



# Business Administration

Course Number:	<b>BUAD 220</b>
Course Title:	<b>HOTEL MANAGEMENT</b>
Credits:	3
Calendar Description:	Formerly HOSP 220 This course presents an overview of the operation and management of a hotel property. Topics include: travel patterns affecting the industry; types of lodgings; functions and practices of the key departments; and management issues specific to hotels including guest safety and security. Current trends in guest services and amenities are examined. The principles of front-desk management are covered including the reservations process, hotel revenue cycle, establishing room rates, preparation of the night audit and the use of technology in Property Management Systems.
Semester and Year:	<b>WINTER 2024</b>
Prerequisite(s):	No
Corequisite(s):	No
Prerequisite to:	No
Final Exam:	Yes
Hours per week:	3
Graduation Requirement:	BBA, Tourism & Hospitality Management Specialty – Required Diploma, Tourism & Hospitality Management Option – Required
Substitutable Courses:	No
Transfer Credit:	
Special Notes:	Students with credit for HOSP 220 cannot take BUAD 220 for further credit.
Originally Developed:	September 2008
EDCO Approval:	
Chair's Approval:	

**Professors**

Name	Phone number	Office	Email
Course Captain Craig Norris -Jones	<b>604-838-4059</b>	<b>N/A</b>	<b>cnorrisjones@okanagan.bc.ca</b>

**Learning Outcomes**

<p>Upon completion of this course students will be able to</p> <ul style="list-style-type: none"> <li>x describe the hotel industry from the perspective of the Hotel General Manager.</li> <li>x identify travel patterns affecting the industry.</li> <li>x describe the different types and characteristics of lodging operations.</li> <li>x identify the major functions and practices of the key departments.</li> <li>x identify issues specific to guest safety and security.</li> <li>x identify current trends in guest services and development of lodging amenities.</li> <li>x describe the key function of the front office.</li> </ul>
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**Course Objectives**

<p>This course will cover the following content: See Course Schedule</p>
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**Evaluation Procedure**

Current Affairs and Discussion/Presentation	15%
Research Report/PPT	35%
Project Outline/Sources (5%)	
Presentation (25%)	
Report (5%)	
Mid-term Exam	20%
Final Exam	30%
Total	100%



**Course Schedule**

Date	Topic	Textbook
2024 Week of	Monday January 8th, First day of class Monday February 19 <sup>th</sup>	

## **SKILLS ACROSS THE BUSINESS CURRICULUM**

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The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.

## **STUDENT CONDUCT AND ACADEMIC HONESTY**

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### **What is the Disruption of Instructional Activities?**

At Okanagan College (OC), disruption of instructional activities includes student “conduct which interferes with examinations, lectures, seminars, tutorials, group meetings, other related activities, and with students using the study facilities of OC”, as well as conduct that leads to property damage, assault, discrimination, harassment and fraud. Penalties for disruption of instructional activities include a range of sanctions from a warning and/or a failing grade on an assignment, examination or course to suspension from OC.

### **What is Cheating?**

“Cheating includes but is not limited to dishonest or attempted dishonest conduct during tests or examinations in which the use is made of books, notes, diagrams or other aids excluding those authorized by the examiner. It includes communicating with others for the purpose of obtaining information, copying from the work of others and purposely exposing or conveying information to other students who are taking the test or examination.”

Students must submit independently written work. Students may not write joint or collaborative assignments with other students unless the instructor approves it in advance as a group/team project. Students who share their work with other students are equally involved in cheating.

### **What is Plagiarism?**

Plagiarism is defined as “the presentation of another person’s work or ideas without proper or complete acknowledgement.” It is the serious academic offence of reproducing someone else’s work, including words, ideas and media, without permission for course credit towards a certificate, diploma, degree and/or professional designation. The defining characteristic is that the work is not yours.

“Intentional plagiarism is the deliberate presentation of another’s work or ideas as one’s own.” Intentional plagiarism can be a copy of material from a journal article, a book chapter, data from the Internet, another student, work submitted for credit in