

# Course Syllabus



## VALENCIA COLLEGE

### COURSE INFORMATION

**Course Name:** Lodging Operations

**Course ID/Section:** HFT 2254 CRN# 14504

**Term/Year:** Fall 2021

**Modality:** On - Line/Face to Face

**Length of Term:** 16 Weeks - August 23rd - December 12th, 2021.

**Credit Hours:** 3

**Campus/Building/Room:** Union West

**Meeting Day/Time:**

Tuesday 2:00 p.m. - 3:15 p.m.

**Union West Downtown Campus Fifth Floor Room 507**

### Course Schedule and scoring Guide:

[Fall 2021 Grading Schedule 1.docx](#) ↓ ([https://online.valenciacollege.edu/courses/118534/files/26312814/download?download\\_frd=1](https://online.valenciacollege.edu/courses/118534/files/26312814/download?download_frd=1))

### INSTRUCTOR CONTACT INFORMATION

**Instructor:** Jim Inglis

**Email:** [jinglis@valenciacollege.edu](mailto:jinglis@valenciacollege.edu) (<mailto:jinglis@valenciacollege.edu>)

**Phone:** 407-582-1491

**Office Location:** DTC Union West 412

**Office Hours:** Posted in syllabus

### COURSE DESCRIPTION

Lodging Operations explores how the lodging industry and the hotels in the industry operate. With coverage of both small and large hotels, it addresses each department, including the front office, sales and marketing, housekeeping, maintenance and more! This edition features more on green initiatives and expanded discussion of revenue optimization.

**Prerequisites:** N/A

#### **Fall 2021 Office Hours**

Monday 9:00 - 10:00 a.m.

Tuesday 9:00 - 12:00 p.m.

Wednesday 9:30 - 11:30 a.m.

Thursday 9:30 - 11:30 a.m.

Friday 9:30 - 11:30 a.m.

## COURSE OBJECTIVES:

- Introduction to the Lodging Industry
- The Structure of the Lodging Industry
- Guest Service in the Lodging Industry
- Managing Lodging Operations
- Staffing the Lodging Operation
- The Front Office Department
- The Sales and Marketing Department
- The Housekeeping Department
- The Maintenance Department
- Food and Beverage Operations: Limited-Service Hotels
- Food and Beverage Operations: Full-Service Hotels
- The Accounting Department
- Safety and Security
- Careers in the Lodging Industry
- The Front Office Management Simulation

## Professor Expectations

All students are expected to:

- Read and become familiar with the course syllabus and expectations.
- Keep up with assignments and readings.
- Ask for clarifications about material or course expectations.
- Analyze assigned readings and offer thoughtful interpretations.
- Actively participate in weekly classroom discussions.
- Engage other students by contributing substantive responses to discussions in class on current topics.
- Be respectful of diverse perspectives and refrain from making inappropriate comments in course discussions and personal interactions.

## Intellectual Freedom and Viewpoint Diversity

As your professor, I'm committed to giving you as many opportunities and resources to support your learning as possible. Therefore, you may find it beneficial to record class lectures to review later. Please keep in mind that you do not have your peers' permission to record them, and they have a right to privacy; your peers should not be in your recordings. You may not record class discussions, student presentations, labs, group work, and private conversations. These recordings are permitted for your own personal use; you should contact me to discuss sharing options. Note that while these recordings are useful for review, we want you to attend class for your insights and questions; these recordings are not substitutes for class participation and attendance. Should you have any concerns or questions, please feel free to contact me through Atlas email or Canvas message.

## TEXTBOOK & REQUIRED MATERIALS

Required Text: Foundations of Lodging Management 2/E

isbn# 0132560895, David Hayes, Prentice Hall 2012.

There is no Pearson My Lab with this book, look for the e-book and hard cover.

## COMPUTER/EQUIPMENT REQUIREMENTS

Students are encouraged to download the [Student Canvas App \(https://community.canvaslms.com/docs/DOC-4048\)](https://community.canvaslms.com/docs/DOC-4048) onto their mobile device.

