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FLORIDA ATLANTIC UNIVERSITY

HFT 4253-001 11482

Hotel Management

Date: Tuesday 6:30 PM - 9:20 PM

Building: College of Education Bldg Boca Room:

3 Credit(s)

Instructor Information

Soyoung Park

Email: soyoungpark@fau.edu

Office: FL 314

Office Hours: Monday 9:00 - 11:00 AM or by appointment

Phone: (561) 297-4916

Course Description

Examines the operations of hotels and resorts with students gaining a basic understanding of the various departments within these lodging venues. Students are exposed to key abilities and skill sets necessary to manage such facilities through familiarization with the role of the general manager position. Students also study specific competitive benchmark tools used by general managers (i.e., Smith ~~Wed~~ Online and Classroom

50%-79% of the course is delivered online. (Hybrid)

Required Texts/Materials

Foundations of Lodging Management + Front Office Management

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not
available*

- Identify the tools managers use to sell, track and control reservations for individuals and groups.
- Evaluate a competitive benchmark tool used by hotel management.
- Inspect and analyze key financial variables used to assess a hotel/resort's performance individually and when compared with its competition.

Faculty Rights and Responsibilities

Florida Atlantic University respects the rights of instructors to teach and students to learn. Maintenance of these rights requires classroom conditions that do not impede their exercise. To ensure these rights, faculty members have the prerogative to:

- Establish and implement academic standards.
- Establish and enforce reasonable behavior standards in each class.
- Recommend disciplinary action for students whose behavior may be judged as disruptive under the Student Code of Conduct [University Regulation 4.007](#).

Disability Policy

In compliance with the Americans with Disabilities Act Amendments Act (ADAAA), students who require reasonable accommodations due to a disability to properly execute coursework must register with Student Accessibility Services (SAS) and follow all SAS procedures. SAS has offices across three of FAU's campuses – Boca Raton, Davie and Jupiter – however disability services are available for students on all campuses. For more information, please visit the SAS website at www.fau.edu/sas/.

Course Evaluation Method

Chapter Quizzes	10%
In-class/Online Activities	30%
Individual Assignment - STAR Report	30%
Final Exam	30%

There are 15 weekly in-class/online activities, 13 chapter quizzes (3 waived), 1 individual assignment, and 1 final exam. The weight is distributed across assignments and exams to

Please do not feel overwhelmed because of the number of assignments. I create mini assignments so that your grade is not decided on a single assignment. The weekly activities are very simple and often done during class time.

Chapter quizzes are based on lectures, textbook, and PowerPoints. You will have unlimited attempts at the quizzes and only highest scores will be kept.

The instructions for the individual assignment will be shared in a separate module. The assignment will be broken down into smaller parts so that you can receive feedback as you finalize the assignment.

Final exam is based on lecture, PowerPoints, and chapter quizzes. Students are expected to read all materials prior to each exam and/or assignment and be prepared to discuss assigned readings in an active manner during class assignments. Exams will be timed, and no make-up exams will be given unless previously discussed with the instructor.

Code of Academic Integrity

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the university mission to provide a high quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Students who are associated with academic dishonesty. For more information, see [University Regulation 4.001](#).

Attendance Policy Statement

Religious Accommodation Policy Statement

In accordance with the rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices and beliefs regarding admissions, registration, class attendance, and the scheduling of examinations and work assignments. University Regulation 2.007, Religious Observances, sets forth this policy for FAU and may be accessed on the FAU website at www.fau.edu/regulations.

Any student who feels aggrieved regarding religious accommodations may present a grievance to the executive director of The Office of Civil Rights and Title IX. Any such grievances will follow Florida Atlantic University's established grievance procedure regarding alleged discrimination.

Time Commitment Per Credit Hour

For traditionally delivered courses, not less than one (1) hour of classroom or direct faculty instruction each week for fifteen (15) weeks plus four (4) hours of independent study for each credit hour.

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You may request a review of the final course grade when you believe that one of the following conditions apply:

- There was a computational or recording error in the grading.
- The grading process used non-academic criteria.
- There was a gross violation of the instructor's own grading system.

[University Regulation 4.002](#) of the University Regulations contains information on the grade appeals process

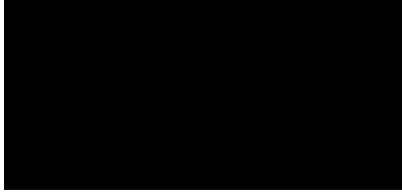
Policy on Make-up Tests, Late work, and Incompletes

NO assignments, projects, or assessments (i.e., midterm or final) may be taken late or turned in late unless previously discussed with the instructor and with approved reasons (i.e., illness, university-approved absences, religious accommodations, extreme emergencies).

Students are expected to attend all of their scheduled University classes and to satisfy all academic objectives as outlined by the instructor. The effect of absences upon grades is determined by the instructor, and the University reserves the right to deal at any time with individual cases of non-attendance.

Students are responsible for arranging to make up work missed because of legitimate class absence, such as illness, family emergencies, military obligation, court-imposed legal obligations or participation in University-approved activities. Examples of University-approved reasons for absences include participating on an athletic or scholastic team, musical and theatrical performances and debate activities. It is the student's responsibility to give the instructor notice prior to any anticipated absences and within a reasonable amount of time after an unanticipated absence, ordinarily by the next scheduled class meeting. Instructors must allow each student who is absent for a University-approved reason the opportunity to make up work missed without any reduction in the student's final course grade as a direct result of such action.

The online exam open hours are communicated to students well in advance of the specific assessment for planning purposes and are open during a sufficient "window of time" in which to begin the assessment. It is fully the student's responsibility to adhere to the assessment schedule and to be prepared to take the assessment on time. For more information, please contact the Registrar's Office at (408) 253-4444 or visit the Registrar's Office website at [http://www.sdsu.edu/registrar](#).



<https://fau.edu/ai/citation>

Counseling and Psychological Services (CAPS) Center

Life as a university student can be challenging physically, mentally and emotionally. Students who find stress negatively affecting their ability to learn and

	Industry	10	
Chapter 4	Managing Lodging Operations	Chapter 11	Food Service Operations II
Chapter 5	Staffing the Lodging Operation	Chapter 12	Hotel Accounting
Chapter 6	The Front Office Department	Chapter 13	Safety and Security
Chapter 7	The Sales and Marketing Department	Chapter 14	Careers in the Lodging Industry

September 10th	SONESTA visit - extra credit
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Course Topical Outline

Due	Assignment	Type	Description	Points
/25	Activity	in-class activity		2
/25	Activity	in-class activity		2
/25	quiz	quiz		
	Activity 2	in-class activity		2
	quiz 2	quiz		
	Activity 3	in-class activity		2
	quiz 3	quiz		
	Activity 4	in-class activity		2
	quiz 4	quiz		

Due	Assignmen	T pe	Descrip ion	Poin s
/24	Activity 3	in-class activity		2
2/	Activity 4	in-class activity		2
2/	Final Exam	xam		3