# PURDUE UNIVERSITY
REQUEST FOR ADDITION, EXPIRATION, OR REVISION OF AN UNDERGRADUATE COURSE (10000-40000 LEVEL)

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>Consumer &amp; Family Sciences</th>
<th>EFFECTIVE SESSION</th>
<th>Fall 2009</th>
</tr>
</thead>
</table>

**INSTRUCTIONS:** Please check the items below which describe the purpose of this request.

- [ ] New course with supporting documents
- [ ] Add existing course offered at another campus
- [ ] Expiration of a course
- [ ] Change in course number
- [ ] Change in course title
- [ ] Change in course credit/type
- [ ] Changes in course attributes (department head signature only)
- [ ] Change in instructional hours
- [ ] Change in course description
- [ ] Change in course requisites
- [ ] Change in semesters offered (department head signature only)
- [ ] Transfer from one department to another

**PROPOSED:**

<table>
<thead>
<tr>
<th>Subject Abbreviation</th>
<th>HTM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Number</td>
<td>181</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Long Title</th>
<th>Lodging Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Short Title</td>
<td>Lodging Mgmt</td>
</tr>
</tbody>
</table>

**EXISTING:**

<table>
<thead>
<tr>
<th>Subject Abbreviation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Number</td>
<td></td>
</tr>
</tbody>
</table>

**TERMS OFFERED**

- Check All That Apply:
  - [ ] Summer
  - [ ] Fall
  - [ ] Spring

**CAMPUS(ES) INVOLVED**

- Calumet
- Purdue
- W. Lafayette
- Tech Stateswide
- N. Central

**CREDIT TYPE**

1. Fixed Credit: Cr. Hrs.
   - 3

2. Variable Credit Range:
   - Minimum Cr. Hrs.
   - Maximum Cr. Hrs.
   - (Check One)
   - Cr

3. Equivalency Credit: Yes

**COURSE ATTRIBUTES:**

- 1. Pass/Not Pass Only
- 2. Satisfactory/Unsatisfactory Only
- 3. Repeatable
- 4. Credit by Examination
- 5. Special Fees
- 6. Registration Approval Type
- 7. Variable Title
- 8. Honors
- 9. Full Time Privilege
- 10. Off Campus Experience

**COURSE DESCRIPTION (INCLUDE REQUIREMENTS/RESTRICTIONS):**

Add Prerequisite: HTM 141

**Cross-Listed Courses**

**OFFICE OF THE REGISTRAR**

Calumet Department Head: 
Date: 
Calumet School Dean: 
Date: 

Fort Wayne Department Head: 
Date: 
Fort Wayne School Dean: 
Date: 

Indianapolis Department Head: 
Date: 
Indianapolis School Dean: 
Date: 

North Central Department Head: 
Date: 
North Central Chancellor: 
Date: 

West Lafayette Department Head: 
Date: 
West Lafayette College/School Dean: 
Date: 

West Lafayette Registrar: 
Date: 

Flora Y. Webb's: 
Date: 12-2-08
IPFW Fall 2007
HTM 181 – Lodging Management

Instructor: Patrick L McCormick
HTM Office: 260-481-6562
Cell Phone: 260-615-2020
Email: mccormip@ipfw.edu

Class Day: Tuesdays
Class Time: 1:30 – 4:00
Classroom: CM 134
Credit Hours: 3


Course Overview: Concepts of organization, communication, ethics, and policy formulation in hotels, with emphasis on the front office. Introducing the basic techniques and trends in systems and equipment available to meet the needs of the management and the guest.

Course Objectives:

- To give students a summary of the lodging industry from ancient times to the present
- To obtain a broad understanding of the many segments of the lodging industry by identifying types of hotels, ownership categories and proper terminology
- To increase in knowledge and depth the operational aspects of lodging properties by understanding the organizational structures of different size and type hotels
- To increase the knowledge and understanding of departmental relationships and interrelationships
- To develop the human side lodging administration
- To formulate, apply and assess front office procedures in a variety of different type of operations;
- To explore apply and assess technological advances and their application
- To explore and understand related industries with an emphasis on "Tourism"

Course Evaluation:

<table>
<thead>
<tr>
<th>Course</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam #1</td>
<td>100</td>
</tr>
<tr>
<td>Exam #2</td>
<td>100</td>
</tr>
<tr>
<td>Exam #3</td>
<td>100</td>
</tr>
<tr>
<td>Case Studies</td>
<td>50</td>
</tr>
<tr>
<td>Paper</td>
<td>50</td>
</tr>
<tr>
<td>Total Available</td>
<td>400</td>
</tr>
</tbody>
</table>

Course Grading:

- A = 90% - 100% or 360 – 400 points
- B = 80% - 89% or 320 – 359 points
- C = 70% - 79% or 280 – 319 points
- D = 60% - 69% or 240 – 279 points
- F = 0% - 59% or 0 - 239 points

Course Policies:
1. There will be no extra credit assignments in this class.
2. Reading the text is the responsibility of the student.
3. Information presented in class will be considered part of the class for testing purposes.
4. The schedule of this class is subject to change at the instructor’s discretion.
5. Attendance at all course sessions for the full lecture is expected. 4 or more absences during the semester will result in your final course grade being lowered by one letter grade ("A" to "B").
6. Cell phones and pagers should be turned off prior to class or placed on silent or vibrate mode so that they do not interrupt class time.
7. Being on time is important to the entire class so that you will not be disruptive to other students. If you do need to be late, please quietly enter the classroom and take the first available seat.
8. Small talk and conversations with other students during lecture is not permitted. It is disruptive to both the instructor and other students. Please converse with other students before and after class but not during.

