

SYLLABUS

TRAV 1593-40 HOSPITALITY

Number of Hours: 15-30 hours for 1 or 2 semester credits

Instructor: Angie Jensen

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Description:

Earn great commissions by booking your client's hotel accommodations. Learn the basics of the hotel product, rate structure, property and room classifications, codes, published and automated resources and non-automated reservations procedures. Identify your guest's preferences, learn the variables that affect prices, select the right hotel for any given client. An additional option is to enjoy the hotel sales training program developed by Marriott, entitled Hotel Excellence!

Objectives:

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

- List the qualities hotel guests look for in a hotel
- Name six types of properties in the lodging industry
- Demonstrate an understanding of the variety of classification systems in the hotel industry
- Identify major hotel chains regarding the class of lodging and service they provide
- List and explain six factors that can affect the price of a room
- Decode type, class, size, and meal plan codes
- List and differentiate between hotel reference publications
- Read and interpret selected print and computer references
- List and define reservation policies and procedures
- Name the steps and information necessary to make a reservation
- Select the appropriate property and location for the client

Grading Criteria:

Successful completion of all Reviews, Challenges and Exams.
Participation in online Discussion as specified by instructor.

Course Outline:

Each lesson includes an online Review (Stop, Review and Apply) as well as at least one Challenge that requires independent research and application.

Lesson 1	Hotel Guest Preferences and Types of Properties
Lesson 2	Hotel Classification Systems
Lesson 3	Hotel Rates
Lesson 4	Hotel References and Distribution System
Lesson 5	Selecting and Booking the Right Property

Lesson 6	Review
Hotel Excellence by Marriott (optional)	
Exam	

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If you are a student with a medical, psychological or a learning difference and are requesting reasonable academic accommodations due to this disability, you must provide an official request of accommodation to your professor(s) from the Disability Resource Center (located in the Student Services Center, Room #201 of the Edith Whitehead Building) within the first two weeks of the beginning of classes. Students are to contact the Center on the main campus to follow through with and receive assistance in the documentation process to determine the appropriate accommodations related to their disability. You may call (435) 652-7516 for an appointment and further information regarding the Americans with Disabilities Act (ADA) of 1990 per Section 504 of the Rehabilitation Act of 1973.