

Course E-Syllabus

1	Course title	Principles of Hotel Management
2	Course number	5302101
3	Credit hours	3 hours
	Contact hours (theory, practical)	3 hours
4	Prerequisites/corequisites	Non
5	Program title	B. A Hotel Management Program
6	Program code	02
7	Awarding institution	University of Jordan
8	School	Faculty of Tourism and Hospitality
9	Department	Hotels managements
10	Level of course	Bachelor
11	Year of study and semester (s)	First Semester 2020\2021
12	Final Qualification	B.A program
13	Other department (s) involved in teaching the course	Non
14	Language of Instruction	English
15	Teaching methodology	<input type="checkbox"/> Blended <input checked="" type="checkbox"/> Online
16	Electronic platform(s)	<input checked="" type="checkbox"/> Moodle <input type="checkbox"/> Microsoft Teams <input type="checkbox"/> Skype <input checked="" type="checkbox"/> Zoom <input type="checkbox"/> Others.....
17	Date of production/revision	

18 Course Coordinator:

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19 Other instructors:

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20 Course Description:

This course introduces the students to the hotel industry and its evolution, the types of hotels and their ranking, the criteria for hotel classification, the organizational structure of hotels, the hotel departments and divisions and their relationships to each other, the concept of hotel chains, and, finally, a study of Arab and International hotel organizations.

21 Course aims and outcomes:

A- Aims:

1. This course aims to provide students with background knowledge on the growth and development of the hotel industry.
2. The course also introduces the students to the central themes of organizations, including organizational structures, communication models and behavior.
3. Students get to know the features of hospitality operations.
4. The different segments and their characteristics,
5. Trends and current concerns regarding the hotel industry.
6. Provide the knowledge about the leadership in the hotel industry.
7. Increase the knowledge about the terminology and vocabulary in the hotel industry.

B- Intended Learning Outcomes (ILOs):

Upon successful completion of this course, students will be able to:

1. To understand the direct and the indirect impacts of the hotel industry
2. To illustrate the relationship between hotels and tourism, with an overview on the different types of hotels
3. To be familiar with the connection between the different departments in the hotel and the concept of the hotel as an industry
4. To help the students in examining various supervisory and management activities focusing on key elements such as productivity, involvement, time management, effective communication and managing change.
5. To offer a solid foundation in understanding the principles and theories of management styles, skills and techniques associated with the hotel industry.
6. To prepare the next generations of hotel leaders to deal with issues facing the hotel industry
7. To learn how to implement decisions, evaluate and propose corrective measures regarding the organizational structure of the hotel

22. Topic Outline and Schedule:

Week	Lecture	Topic	Teaching Methods*/platform	Evaluation Methods**	References	
1	1.1	History of accommodation	lecturing meeting	Homework	TEXT BOO	
	1.2	Early history of accommodation				
	1.3	- By the 15th century - seventeenth and eighteenth centuries				
2	2.1	Main categories of accommodation				ACTIVITY
	2.2	Introduction to Hospitality Industry				
	2.3	Nature of the Hospitality Industry				
3	3.1	Relationship between the Hospitality Industry and Tourism				Presentation
	3.2	Introduction to the Accommodation Sector				
	3.3	Classification of Accommodation Establishment				
4	4.1	Hotels classified				
	4.2	Various types of accommodation				
	4.3	Introduction to the Hotel Operations				
5	5.1	Hotel Ownership				
	5.2	Independently owned and operated				
	5.3	Management contract				
6	6.1	ACTIVITY				
	6.2	The Functions and Departments of a Hotel				
	6.3	<i>Major departments of a five-star hotel</i>				
7	7.1	The duties General Manager				
	7.2	Functions of major hotel departments				
	7.3	Front Office Operations				
8	8.1	Concierge Airport Representative				
	8.2	Front Desk (Reception)				

	8.3	Front Desk (Reception)			
9	9.1	Stages of registration			
	9.2	ACTIVITY			
	9.3	Guest Relations Officer			
10	10.1	Relationship between front office department and other departments in a hotel			
	10.2	Housekeeping Department			
	10.3	Food and Beverage Department			
11	11.1	Sales and Marketing Department			
	11.2	Types of Hotel Guest			
	11.3	-Pleasure travellers			
12	12.1	-Group inclusive tours			
	12.2	The Accommodation Product			
	12.3	Types of room and bed			
13	13.1	Types of room			
	13.2	Housekeeping Department			
	13.3	Duties of Housekeeping Staff			
14	14.1	The relationship between housekeeping department and other departments			
	14.2	Security Procedures			
	14.3	Functions of the food and beverage department within a hotel			
15	15.1	Banqueting and catering (internal and external)			
	15.2	-Room service			
	15.3	<i>Restaurant Structure</i>			