*Note: Students have free access to computers at all Valencia campuses.*

## TECHNOLOGY ACCESS/SKILLS

Students should demonstrate competence in the following areas:

- using a word-processing program (for example, Pages, MS Word, TextEdit) to type, revise, and edit your course assignments

- you will have to create an info graphic for the term project, which can be produced using MS Word, PowerPoint, or any other illustrating software.
- using Canvas to submit assignments and upload file attachments if required.
- navigating the electronic library databases

## INSTITUTIONAL CORE COMPETENCIES

The course seeks to strengthen students' skills applicable to Valencia's Student Core Competencies: **Think, Value, Communicate, and Act.**

**THINK** – Analyze data, ideas, patterns, principles, and perspectives employing facts, formulas and procedures of the discipline.

**VALUE** – Distinguish among personal, ethical, aesthetic, cultural, and scientific values evaluating your own and others values from a global perspective in the process of learning the discipline.

**COMMUNICATE** – Identify your own strengths and need for improvement as a communicator employing methods of communication appropriate to your audience and purposefully evaluate the effectiveness of your own and others communication.

**ACT** – Apply disciplinary knowledge, skills, and values to educational and career goals acting effectively and appropriately in various personal and professional settings responding also to changing circumstances.

## IMPORTANT DATES

**Start Date: August 23rd 2021**

**Drop/Refund Deadline: August 30th 2021.**

**Withdrawal Deadline: Oct. 29th 2021**

**Final Exam Due Date: December 8th 2021**

**End Date: December 12, 2021**

**College Closed:**

**College Calendar:** <http://valenciacollege.edu/calendar> [.\(http://www.valenciacollege.edu/calendar\)](http://www.valenciacollege.edu/calendar)

## COLLEGE POLICIES

### No Show Policy

Class attendance is required for face-to-face classes beginning with the first class meeting. If you do not attend the first class meeting, you may be withdrawn from the class as a "no show." Class attendance is required for online classes; students who are not actively participating in an online class and/or do not submit the required attendance activity or assignment by the scheduled due date must be withdrawn by the instructor at the end of the first week as a "no show". If you are withdrawn as a "no show," you will be financially responsible for the class and a final grade of "WN" will appear on your transcript for the course."

### Withdrawal Policy

Per [Valencia policy](http://catalog.valenciacollege.edu/academicpoliciesprocedures/courseattempts/coursewithdrawal/) [.\(http://catalog.valenciacollege.edu/academicpoliciesprocedures/courseattempts/coursewithdrawal/\)](http://catalog.valenciacollege.edu/academicpoliciesprocedures/courseattempts/coursewithdrawal/) a student who withdraws from class before the established deadline for a particular term will receive a grade of "W". A student is not permitted to withdraw after the withdrawal deadline.

A faculty member **will** withdraw a student up to the withdrawal deadline for violation of the class attendance policy. A student who is withdrawn by faculty for violation of the class attendance policy will receive a grade of "W". After the withdrawal deadline, faculty will not withdraw a student and the student will receive the grade earned at the end of the course. Any student who withdraws or is withdrawn from a class during a third or subsequent attempt in the same course will be assigned a grade of "F." If you do not intend to complete the course, you must withdraw yourself prior to the withdrawal date.

### College Student Conduct Policy

Valencia is dedicated not only to the advancement of knowledge and learning but also to the development of responsible personal and social conduct. As a registered student, you assume the responsibility for conducting yourself in a manner that contributes positively to Valencia's learning community and that does not impair, interfere with, or obstruct the orderly conduct, processes, and functions of the college as described in the [Student Code of Conduct](https://valenciacollege.edu/about/general-counsel/policy/documents/Volume8/8-03-Student-Code-of-Conduct.pdf) [.\(https://valenciacollege.edu/about/general-counsel/policy/documents/Volume8/8-03-Student-Code-of-Conduct.pdf\)](https://valenciacollege.edu/about/general-counsel/policy/documents/Volume8/8-03-Student-Code-of-Conduct.pdf).

