing lodging operations.
- Planning, organization and management of the rooms division.
- Guest services in the lodging industry.
- Safety and security.
- The food and beverage operations.

AIMS OF THE COURSE

The aim of this course is to assist students understand, organize, perform and manage effectively the lodging operations. Emphasis is placed on the following hotel departments: Front Office, Reservations, Housekeeping and Back Office. Through the study to be carried out with the use of visual aids, the student will become capable to:

- Understand the current principles and management practices of lodging operations.
- Become familiar with the lodging industry segments and measure the hotel performance.
- Be a successful seller of rooms and other services of a hotel.
- Understand the reservations, check-in and check-out procedures.
- Compute, analyze and interpret key statistics and take decisions.
- Offer quality services in the lodging industry.
- Evaluate and apply methods providing safety and security for the guests and the property.
- Plan, organize and manage the rooms division.
- Manage the lodging operations effectively.

TEACHING METHODS

Videos/DVDs, power point presentations and class discussions, case studies, group projects, project presentations.

PREREQUISITES

None.

ASSESSMENT METHODS

Students will be evaluated by one written research project: 70% of the final grade and project presentation (Power Point format): 30% of the final grade.

BIBLIOGRAPHY

Books:

- Hotel management and operations, Denney G. Rutherford, Michael J. O'Fallon, John Wiley and Sons, 2010
- Foundations of lodging management, David K. Hayes, Jack D. Ninemeier, Allisha A. Miller, Pearson/Prentice Hall, 2012
- Hotel and Lodging Management: An Introduction, 2nd Edition, Alan T. Stutts, James Wortman, 2005
- Hotel Operations Management, Hayes, D. & Ninemeier, J., New Jersey: Prentice Hall, 2004
- Managing Front Office Operations, Michael L. Kasavana and Richard M. Brooks
- Managing Housekeeping Operations, Aleta A. Nitschke and William D. Frye
- Quality Sanitation Management, Ronald F. Cichy
- Managing Technology in the Hospitality Industry, Michael Kasavana, John j. Cahill
- Front Office Management and Operations, Deveau Linsley and Patricia/ Portocarrero Nestor/ Escoffier Marcel
- Front Office Operations, Dix Colin and Baird Chris
- Front Office, Abbott Peter - Lewry Sue
- Rooms at the Inn: Front Office Operations & Administration, Foster Denis
- Hotel Front Office Management, James A. Bardi
- Accounting for Hospitality Managers, Raymond Cote
- Accounting for Club Operations, Raymond S. Schmidgall and James W. Damitio
- Basic Hotel & Restaurant Accounting, Raymond Cote
- Front Office Operations and Night Audit Workbook, Moreo Patrick - Sammons Gail - Dougan Jim
- Security and Loss Prevention Management, Raymond C. Ellis Jr. and David M. Stipanuk
- Glossary of Hospitality Terms, Educational Institute of the American Hotel and Lodging Association.

Internet sites:

- ✓ <http://www.hospitalitynet.org> (Hospitality net, on-line magazine)
- ✓ <http://www.traveldailynews.com> (Daily travel and tourism news portal)
- ✓ <http://www.hotelnewsresource.com> (Hotel news resource)
- ✓ <http://www.hotelmule.com> (On-line community for hospitality and tourism industry professionals)
- ✓ <http://www.4hoteliers.com/> (Hospitality, Hotel & Travel News)
- ✓ <http://www.unusualhotelsoftheworld.com> (Guide to unique and unusual hotel properties).