- Teaching methods include: Synchronous lecturing/meeting; Asynchronous lecturing/meeting
- Evaluation methods include: Homework, Quiz, Exam, pre-lab quiz...etc

23 Evaluation Methods:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

Evaluation Activity	Mark	Topic(s)	Period (Week)	Platform
Home work	10%	The Functions and Departments of a Hotel	5	Zoom app + e learning platform
(assignment)	10%	Types of Hotel Guest	10	Zoom app
Midterm exam	30%	1-History of accommodation 2-Main categories of accommodation 3- Nature of the Hospitality Industry 4- Hotel Operations 5-Front Office Operations		+ e learning platform
Final	50%	All subjects	All subjects	A paper exam at the university
Total	100%			

24 Course Requirements (e.g: students should have a computer, internet connection, webcam, account on a specific software/platform...etc):

Students should have a computer, internet connection,

25 Course Policies:

A- Attendance policies:

Students are expected to attend all classes of this course (without exception). A prior approval is required for class absence except for emergencies. However, any student with 7 Classes short attendance will be enforced to withdraw from the course, and the student will receive EW in his/her transcript for this course.

-Absence from lectures shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to an approved by the Dean of the faculty shall not be allowed to take the final examination and shall receive a mark of zero (F) for the course. If the excuse is approved by

the Dean, the student shall be considered to have withdrawn from the course.

“A student who knowingly represents work of others as his/her own, uses or obtains unauthorized assistance in the execution of any academic work, or gives fraudulent assistance to another student is guilty of cheating. Violators will be penalized.”

B- Absences from exams and handing in assignments on time:

-Failure in attending a course exam will result in zero mark unless the student provides an excuse acceptable to the Dean who approves a re-sit exam. Failed courses will normally be assessed in the scheduled semester. It is your responsibility to attend the exam at the correct time and place.

-Exam Attendance/Punctuality:

In the event that a student is up to ten minutes late, he/she will be permitted to attend/sit the exam. However, there will not be any extra time allowances made in favour of this student.

In the event that a student is more than 10 minutes late, he/she will not be permitted to attend/sit the exam.

-Re-sit Exams:

The student will not be allowed to re-sit an exam unless he/she finishes the institute with written evidence as follows:

Sickness by providing a medical report stamped by the Ministry of Health.

Death of a member of his/her family.

Accidents (e.g. car accident).

Natural causes such as heavy storms.

-Assignments & Projects:

Assignments and projects should be handed over to the instructor on the due date. Zero mark will follow late submission of an assignment unless the student has an acceptable reason approved by the instructor.

-Attendance at exams is required for all students.

-Unexcused absence will be reported as a failure (F).

-Make-up exams only will be offered with acceptable excuse.

C- Health and safety procedures:

D- Honesty policy regarding cheating, plagiarism, misbehavior:

Definition of cheating:

Cheating is an attempt to gain marks dishonestly and includes:

-Copying from another student's work.

-Using materials not authorized by the institute.

-Collaborating with another student during a test, without permission.

-Knowingly using, buying, selling, or stealing the contents of a test.

Penalty of Cheating:

The minimum penalty for cheating is an automatic zero for the test or assignment leading to a possible “F” for the subject. The student will be expelled from the examination room so that he/she doesn't disturb other students. The exam invigilator will produce a report on the case. The report will be kept in the student file.

A second offense will result in the immediate suspension of the student for the remainder of the current semester. A copy of the decision will be kept in the student file, while another one will be passed to the Dean.

Procedures that taken against those individuals who commit the cheating and plagiarism, forgery and breach of classroom system, or constitute obstacle the normal functioning of the process of learning and teaching, will be transferred to commissions of inquiry and the denial of the material in some cases

E- Grading policy:

A grade of (D) is the minimum passing grade for this course. Grades of less than D are not acceptable

for credit towards graduation in this course.

-Mid-term exam 30%

-Assignments ,Quizzes ,short exam , industry case , media review 20%

-Final Exam 50%

F- Available university services that support achievement in the course:

26 References:

A- Required book(s), assigned reading and audio-visuals:

Kainthola,.V,..(2009). Principles of Hotel Management,GlobalMedia,Delhi,India

B- Recommended books, materials and media:

27 Additional information:

Name of Course Coordinator: Dr. Omar Jawabreh -Signature: ----- Date: -----

Head of Curriculum Committee/Department: ----- Signature: -----

Head of DepartmentDr. Ahie Al Khalefate Signature: -----

Head of Curriculum Committee/Faculty: ----- Signature: -----

Dean: Dr. Ibrahm Bazazo -Signature: -----