Exam Policies:

1. Only one make-up exam is permitted during the course of the semester.
2. In order to make-up an exam, you must make contact with your instructor prior to the time the exam is to be given (email, voicemail, etc.)
3. Exams must be made up within one week of the original exam date or other arrangements must be made within that one-week time frame.
4. Exams must be completed in the allotted time. Be on time to class so that you can take advantage of the full time allotment. If you are going to be late, you should make other arrangements so that you can have the full time to complete the exam.

Assignment Policy:

1. Late assignments must be received within one week of the due date and will be lowered by one letter grade ("A" to "B") unless otherwise noted on the assignment
2. Assignments received over one week late will receive a score of "0"
3. Assignments will be graded according to the standards set by the instructor at the time the assignment is given.

Academic Honesty:

Professional, mature conduct is expected of all students. Any form of academic dishonesty is in direct conflict with professionalism and will result in a "F" grade for the course and dismissal from the program. Please see the IPFW student handbook for the university policy regarding academic dishonesty. Our program chooses the most stringent course of action regarding dishonesty = dismissal form the program. NO exceptions. The hospitality profession follows strict codes of ethics and morals.

Disabilities Statement:

Services for Students with Disabilities offers assistance for students with special needs and is located in Walb Union 113. Phone: 491-6657 (has voice mail and TDD). Please be certain that you are fully registered with this office and notify your instructor during the first week of class.

Course Schedule
<table>
<thead>
<tr>
<th>Date</th>
<th>Reading</th>
<th>Lecture</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 21</td>
<td>1</td>
<td>Introduction to the course</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Lodging industry overview</td>
<td></td>
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<tr>
<td>August 28</td>
<td>2</td>
<td>Hotel Organization</td>
<td>Case #1</td>
</tr>
<tr>
<td>September 4</td>
<td>3</td>
<td>Front Office Operations</td>
<td></td>
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<tr>
<td>September 11</td>
<td>4</td>
<td>Reservations</td>
<td>Case #2</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>Registration</td>
<td></td>
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<tr>
<td>September 18</td>
<td>8</td>
<td>Front Office Accounting</td>
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<td></td>
<td>9</td>
<td>Check Out and Account Settlement</td>
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<td>11</td>
<td>The Front Office Audit</td>
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<tr>
<td>September 25</td>
<td>7</td>
<td>Security and Lodging</td>
<td>EXAM #1</td>
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<tr>
<td></td>
<td>10</td>
<td>Role of Housekeeping</td>
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<tr>
<td>October 2</td>
<td></td>
<td>Leadership vs. Management</td>
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<tr>
<td></td>
<td></td>
<td>Styles of Leadership</td>
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<tr>
<td>October 9</td>
<td></td>
<td><strong>NO CLASS – FALL BREAK</strong></td>
<td></td>
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<tr>
<td>October 16</td>
<td></td>
<td>Employee motivation</td>
<td>Case #3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Influence process</td>
<td></td>
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<tr>
<td>October 23</td>
<td>6</td>
<td>Guest Services</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Creating a culture of service</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Defining service from the guest’s perception</td>
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<tr>
<td>October 30</td>
<td></td>
<td>Introduction to quality</td>
<td>Case #4</td>
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<tr>
<td></td>
<td></td>
<td>Implementation of quality systems</td>
<td></td>
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<tr>
<td>November 6</td>
<td>12</td>
<td>Planning and evaluating operations</td>
<td>EXAM #2</td>
</tr>
<tr>
<td>November 13</td>
<td>12</td>
<td>Forecasting sales</td>
<td>Paper Due</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Inventory control and ordering</td>
<td></td>
</tr>
<tr>
<td>November 20</td>
<td>13</td>
<td>Revenue Management</td>
<td></td>
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<td></td>
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<td>Occupancy vs ADR</td>
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<tr>
<td>November 27</td>
<td></td>
<td>Financial Statement Analysis</td>
<td>Case #5</td>
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<tr>
<td></td>
<td></td>
<td>Increasing profit margins</td>
<td></td>
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<tr>
<td>December 4</td>
<td>14</td>
<td>Managing Human Resources</td>
<td></td>
</tr>
<tr>
<td>December 13</td>
<td></td>
<td>Final Exam 1:00 – 3:00</td>
<td>EXAM #3</td>
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</tbody>
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