

## FLORIDA STATE COLLEGE AT JACKSONVILLE

## NON-COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER: HMV 0205  
COURSE TITLE: Lodging Principles  
PREREQUISITE(S): None  
COREQUISITE(S): None  
TOTAL CONTACT HOURS: 300

(For Office Use Only:

Vocational Credits 10)

FACULTY WORKLOAD POINTS: 10

STANDARDIZED CLASS SIZE

ALLOCATION: 30

This course acquaints students with the operation of a hotel and motel, including front office procedures in guest registration, accounting for the checking out guests, and housekeeping.

TEXT(S): Managing Housekeeping Operations, (ISBN 0-86612-155-2)

IMPLEMENTATION DATE: Summer Term, 2008 (20083)

REVIEW OR MODIFICATION DATE:

COURSE TOPICS	CONTACT HOURS
	<u>PER TOPIC</u>
I. Organizational structure of the lodging organizations.	4
II. Roles of Management and Administrative Personnel.	12
III. Housekeeping operations and management functions	30
IV. Sales/marketing and reservations functions.	18
V. Food and beverage functions.	18
VI. Human resources functions.	18
VII. Front desk functions.	30
VIII. Guest cycle process.	30
IX. Responding to guest needs, requests, and concerns.	30
X. Front desk technology.	50
XI. Performance of designated job skills.	20
XII. Work ethics.	40
<b>Total Hours</b>	<b>300</b>

PROGRAM TITLE: Lodging Operations  
 COURSE TITLE: Lodging Principles  
 CIP NUMBER: 0206070100

## LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

- 10.0 DESCRIBE THE ORGANIZATIONAL STRUCTURE OF LODGING ORGANIZATIONS— The student will be able to:
- 10.01 Identify the different departments within a lodging organization (e.g., housekeeping, room service, catering). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.E.1.4.1, SC.H.1.4.7
  - 10.02 Describe and analyze various organizational structures within the lodging industry. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5 MA.D.1.4.1, MA.D.2.4.2, MA.E.1.4.1, SC.H.1.4.7
  - 10.03 Create an organization chart of a lodging organization. LA.A.2.4.6, LA.B.2.4.2, MA.D.1.4.1, MA.D.2.4.2, SC.H.1.4.7
- 11.0 IDENTIFY THE ROLES OF MANAGEMENT AND ADMINISTRATIVE PERSONNEL—The student will be able to:
- 11.01 Identify the roles and responsibilities of the general manager and assistant manager(s). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
  - 11.02 Identify the various divisions of lodging organizations (e.g., rooms, front office, engineering, administration). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
  - 11.03 Identify relationship between general manager and hotel owners. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
  - 11.04 Identify support personnel found in the administrative office of a lodging organization and their duties. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7
- 12.0 IDENTIFY HOUSEKEEPING OPERATIONS AND MANAGEMENT FUNCTIONS—The student will be able to:
- 12.01 List the jobs and duties in the housekeeping department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
  - 12.02 Describe importance of the housekeeping team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
  - 12.03 Discuss relevance of quality control to housekeeping operation. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5

