

Professors

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Learning Outcomes

Upon completion of this course students will be able to

- describe the hotel industry from the perspective of the Hotel General Manager.
- identify travel patterns affecting the industry.
- describe the different types and characteristics of lodging operations.
- identify the major functions and practices of the key departments.
- identify issues specific to guest safety and security.
- identify current trends in guest services and development of lodging amenities.
- describe the key function of the front office.

Course Objectives

This course will cover the following content:

*See Course Schedule

Evaluation Procedure

Current Affairs and Discussion/Presentation	15%
Research Report/PPT	35%
Project Outline/Sources (5%)	
Presentation (10%)	
Report (20%)	
Mid-term Exam	20%
Final Exam	30%
Total	100%

Course Schedule

Date	Topic	Textbook
Week of:	Tue. Sep. 6 - College-wide orientation day	
	Wed. Sep. 7 - Classes begin	
	Mon. Oct. 10 - Thanksgiving Day (no classes)	

SKILLS ACROSS THE BUSINESS CURRICULUM

The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.