**HTM 18100: Lodging Management**

**Course Description**

Organization, management and operating procedures of lodging facilities. Guest-employee interactions will be analyzed along with current trends and cutting edge topics in the lodging industry. A history of the lodging industry will be discussed.

**Pre-requisite**

Hospitality and Tourism Management majors only.

**Course Objectives**

At the completion of the course the student will be able to:

- Summarize the history of the lodging industry from ancient times to the present.
- List and describe the many segments of the lodging industry by identifying types of hotels, ownership categories and proper terminology.
- Describe the organizational structures of different size and type of lodging properties.
- Describe the relationships between the various departments in the hotel and explain how the human side lodging administration impacts the success of the lodging organization.
- Formulate, apply and assess front office procedures in a variety of different type of lodging operations.
- Identify and explain technological advances and assess the application of technology in the lodging industry.
- Describe and explain the management philosophy necessary to maintain honesty and integrity in the operation of the hotel’s front office and other departments in the hotel.
- Identify and describe related industries with an emphasis on Tourism.