## LIST PERFORMANCE STANDARD ADDRESSED: (Continued)

NUMBER(S):	TITLES(S):
12.04	Discuss the financial impact of inventory control. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4, SC.H.1.4.7, SC.H.3.4.5
12.05	Identify state and federal laws and guidelines relating to job performance and housekeeping operations (i.e., hospitality laws). LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.06	Identify sanitation regulations and standards (i.e., OSHA). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.07	Identify safety regulations and standards (i.e., MSDS, OSHA) as they apply to housekeeping. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.08	Identify documents that flow through the housekeeping department (i.e., inspection sheets). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.09	Identify vocabulary and acronyms unique to the housekeeping department. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.10	Identify supplies necessary to equip a supply cart. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.11	Explain and demonstrate proper techniques for maintaining room cleanliness. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
12.12	Explain need for communication between housekeeping department and front desk (i.e., room availability, customer complaints). LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.5
13.0	<u>IDENTIFY SALES/MARKETING AND RESERVATIONS FUNCTIONS</u> —The student will be able to:
13.01	List jobs and duties in the sales and marketing department (i.e., reservationist). LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, LA.A.2.4.6, SC.H.1.4.7, SC.H.3.4.3
13.02	Describe importance of the sales and marketing team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.3, SS.D.2.4.1
13.03	Analyze lodging market segments and target markets. LA.A.1.4.3, LA.A.2.4.6, LA.A.2.4.7, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, MA.A.2.4.2, MA.B.1.4.3, MA.D.1.4.1, MA.E.1.4.1, MA.E.1.4.3, SC.H.1.4.7, SC.H.3.4.3
13.04	Identify the documents that flow through the sales and marketing department (i.e., cashier report, arrival report, credit report, departure report, contract). LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, LA.A.2.4.6, MA.A.1.4.1, MA.A.1.4.3, MA.A.1.4.4, SC.H.1.4.7, SC.H.3.4.3
13.05	Describe various media utilized to promote lodging establishments. LA.A.1.4.3, LA.A.2.4.5, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, SC.H.1.4.7, SC.H.3.4.3
13.06	Interpret parts of a marketing plan to be used in the sales department of a lodging establishment. LA.A.1.4.3, LA.A.2.4.1, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.2.4.2, SC.H.1.4.7, SC.H.3.4.3
13.07	Identify vocabulary and acronyms unique to the sales and marketing department. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, MA.A.1.4.1, SC.H.1.4.7, SC.H.3.4.3

## LIST PERFORMANCE STANDARD ADDRESSED: (Continued)

NUMBER(S): TITLES(S):

- 13.08 Identify references used in the lodging industry (e.g., Official Hotel Guide, Hotel and Travel Index, OAG Business Travel Planner, Internet, a CRS display). LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.1.4.7, SC.H.3.4.3**
- 13.09 Compare a sample listing for a lodging establishment in each of the references identified above. LA.A.2.4.7, **SC.H.1.4.7, SC.H.3.4.3**
- 13.10 Recognize and identify hotel property and room codes. LA.A.2.4.6, **MA.A.1.4.1, MA.A.1.4.2, MA.A.1.4.3, SC.H.1.4.7, SC.H.3.4.3**
- 13.11 Compare the information found on a hotel's website vs. a CRS availability display. LA.A.2.4.7, **SC.H.1.4.7, SC.H.3.4.3**
- 13.12 Determine information needed to book a hotel reservation. LA.A.2.4.6
- 13.13 Describe relationship between reservations and the sales and marketing department. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **MA.B.1.4.3, MA.D.1.4.1, SC.H.1.4.7, SC.H.3.4.3**
- 13.14 Explain need for communication between sales and marketing department and front desk (i.e., sales records, function book). LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.1.4.7, SC.H.3.4.3**

14.0 IDENTIFY FOOD AND BEVERAGE FUNCTIONS—The student will be able to:

- 14.01 List jobs and duties in the food and beverage department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.5, SC.H.3.4.6**
- 14.02 Describe importance of the food and beverage team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.5, SC.H.3.4.6**
- 14.03 Analyze food and beverage segments and target markets. LA.A.2.4.6, LA.A.2.4.7, **MA.A.1.4, SC.H.3.4.5, SC.H.3.4.6**
- 14.04 Identify the documents that flow through the food and beverage department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.5, SC.H.3.4.6**
- 14.05 Describe various media utilized to promote food and beverage services. LA.A.1.4.3, LA.A.2.4.5, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.5, SC.H.3.4.6**
- 14.06 Identify vocabulary and acronyms unique to the food and beverage department. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **MA.A.1.4.1, SC.H.3.4.5, SC.H.3.4.6**
- 14.07 Discuss how safety and sanitation apply to food and beverage services. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.5, SC.H.3.4.6**
- 14.08 Describe importance of being familiar with a lodging establishments meeting space availability, capacity, and capability. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.5, SC.H.3.4.6**
- 14.09 Explain need for communication between food and beverage department and front desk. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.5, SC.H.3.4.6**

