



# Wayne County Community College District

## COURSE SYLLABUS

### HTM 106 Hotel & Restaurant Management

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**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 role of supervisor in the hotel industry.
- Understand the importance of effective communication.
- Understand the importance of effective hiring practices.
- Apply techniques to develop and improve skills in orienting and training.
- Understand the importance of managing productivity and controlling labor costs.
- Understand labor unions and how they affect operations.
- Define the major sources in the hotel and restaurant channels of distribution and explain how they differ.
- Quantitatively evaluate and differentiate different sources of supply.
- Develop precise purchase specifications on food, furniture, fixtures and equipment.
- Organize the procurement process coordinating purchasing requisitions from delivery and acceptance.
- Understand the global nature of hospitality industry.
- Understand the impact of foreign policy on the international hospitality industry.
- Be sensitive to cultural differences.
- Understand the value of diversity and be aware of management strategies for cross-cultural operations.
- Understand Marketing management issues in relation to international operations.
- Describe the basic functions performed by generic software applications, such as word processing, electronic spreadsheet analysis, and database management and explain the process of selecting and implementing a computer system at a lodging operation.
- Identify and describe the functions performed by the front office and back office systems, including accounts receivable, accounts payable, payroll, and financial reporting
- Describe advances in food service automation, including sophisticated input devices, POS system and microcomputer interfaces, integrated food service software, forecasting applications software, and catering software packages.
- Identify and explain the function of files maintained by food service management.
- Applications including recipe management, precosting, and post costing, sales analysis, menu management, and back office accounting applications.
- Identify restaurant and hotel operations data security and information.

**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.



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### **GRADING SCALE:**

90%-100% = A

80%-89.9% = B

70%-79.9% = C

60%-69.9% = D

<60% = E