

## Lodging II

### Course Description

This course integrate academic and hands on activities to provide an overview of the industry and competencies necessary for success in various areas of the lodging industry. (Noncredit course: 40 lect/pres hrs, 40 lab hrs, 20 other hrs)

### Course Focus

This class will use the textbook as the focus of the course. Factual information and printing jargon will be presented in the lectures, demonstrations, computer labs and textbook. The students will learn how to perform duties that are assigned to each department.

### Text and References

"Lodging Management Program" will be the textbook that will be used in the class. Videotapes will be shown and computer programs will be used by the students.

### Course Goals

The following list of course goals will be addressed in the course. These goals are directly related to the performance objectives (Addendum A). (\*designates a CRUCIAL goal)

1. explain goals of different types of divisions
2. (1) identify common guest requests
3. (1) identify guest cycle
- 4.\* (36) identify common payment methods
- 5.\* (17) identify the functions of an audit
- 6.\* (28) explain different types of keys
- 7.\* (28) identify purpose of different keys
8. (53) identify parts of the laundry cycle
9. (53) identify the types of linens
10. (17) explain purpose of a switchboard operator
11. (17) identify the goals of a reservationist
12. (17) describe duties of a front office cashier
13. (17) list general duties of a room attendant
14. (22) explain duties of executive housekeeper
15. (17) identify duties of a room inspector
16. (17) list the duties of a night auditor
- 17.\* list types of uniformed service employees
- 18.\* (17) identify the general duties of a concierge
19. (17) identify duties of a bell attendant
- 20.\* (17) identify the duties of a door attendant
- 21.\* (17) identify the duties of a courtesy vehicle driver
- 22.\* identify tasks performed by employees at the front office
23. (22) explain why selling is important at the front desk
- 24.\* (22) describe telephone procedures
- 25.\* (22) explain how to handle mail, calls and messages for guest
- 26.\* (28) demonstrate how to handle mail, calls and messages for a guest
- 27.\* (28) explain key control procedures
- 28.\* identify equipment used to support work at the front desk
- 29.\* (28) identify parts of a computer
30. (28) explain purpose of a switchboard
- 31.\* (22) identify steps employees should follow when registering guest

32.*	(28)	describe duties performed at checkout
33.*	(22)	apply payments to guest folios
34.*	(22)	explain different types of vouchers used on guest accounts
35.*	(28)	explain purpose of front desk log book
36.*		Identify types of reservation system
37.*	(36)	explain process of determining reservation availability
38.	(36)	describe reservation process
39.	(36)	describe different reservation plans
40.	(36)	describe five ways guests may guarantee reservations
41.*	(36)	identify information for a reservation record
42.*	(36)	analyze special room rates
43.*	(36)	identify common reservation problems
44.*	(36)	describe common reservation changes
45.*	(46)	describe procedures used when entering a guestroom
46.*		identify a room attendant's beginning cleaning tasks
47.*	(46)	make a bed using a "once around" method
48.*	(53)	identify types of chemicals used for cleaning
49.*	(46)	identify steps in dusting a guestroom
50.*	(46)	explain how to vacuum a guestroom
51.*	(46)	identify procedures for cleaning a bathroom
52.*	(46)	demonstrate how to clean a bathroom
53.*		identify functions and contents of a room cart
54.	(53)	list function of manual tools and equipment
55.	(53)	list several electrical appliances
56.	(57)	identify areas that a room inspector check
57.*		explain a room status report
58.	(57)	prepare a room status report
59.	(57)	identify two systems of tracking room status
60.	(17)	explain special services provided by the housekeeping department
61.*		identify safety rules for areas
62.*	(61)	identify safety hazard
63.*	(61)	identify safety responsibilities of the manager and employees
64.	(61)	determine major causes of job related accidents
65.*	(53)	identify types of chemicals used by employees
66.*	(53)	analyze common additives to all purpose cleaners
67.	(1)	describe three types of maintenance activities
68.	(1)	identify security concerns for different divisions
69.	(17)	explain employees' important part of a security team
70.*	(61)	identify methods hotels use to reduce theft
71.	(61)	determine classes of fires
72.	(61)	identify procedures to help prevent fires
73.	(61)	explain common causes of fires

### Student Contributions

1. Each student will be expected to finish the checklists of each section.
2. Students will be expected to read the textbook, finish worksheets, do demonstration and complete computer programs.
3. Students must meet the standards that are set by the American Hotel and Motel Association.

## **ADDENDUM A**

### **PERFORMANCE OBJECTIVES**

1. The student will be allowed references. The student will explain goals of different types of divisions. Performance will be satisfactory if divisions are explained and a goal is given for each division. The following Content Goals are related to this PO: 1, 2, 3, 67, 68.
17. The student will not be allowed references. The student will list types of uniformed service employees. Performance will be satisfactory if employees are listed and the duties of each employee are explained. The student should be able to match the duty with the employee with 90% score. The following Content Goals are related to this PO: 5, 10, 11, 12, 13, 15, 16, 17, 18, 19, 20, 21, 60, 69.
22. The student will not be allowed references. The student will identify tasks performed by employees at the front office. Performance will be satisfactory if the tasks of the front office are performed according to the checklist. The following Content Goals are related to this PO: 14, 22, 23, 24, 25, 31, 33, 34.
28. The student will not be allowed references. The student will identify equipment used to support work at the front desk. Performance will be satisfactory if the equipment can be identified and the identification is consistent with the text and a test can be completed in 30 minutes. The following Content Goals are related to this PO: 6, 7, 26, 27, 28, 29, 30, 32, 35.
36. The student will not be allowed references. The student will identify types of reservation system. Performance will be satisfactory if the student can solve problems that deal with the reservation system. The following Content Goals are related to this PO: 4, 36, 37, 38, 39, 40, 41, 42, 43, 44.
46. The student will not be allowed references. The student will identify a room attendant's beginning cleaning tasks. Performance will be satisfactory if the tasks are identified and the task is completed according to a checklist. The following Content Goals are related to this PO: 45, 46, 47, 49, 50, 51, 52.
53. The student will not be allowed references. The student will identify functions and contents of a room cart. Performance will be satisfactory if the student can list the functions and contents of a room cart. The following Content Goals are related to this PO: 8, 9, 48, 53, 54, 55, 65, 66.
57. The student will not be allowed references. The student will explain a room status report. Performance will be satisfactory if report is/are explained. The following Content Goals are related to this PO: 56, 57, 58, 59.
61. The student will not be allowed references. The student will identify safety rules for areas. Performance will be satisfactory if areas are identified. The student should be able to identify hazards and responsibilities of the need for safety. The following Content Goals are related to this PO: 61, 62, 63, 64, 70, 71, 72, 73.

***Developed/Revised: May 10, 2004***