



Wayne County Community College District

COURSE SYLLABUS

HTM 105 Introduction to Hotel & Restaurant Management

CREDIT HOURS: 3.00

CONTACT HOURS: 45.00

COURSE DESCRIPTION:

The focus of this course is on analysis and understanding of the interdependent nature of major departments within a hotel operation. Emphasis will be placed on food and beverage, front office and rooms division, sales, human resources and facility management.

PREREQUISITES: NONE

EXPECTED COMPETENCIES:

Upon completion of this course, the student will be familiar with:

- Describe the various segments of the hotel and restaurant industry and discuss issues currently confronting each segment
- Discuss consumer needs in the hotel and restaurant industry and the services required to fulfill these needs
- Analyze the various components of the hotel and restaurant industries and describe how they interrelate
- Discuss the issues and trends facing the hotel, restaurants, and tourism industries today
- Describe the operational and management concepts and provide an opportunity for students to formulate a managerial frame of reference
- Discuss career paths and professional challenges characteristic of the hotel and restaurant industry
- Describe the interrelationship of travel, tourism and the hotel and restaurant industry
- Discuss the concept of service management and its impact from both a consumer and business perspective
- Identify current events that will have an impact on the hotel and restaurant industry

ASSESSMENT METHODS:

Student performance may be assessed by examination, quizzes, case studies, oral conversation, group discussion, oral presentations. The instructor reserves the option to employ one or more of these assessment methods during the course.

GRADING SCALE:

90%-100% = A
80%-89.9% = B
70%-79.9% = C
60%-69.9% = D
<60% = E