



COURSE EXPECTATION LETTER

Subject:

HOSP 102 INTRODUCTION TO HOTEL OPERATIONS

Email Contact Information:

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Catalog Course Description:

This course is designed to provide students with the general understanding industry vocabulary, methods, and aspects of lodging management from the essential departments, staff, central operations, products and services to the crucial planning, strategies, and decisions for success in the hospitality industry. Emphasis is on the structure of the lodging industry, the roles, responsibilities, duties of hotel departments and how outcomes contribute to the performance and results of the hotel. The core of the course is aimed to engage students in real lodging management operational issues, planning, strategies, and decisions utilizing a hotel simulation program to produces optimal results.

Student Learning Outcomes:

- Have a general understanding of the lodging industry, including its history, development, organizational structure and operating divisions.
- Know industry terms and how they are used in the lodging industry.
- Be familiar with the Front Office functions and the “Guest Cycle” (i.e. reservation, registration, and checkout)
- Identify the importance of guests’ needs and requests as it contributes to excellent service.
- Develop skills to offer quality services in a variety of scenarios and settings.
- Utilize marketing strategies to increase hotel outcomes and results.
- Apply room pricing in diverse situations that produces optimal revenue when dealing with demand.
- Analyze scenarios that require critical thinking to make management decisions that affects the operation’s profitability in relation to its costs and revenue.
- Be able to recognize trends and technologies in the lodging industry and their impact on hotel’s operation and guest satisfaction.
- Learn of the many careers in the lodging industry.
- Assume the responsibility of managing a hotel that develops practical experience in a simulated hotel operation.

By logging into Canvas you affirm that you are the student who enrolled in the course(s) and are the person who will complete the assigned work. Furthermore, you agree to follow the regulations regarding academic integrity, personal identification and the use of student information as described in BP 5500 (Standards of Conduct) and AP 5520 (Student Conduct Procedures) which are the Rio Hondo College student conduct codes that govern student rights and responsibilities. You acknowledge that failure to abide by the regulations set forth in BP 5500 and AP 5520 may result in disciplinary action, including expulsion from the college.

This is **NOT** a self-paced course. There are firm deadlines in this class. There are assignments due on a regular basis. Please plan your time carefully!

Textbook: Please consult the Bookstore for information at (562) 463-7345 or go to [Rio Hondo College Online Bookstore](#)

Over the course of the semester there will be regular instructor student contact.

Methods of student contact include:

Telephone: (562) 908-3460 (CTE department)
E-mail: adelorenzo@riohondo.edu
Via Canvas Messaging through the online HOSP 102 course
Office Hours: scheduled by appointment online or on campus (CTE building)

The instructor may drop you for non-participation.

There will be a one to three business day delay after an add code is used before a student may be able to log on to Canvas.

For students new to online classes, it is highly recommended that you take the Online Orientation through our Online Education website. This will help explain what online classes are like and familiarize you with how the class is laid out. The orientation can be found at: <http://www.riohondo.edu/canvas-orientation/>

Email Responses: Instructors will make every attempt to respond to students in a timely fashion. Responses can take up to 48 hours before a response is received, excluding weekends and holidays.

Disability: A Student with a verified disability may be entitled to appropriate academic accommodations. Please contact your instructor and/or the [Disabled Students & Programs](#) office at 562-908-3420 for more information.

Modifications and Disclaimer: The instructor reserves the right to modify the content of the course or any course procedure. It is the responsibility of the student to keep apprised of all changes. If the student wishes to drop the class he/she is responsible for initiating the drop. Do not take it for granted that you will be dropped. If you stop working and do not drop the course, you may get an undesirable grade.

Additional Information: