

 FLORIDA ATLANTIC UNIVERSITY	COURSE CHANGE REQUEST Undergraduate Programs		UUPC Approval <u>10/7/24</u> UFS Approval _____ SCNS Submittal _____ Confirmed _____ Banner Posted _____ Catalog _____
	Department Marketing-Hospitality & Tourism Management College Business		
Current Course Prefix and Number HFT 4253		Current Course Title Hotel and Resort Management	
<i>Syllabus must be attached for ANY changes to current course details. See <u>Template</u>. Please consult and list departments that may be affected by the changes; attach documentation.</i>			
Change title to: Hotel Management Change prefix From: _____ To: _____ Change course number From: _____ To: _____ Change credits* From: _____ To: _____ Change grading From: _____ To: _____ Change WAC/Gordon Rule status** Add <input type="checkbox"/> Remove <input type="checkbox"/> Change General Education Requirements*** Add <input type="checkbox"/> Remove <input type="checkbox"/> <small>*See Definition of a Credit Hour. **WAC/Gordon Rule criteria must be indicated in syllabus and approval attached to this form. See <u>WAC Guidelines</u>. ***GE criteria must be indicated in syllabus and approval attached to this form. See <u>Intellectual Foundations Guidelines</u>.</small>		Change description to: Change prerequisites/minimum grades to: Change corequisites to: Change registration controls to: Please list existing and new pre/corequisites, specify AND or OR and include minimum passing grade (default is D-).	
Effective Term/Year for Changes: Spring 2025		Terminate course? Effective Term/Year for Termination:	
Faculty Contact/Email/Phone Soyoun Park/soyounpark@fau.edu/(561)297-4916			
Approved by Department Chair <u>Korey Sorge</u> College Curriculum Chair <u>Julie Angus</u> College Dean <u>MAH</u> UUPC Chair <u>Korey Sorge</u> Undergraduate Studies Dean <u>Dan Meeroff</u> UFS President _____ Provost _____		Date 9/13/2024 <u>9/23/24</u> <u>9-26-24</u> 10/7/24 10/7/24 _____ _____	

Email this form and syllabus to mjennin@fau.edu seven business days before the UUPC meeting.



FLORIDA ATLANTIC UNIVERSITY

HFT 4253-001 11482

Hotel Management

Date: Tuesday 6:30 PM - 9:20 PM

Building: College of Education Bldg Boca **Room: 123**

3 Credit(s) Fall 2025

Instructor Information

Soyoung Park

Email: soyoungpark@fau.edu

Office: FL 314

Office Hours: Monday 9:00 - 11:00 AM or by appointment

Phone: (561) 297-4916

Course Description

Examines the operations of hotels and resorts with students gaining a basic understanding of the various departments within these lodging venues. Students are exposed to key abilities and skill sets necessary to manage such facilities through familiarization with the role of the general manager position. Students also study specific competitive benchmark tools used by general managers (i.e., Smith Travel Accommodations report).

**Physical attendance is NOT required.

Instructional Method

Mixed Online and Classroom

50%-79% of the course is delivered online. (Hybrid)

Required Texts/Materials

*image
not
available*

**Foundations of Lodging Management + Front Office Management
Simulation Access Card**

ISBN: 9780132699907

Authors: David K. Hayes, Jack D. Ninemeier, Allisha A. Miller

Publication Date: 2011-02-28

NOT REQUIRED. The text is OPTIONAL

Foundations of Lodging Management

ISBN: 9780133463859

Publisher: Pearson Lifetime eBooks

Edition: 2nd

Foundations of Lodging Management

ISBN: 9780133004571

Publisher: Pearson Lifetime eBooks

Edition: 2nd

**Pearson eText for Foundations of Lodging Management -- Instant Access Pearson+ Single
Title Subscription, 4-Month Term**

ISBN: 9780137615025

Publisher: Pearson+ Subscriptions

Edition: 2nd

Course Objectives/Student Learning Outcomes

Upon completion of this class, students will be able to:

- Describe the key components of the lodging industry.
- Describe the organization and responsibilities of the various departments within hotels and resorts.
- Explain the importance of inter-departmental relationships to create a consistent and quality guest experience.
- Outline the basic components of a Front Office Information Management System.
- Describe hotels in terms of their ownership, affiliation, and levels of service.

- Identify the tools managers use to sell, track and control reservations for individuals and groups.
- Evaluate a competitive benchmark tool used by hotel management.
- Inspect and analyze key financial variables used to assess a hotel/resort’s performance individually and when compared with its competition.

Faculty Rights and Responsibilities

Florida Atlantic University respects the rights of instructors to teach and students to learn. Maintenance of these rights requires classroom conditions that do not impede their exercise. To ensure these rights, faculty members have the prerogative to:

- Establish and implement academic standards.
- Establish and enforce reasonable behavior standards in each class.
- Recommend disciplinary action for students whose behavior may be judged as disruptive under the Student Code of Conduct [University Regulation 4.007](#).

Disability Policy

In compliance with the Americans with Disabilities Act Amendments Act (ADAAA), students who require reasonable accommodations due to a disability to properly execute coursework must register with Student Accessibility Services (SAS) and follow all SAS procedures. SAS has offices across three of FAU’s campuses – Boca Raton, Davie and Jupiter – however disability services are available for students on all campuses. For more information, please visit the SAS website at www.fau.edu/sas/.

Course Evaluation Method

Chapter Quizzes	10%
In-class/Online Activities	30%
Individual Assignment - STAR Report	30%
Final Exam	30%

There are 15 weekly in-class/online activities, 13 chapter quizzes (3 waived), 1 individual assignment, and 1 final exam. The weight is distributed across assignments and exams to ensure engagement throughout the course.

Please do not feel overwhelmed because of the number of assignments. I create mini assignments so that your grade is not decided on a single assignment. The weekly activities are very simple and often done during class time.

Chapter quizzes are based on lectures, textbook, and PowerPoints. You will have unlimited attempts at the quizzes and only highest scores will be kept.

The instructions for the individual assignment will be shared in a separate module. The assignment will be broken down into smaller parts so that you can receive feedback as you finalize the assignment.

Final exam is based on lecture, PowerPoints, and chapter quizzes. Students are expected to read all materials prior to each exam and/or assignment and be prepared to discuss assigned readings in an active manner during class assignments. Exams will be timed, and no make-up exams will be given unless previously discussed with the instructor.

Code of Academic Integrity

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the university mission to provide a high quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty. For more information, see [University Regulation 4.001](#).

Attendance Policy Statement

Students are expected to attend all their scheduled University classes and to satisfy all academic objectives as outlined by the instructor. The effect of absences upon grades is determined by the instructor, and the University reserves the right to deal at any time with individual cases of non-attendance. Students are responsible for arranging to make up work missed because of legitimate class absence, such as illness, family emergencies, military obligation, court-imposed legal obligations, or participation in University-approved activities. Examples of University-approved reasons for absences include participating on an athletic or scholastic team, musical and theatrical performances, and debate activities. It is the student's responsibility to give the instructor notice prior to any anticipated absences and within a reasonable amount of time after an unanticipated absence, ordinarily by the next scheduled class meeting. Instructors must allow each student who is absent for a University-approved reason the opportunity to make up work missed without any reduction in the student's final course grade as a direct result of such absence.

Religious Accommodation Policy Statement

In accordance with the rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices and beliefs regarding admissions, registration, class attendance, and the scheduling of examinations and work assignments. University Regulation 2.007, Religious Observances, sets forth this policy for FAU and may be accessed on the FAU website at www.fau.edu/regulations.

Any student who feels aggrieved regarding religious accommodations may present a grievance to the executive director of The Office of Civil Rights and Title IX. Any such grievances will follow Florida Atlantic University's established grievance procedure regarding alleged discrimination.

Time Commitment Per Credit Hour

For traditionally delivered courses, not less than one (1) hour of classroom or direct faculty instruction each week for fifteen (15) weeks per Fall or Spring semester, and a minimum of two (2) hours of out-of-class student work for each credit hour. Equivalent time and effort are required for Summer Semesters, which usually have a shortened timeframe. Fully Online courses, hybrid, shortened, intensive format courses, and other non-traditional modes of delivery will demonstrate equivalent time and effort.

Course Grading Scale

Letter Grade	Letter Grade
A	94 - 100%
A-	90 - 93%
B+	87 - 89%
B	83 - 86%
B-	80 - 82%
C+	77 - 79%
C	73 - 76%
C-	70 - 72%
D+	67 - 69%
D	63 - 66%
D-	60 - 62%
F	Below 60

Grade Appeal Process

You may request a review of the final course grade when you believe that one of the following conditions apply:

- There was a computational or recording error in the grading.
- The grading process used non-academic criteria.
- There was a gross violation of the instructor's own grading system.

[University Regulation 4.002](#) of the University Regulations contains information on the grade appeals process

Policy on Make-up Tests, Late work, and Incompletes

NO assignments, projects, or assessments (i.e., midterm or final) may be taken late or turned in late unless previously discussed with the instructor and with approved reasons (i.e., illness, university-approved absences, religious accommodations, extreme emergencies).

Students are expected to attend all of their scheduled University classes and to satisfy all academic objectives as outlined by the instructor. The effect of absences upon grades is determined by the instructor, and the University reserves the right to deal at any time with individual cases of non-attendance.

Students are responsible for arranging to make up work missed because of legitimate class absence, such as illness, family emergencies, military obligation, court-imposed legal obligations or participation in University-approved activities. Examples of University-approved reasons for absences include participating on an athletic or scholastic team, musical and theatrical performances and debate activities. It is the student's responsibility to give the instructor notice prior to any anticipated absences and within a reasonable amount of time after an unanticipated absence, ordinarily by the next scheduled class meeting. Instructors must allow each student who is absent for a University-approved reason the opportunity to make up work missed without any reduction in the student's final course grade as a direct result of such action.

The online exam open hours are communicated to students well in advance of the specific assessment for planning purposes and are open during a sufficient "window of time" in which to begin the assessment. It is fully the student's responsibility to adhere to these scheduled times. If a student misses the open window for taking an assessment, he or she will receive a grade of 0 on that assessment unless he or she has an approved reason (i.e., severe illness with doctor's note, university-approved absence, religious accommodation, extreme emergency, etc.). A student may not take an exam late without a university-approved reason and commensurate documentation and without communicating with the instructor in advance.

Policy on the Recording of Lectures

Students enrolled in this course may record video or audio of class lectures for their own personal educational use. A class lecture is defined as a formal or methodical oral presentation as part of a university course intended to present information or teach students about a particular subject. Recording class activities other than class lectures, including but not limited to student presentations (whether individually or as part of a group), class discussion (except when incidental to and incorporated within a class lecture), labs, clinical presentations such as patient history, academic exercises involving student participation, test or examination administrations, field trips, and private conversations between students in the class or between a student and the lecturer, is prohibited. Recordings may not be used as a substitute for class participation or class attendance and may not be published or shared without the written consent of the faculty member. Failure to adhere to these requirements may constitute a violation of the University's Student Code of Conduct and/or the Code of Academic Integrity.

Artificial Intelligence Preamble

FAU recognizes the value of generative AI in facilitating learning. However, output generated by artificial intelligence (AI), such as written words, computations, code, artwork, images, music, etc., for example, is drawn from previously published materials and is not your own original work.

FAU students are not permitted to use AI for any course work unless explicitly allowed to do so by the instructor of the class for a specific assignment. [\[Policy 12.16 Artificial Intelligence\]](#)

Class policies related to AI use are decided by the individual faculty. Some faculty may permit the use of AI in some assignments but not others, and some faculty may prohibit the use of AI in their course entirely. In the case that an instructor permits the use of AI for some assignments, the assignment instructions will indicate when and how the use of AI is permitted in that specific assignment. It is the student's responsibility to comply with the instructor's expectations for each assignment in each course. When AI is authorized, the student is also responsible and accountable for the content of the work. AI may generate inaccurate, false, or exaggerated information. Users should approach any generated content with skepticism and review any information generated by AI before using generated content as-is.

