

# 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.