## LIST PERFORMANCE STANDARD ADDRESSED: (Continued)

NUMBER(S): TITLES(S):

15.0 IDENTIFY HUMAN RESOURCES FUNCTIONS—The student will be able to:

- 15.01 Identify application procedures. LA.A.1.4.3, LA.A.2.4.4, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**
- 15.06 Explain the orientation process. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**
- 15.07 Explain the company policies/guidelines concerning applications. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**
- 15.08 Summarize incentive programs and benefits offered by lodging establishments. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **MA.A.1.4, SC.H.3.4.3, SC.H.3.4.5**
- 15.09 Interpret labor laws governing the lodging industry. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**
- 15.10 Explain need for communication between human resources department and front desk. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**

19.0 IDENTIFY FRONT DESK FUNCTIONS—The student will be able to:

- 19.01 List jobs and duties in the front desk department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**
- 19.02 Describe importance of the front desk team and relationship to overall functions of lodging establishment. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**
- 19.03 Identify documents that flow through the front desk department. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**
- 19.04 Identify vocabulary and acronyms unique to the front desk department. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **MA.A.1.4.1, SC.H.3.4.3, SC.H.3.4.5**
- 19.05 Demonstrate ability to generate and distribute front desk reports. LA.B.2.4.2, **MA.A.1.4, SC.H.3.4.3, SC.H.3.4.5**
- 19.06 Identify laws, regulations, and standards as they pertain to front desk operations. LA.A.1.4.3, LA.A.2.4.6, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**
- 19.07 Explain need for interdepartmental communication. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**
- 19.08** Simulate use of telecommunication equipment. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3, SC.H.3.4.5**

20.0 EXAMINE THE GUEST CYCLE PROCESS—The student will be able to:

- 20.01 Explain and demonstrate pre-arrival procedures. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.3.4.3**
- 20.02 Demonstrate process of greeting guest (body language, facial expression, guest acknowledgment). LA.C.3.4.4, **SC.H.3.4.5**
- 20.03 Simulate guest registration process. LA.C.3.4.4, **MA.A.1.4, SC.H.3.4.3**
- 20.04 Prepare and complete the guest departure process. LA.B.2.4.2, **MA.A.1.4, SC.H.3.4.3**

## LIST PERFORMANCE STANDARD ADDRESSED: (Continued)

NUMBER(S): TITLES(S):

21.0 PRACTICE RESPONDING TO GUEST NEEDS, REQUESTS, AND CONCERNS--The student will be able to:

- 21.01 Identify and classify guest requests. LA.A.1.4.3, LA.B.1.4, LA.B.2.4, LA.C.3.4.1, LA.C.3.4.2, LA.C.3.4.3, LA.C.3.4.5, **SC.H.1.4.7**
- 21.02 Examine appropriate follow-up procedures. LA.B.2.4.4, **SC.H.1.4.7**
- 21.03 Recognize, compare, and contrast cultural differences. LA.D.1.4.2, **SC.H.1.4.7**
- 21.04 Distinguish among types of guest complaints (i.e., attitudinal, mechanical, service related, unusual). LA.D.1.4.2, **SC.H.1.4.7**
- 21.05 Predict outcomes and practice mediation techniques. LA.D.1.4.2, **SC.H.1.4.7**
- 21.06 Demonstrate ability to convey hotel features, services, amenities, and special events to guests. LA.C.3.4.2, **SC.H.1.4.7**