### Academic Honesty

All forms of academic dishonesty are prohibited at Valencia College. [Academic dishonesty](https://valenciacollege.edu/about/general-counsel/policy/documents/Volume8/8-11-Academic-Dishonesty.pdf) [.\(https://valenciacollege.edu/about/general-counsel/policy/documents/Volume8/8-11-Academic-Dishonesty.pdf\)](https://valenciacollege.edu/about/general-counsel/policy/documents/Volume8/8-11-Academic-Dishonesty.pdf) includes, but is not limited to, acts or attempted acts of plagiarism, cheating, furnishing

false information, forgery, alteration or misuse of documents, misconduct during a testing situation, facilitating academic dishonesty, and misuse of identification with intent to defraud or deceive.

All work submitted by students is expected to be the result of the students' individual thoughts, research, and self-expression. Whenever a student uses ideas, wording, or organization from another source, the source shall be appropriately acknowledged. If a student is caught submitting plagiarized work a first offense will result in a zero score on the assignment, a second offense will result a class grade of F.

### Students with Disabilities

Valencia is committed to ensuring that all of its programs and services are accessible to students with disabilities. [The Office for Students with Disabilities \(OSD\)](http://valenciacollege.edu/osd/) (<http://valenciacollege.edu/osd/>) determines reasonable and appropriate accommodations for qualified students with documented disabilities based upon the need and impact of the specific disability.

Any student requiring course accommodations due to physical, emotional or learning disability must contact the instructor and provide a *Notification to Instructor* form by the end of the second week of class. To obtain a letter of accommodation, contact OSD at 407-582-2229.

### Baycare Student Assistance Services

Valencia College strives to ensure all our students have a rewarding and successful college experience. To that purpose, Valencia students can get immediate help with issues dealing with stress, anxiety, depression, adjustment difficulties, substance abuse, time management as well as relationship problems dealing with school, home or work. [BayCare Behavioral Health Student Assistance Program \(SAP\)](http://catalog.valenciacollege.edu/student-services/baycare-student-assistance-services/) (<http://catalog.valenciacollege.edu/student-services/baycare-student-assistance-services/>) services are free to all Valencia students and available 24 hours a day by calling (800) 878-5470. If needed, the counselor may refer the student to appropriate resources or to speak face-to-face with a licensed counselor.

### Learning Support Centers

Each Valencia campus has a Learning Center that provides resources such as tutoring, writing consultations, and skillshops to students. To locate available resources for the campus closest to you, view the [Learning Support](http://valenciacollege.edu/learning-support/browse-by-campus.cfm) (<http://valenciacollege.edu/learning-support/browse-by-campus.cfm>) website.

### Smarthinking

As a Valencia student, you have free access to an online academic support program that is available 24/7 through your Atlas account. You can get live online tutoring, as well as receive feedback on your essays and research papers, among other support services. For more information, view the [Learning Support](http://valenciacollege.edu/learning-support/browse-by-campus.cfm) (<http://valenciacollege.edu/learning-support/browse-by-campus.cfm>) website.

## COLLEGE LINKS

[College Catalog](http://valenciacollege.edu/catalog/) (<http://valenciacollege.edu/catalog/>).

[Valencia Policy Manual](http://valenciacollege.edu/general-counsel/policy/) (<http://valenciacollege.edu/general-counsel/policy/>).

[Student Handbook](http://valenciacollege.edu/pdf/student-handbook.pdf) (<http://valenciacollege.edu/pdf/student-handbook.pdf>).

[Microsoft Office Instructions for free software](http://valenciacollege.edu/support/howto/documents/Valencia_Office-ProPlus-Instructions.pdf) ([http://valenciacollege.edu/support/howto/documents/Valencia\\_Office-ProPlus-Instructions.pdf](http://valenciacollege.edu/support/howto/documents/Valencia_Office-ProPlus-Instructions.pdf)).