If you are unclear about whether or not the use of AI is permitted, ask your instructor before starting the assignment.

Failure to comply with the requirements related to the use of AI may constitute a violation of the [Florida Atlantic Code of Academic Integrity, Regulation 4.001](#).

Proper Citation: If the use of AI is permitted for a specific assignment, then use of the AI tool must be properly documented and cited. For more information on how to properly cite the use of AI tools, visit

<https://fau.edu/ai/citation>

Counseling and Psychological Services (CAPS) Center

Life as a university student can be challenging physically, mentally and emotionally. Students who find stress negatively affecting their ability to achieve academic or personal goals may wish to consider utilizing FAU's Counseling and Psychological Services (CAPS) Center. CAPS provides FAU students a range of services – individual therapy, group therapy, and crisis services, to name a few - offered to help improve and maintain emotional well-being. For more information, go to <http://www.fau.edu/counseling/>

Student Support Services and Online Resources

- [Center for Learning and Student Success \(CLASS\)](#)
- [Counseling and Psychological Services \(CAPS\)](#)
- [FAU Libraries](#)
- [Math Learning Center](#)
- [Office of Information Technology Helpdesk](#)
- [Center for Global Engagement](#)
- [Office of Undergraduate Research and Inquiry \(OURI\)](#)
- [Science Learning Center](#)
- [Speaking Center](#)
- [Student Accessibility Services](#)
- [Student Athlete Success Center \(SASC\)](#)
- [Testing and Certification](#)
- [Test Preparation](#)
- [University Academic Advising Services](#)
- [University Center for Excellence in Writing \(UCEW\)](#)
- [Writing Across the Curriculum \(WAC\)](#)

Course Topical Outline

Chapter 1	Introduction to the Lodging Industry	Chapter 8	The Housekeeping Department
Chapter 2	The Structure of the Lodging Industry	Chapter 9	The Maintenance Department
Chapter 3	Guest Service in the Lodging	Chapter	Food Service Operations I

	Industry	10	
Chapter 4	Managing Lodging Operations	Chapter 11	Food Service Operations II
Chapter 5	Staffing the Lodging Operation	Chapter 12	Hotel Accounting
Chapter 6	The Front Office Department	Chapter 13	Safety and Security
Chapter 7	The Sales and Marketing Department	Chapter 14	Careers in the Lodging Industry

September 10th	SONESTA visit - extra credit
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Course Topical Outline

Due	Assignment	Type	Description	Points
8/25	Activity 0	in-class activity		2
8/25	Activity 1	in-class activity		2
8/25	Quiz 1	quiz		1
9/1	Activity 2	in-class activity		2
9/1	Quiz 2	quiz		1
9/8	Activity 3	in-class activity		2
9/8	Quiz 3	quiz		1
9/15	Activity 4	in-class activity		2
9/15	Quiz 4	quiz		1

Due	Assignment	Type	Description	Points
9/22	Activity 5	in-class activity		2
9/22	Quiz 5	quiz		1
9/28	Activity 6	in-class activity		2
9/28	Quiz 6	quiz		1
10/6	Activity 7	in-class activity		2
10/6	Quiz 1	quiz		1
10/13	STAR report	individual assignment		30
10/20	Activity 8	in-class activity		2
10/20	Quiz 8	quiz		1
10/27	Activity 9	in-class activity		2
10/27	Quiz 9	quiz		1
11/3	Activity 10	in-class activity		2
11/3	Quiz 10	quiz		1
11/10	Activity 11	in-class activity		2
11/10	Quiz 11	quiz		1
11/17	Activity 12	in-class activity		2
11/17	Quiz 12	quiz		1

Due	Assignment	Type	Description	Points
11/24	Activity 13	in-class activity		2
12/8	Activity 14	in-class activity		2
12/8	Final Exam	exam		30