22.0 OPERATE FRONT DESK COMPUTER/OFFICE TECHNOLOGY--The student will be able to:

- 22.01 Demonstrate computer knowledge (e.g., hardware, software, operating systems, terminology). LA.B.2.4.4, **MA.A.1.4.1, MA.A.1.4.3, SC.H.1.4.7**
- 22.02 Demonstrate proper keyboarding techniques. LA.B.1.4.2, **SC.H.1.4.7**
- 22.03 Utilize word processing software to create career and industry related documents. LA.B.1.4.3, **SC.H.1.4.7**
- 22.04 Utilize spreadsheet software to enhance decision-making skills. LA.B.1.4.3, **MA.A.1.4.1, MA.A.1.4.3, MA.A.2.4.1, MA.A.2.4.2, MA.A.4.4.1, MA.A.5.4.1, MA.B.1.4.3, SC.H.1.4.7**
- 22.08 Demonstrate knowledge of technology based office equipment. LA.B.2.4.4, **MA.A.1.4.1, MA.A.1.4.3, SC.H.1.4.7**

23.0 PERFORM DESIGNATED JOB SKILLS--The student will be able to:

Demonstrate appropriate dress and grooming habits for the workplace environment. LA.C.3.4.3, HE.B.2.4.3, **SC.H.3.4.6**

24.0 DEMONSTRATE WORK ETHICS--The student will be able to:

- 24.01 Demonstrate effective written and oral communication and listening skills. LA.B.1.4, LA.C.1.4.1, **MA.A.1.4.1, SC.H.1.4.7, SC.H.3.4.5**
- 24.02 Demonstrate the ability to resolve customer, employee, and employee/employer problems and concerns. LA.C.3.4.3, **SS.C.2.4.3, HE.B.3.4.2, SC.H.1.4.7, SC.H.3.4.5**
- 24.03 Demonstrate acceptable work habits and conduct in the workplace as defined by company policy. LA.C.3.4.3, **SC.H.1.4.7, SC.H.3.4.5**
- 24.04 Demonstrate legal and ethical behavior within the scope of job responsibilities. LA.C.3.4.3, **SS.C.2.4.6, SC.H.1.4.7, SC.H.3.4.5**
- 24.05 Follow policies and procedures affecting safety, health, and well being. LA.C.1.4.1, HE.A.1.4.7, **SC.H.1.4.7, SC.H.3.4.5**
- 24.06 Exhibit behavior supporting and promoting cultural and ethnic diversity. HE.B.3.4.2, **SC.H.1.4.7, SC.H.3.4.5**
- 24.07 Demonstrate interpersonal skills that enhance team productivity and foster positive work ethics. LA.C.3.4.3, HE.A.1.4.1, **SC.H.1.4.7, SC.H.3.4.5**



**FLORIDA STATE COLLEGE AT  
JACKSONVILLE  
At Jacksonville**

**Course Learning Outcomes & Assessment**

NOTE: Use either the Tab key or mouse click to move from field to field. The box will expand to accommodate your entry.

<b>Section 1</b>  COURSE PREFIX AND NUMBER: <u>HMV 0205</u>	SEMESTER CREDIT HOURS (CC): <u>0</u> CONTACT HOURS (NCC): <u>300</u>
COURSE TITLE: <u>Lodging Principles</u>	

**Section 2**  
 TYPE OF COURSE: (Click on the box to check all that apply)

AA Elective                       AS Required Professional Course                       College Prep  
 AS Professional Elective                       AAS Required Professional Course                       Technical Certificate  
 Other \_\_\_\_\_ x PSAV                       Apprenticeship  
 General Education: (For General Education courses, you must also complete Section 3 and Section 7)

**Section 3 (If applicable)**  
 INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES:

Communications                       Social & Behavioral Sciences                       Mathematics  
 Natural Sciences                       Humanities

**Section 4**  
 INTELLECTUAL COMPETENCIES:

x Reading    x Speaking    x Critical Analysis                      x Quantitative Skills    x Scientific Method of Inquiry  
 x Writing    x Listening    x Information Literacy                      x Ethical Judgment    x Working Collaboratively

<b>Section 5</b>		
	LEARNING OUTCOMES	METHOD OF ASSESSMENT
	Students will have knowledge of how a hotel operates, including front office operations, reservations and check-outs.	Tests and quizzes.
	Students will have knowledge of the responsibilities and daily operation of the housekeeping department.	Tests and quizzes.

**Section 6**

Name of Person Completing This Form: W.R. Mark                      Date: March 10, 2008