[Course Support](http://valenciacollege.edu/learning-support/) (<http://valenciacollege.edu/learning-support/>): onsite, online tutoring, writing help, etc.

## COURSE POLICIES

### Attendance Policy

Punctual and regular attendance is mandatory in this course. Students are responsible for all material covered in class.

One or two absences will not effect your overall grade in the class, but if you miss three classes you will lose your participation grade in the course.

Valencia's policy is that a student will be present for all class meetings. **For an online course, a student may be withdrawn after 2 absent discussions.** Student with excessive absences, normally viewed as **3 or more absent discussions**, will cause you to automatically be dropped from the class, resulting in a failing grade, regardless of the reason, No Exceptions.

### No-show Withdrawal

Valencia's policy is that any student that does not come to class during the first week will be withdrawn. Since this is an online course, you must complete the first week assignments or you will be withdrawn.

### Late Work/Makeup Policy

- **Make-up Exams:** Make-up exams will be given only for emergency situations provided the instructor is notified in advance. Exams must be taken the day before the next class meeting. Any test missing will have an adverse effect on your grade, and the make up test will not be given unless approved by the Professor at least one week prior to the date of the scheduled test. Notification must be by phone not by e-mail, leave a message if I am

unavailable. Late project and/or assignments will penalized 5 points per day late including weekends. I may extend the dates for the assignments if approved, just notify me prior to the date of the test, if you contact me after the assignment is due you will not be able to take the assignment.

## Classroom Policy

In this course, you will experience a variety of learning activities to help you meet the course learning outcomes. To have the most meaningful learning experience, I believe your experiences matter and it's important to connect what we learn to your "real world." This means that active participation, timely submission of assignments, and ongoing dialogue are necessary for you to be successful.

## Communication Policy

### Expectations of Student

- Students are expected to check their Atlas email and Canvas inbox on a regular basis throughout the week.
- Students can expect to devote 1-3 hours each week to this course.
- Some highlights from these principles are:
  - Create a hospital and accountable community
  - Suspend judgment
  - All voices have value

### Expectations of Instructor

- The Instructor will provide a variety of feedback on submitted assignments in a timely fashion.
- The Instructor will address students following the guidelines as indicated in [Our Practice of Respect and Community Building](http://valenciacollege.edu/PJl/principles.cfm) (<http://valenciacollege.edu/PJl/principles.cfm>).
- The Instructor will notify students of changes to the course work via the Inbox or Announcements tools.

## Contact Your Instructor

You may contact me in various ways during this semester.

- You may contact me through the People Tab in Canvas. I will respond to your messages Monday-Friday, normally within 24-48 hours with the exception of days and times when the college is closed.
- If I do not respond to you in Canvas within 48 hours, or if your issue is time sensitive, you may email me at [jinglis@valenciacollege.edu](mailto:jinglis@valenciacollege.edu) (<mailto:jinglis@valenciacollege.edu>).
- In your messages, please indicate your course number (CRN) so that I may better assist you.
- If you prefer to speak to me directly, my Valencia phone number is (407) 582-1491, and I will be happy to talk to you during my office hours.

## Extra Credit Policy

Extra credit is not offered in this course. Or if it is it will be discussed in class.

## Copyright Policy

To avoid copyright infringement, any materials produced specifically for this class can ONLY be used during this term for this class.

## Third Party Software & FERPA Policy

Valencia College has a firm commitment to protecting the privacy rights of its students.

## Final Exam Policy

You must complete the final exam to pass this course. Failure to attempt the final will result in a failing grade for this course regardless of the total points earned during the semester.

## Grading Scale

A: 900-1000 points

B: 800-899 points

C: 700-799 points

D: 600-699 points

F: Below 590points

## Grading Breakdown

Listed in the course breakdown, with all the dates the modules are due. Total 1000 possible points for the semester.

## **DISCLAIMER STATEMENT**

Changes to the course calendar may be made at the discretion of the professor, and students will be notified of any changes in class and/or via the Canvas Inbox conversations tool.

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