

**GUAM COMMUNITY COLLEGE/GEORGE WASHINGTON HIGH SCHOOL  
LODGING MANAGEMENT PROGRAM II  
SYLLABUS – CTTT064  
SY 2015-2016**

**INSTRUCTOR:** ERIC JI  
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**COURSE DESCRIPTION:**

This course is part of the Hospitality and Tourism Management Program, designed by the American Hotel & Lodging Educational Institute. It provides students with a broad-based learning on the tasks, knowledge and skills required to build a career in the hospitality and tourism industry. This course introduces students to operational-level employee positions and responsibilities in hotels and restaurants.

**COURSE REQUIREMENT:** Successful completion of CTTT054 (LMP I)

**STUDENT LEARNING OUTCOMES:**

Upon successful completion of this course, students will be able to:

1. Perform basic skills in hotel operations to include front office, housekeeping, sales & marketing and food & beverage service.
2. Identify the components used in above-and-beyond guest service.
3. Explain the steps required during the job hunt and interview process.

**EVALUATION CRITERIA:**

**GRADING SCALE:**

Projects	25%	A = 90% - 100%
Exams	25%	B = 80% - 89%
Quizzes	25%	C = 70% - 79%
Assignments/Participation	<u>25%</u>	D = 60% - 69%
Total	<u>100%</u>	F = 59% and below

Student's grade will be a sum of total points earned from class assignments, projects, exams, tests, and participation. Students will have the opportunity to do Service-Learning projects and participate in various volunteer activities to enhance their learning.

**MAKE-UP WORK:**

Only when accompanied with an excused slip may a student be allowed to make up any missed assignments or tests. It is the responsibility of the student to make arrangements with the instructor for all make-up work.

**CLASSROOM RULES:**

- a) Students are expected to either text, call or email instructor on the same day if they will be absent from class.

- b) Gum chewing will not be allowed in the classroom.
- c) Sleeping during class will not be tolerated.
- d) Electronic equipment (cell phone; iPad, etc.) is not allowed to be use during class.
- e) Display your *hospitality* attitude; respect each other.
- f) Please use the restroom prior to or after class.

**ACADEMIC HONESTY:**

Cheating is not tolerated in this class. Anyone caught cheating will automatically receive a zero for his/her assignment or test and parents will be notified. Plagiarism is also a form of cheating and will not be tolerated.

**COMPUTER USAGE/INTERNET POLICY:**

Students are provided with technology in the classroom with unlimited access to educational and informative resources for their classroom assignments and projects. Computer and Internet use is limited to tourism related assignments and projects only. Students will create and maintain their Weebly websites as their electronic portfolios.

**TEXT:** *Hospitality & Tourism Management Program, Year 1*

American Hotel and Lodging Educational Institute.

**SUPPLIES REQUIRED:**

Black/blue ink pen	Pencil and eraser	Brief cover	Sheet protectors
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**PROFESSIONAL UNIFORM:**

All students are required to have a set professional uniform to wear for fieldtrips, presentations, class projects, retreats, and award ceremonies. The set required professional uniform is as follows:

**Females:** GWHS uniform.

**Males:** GWHS uniform.

**Jewelry**

**Females:** Only one (1) earring per ear lobe and one (1) ring per hand. Avoid dangling bracelets and rubber/cloth wristbands.

**Males:** Earrings are not allowed. Avoid dangling bracelets, and rubber/cloth wristbands.

**All:** No nose, brow, lip, tongue, or any other facial rings are allowed. Limit necklaces to one only. Fingernails must not be polished, but must be cut short.

**Hair**

**Females:** Long hair must be tied back and hair should not block the face.

**Males:** Hair must be neatly combed and long hair must be tied back.

\* Approved inside shirt colors: White, gray, tan, brown, and black

\*\* Failure to adhere to the dress code will result in loss of points for Professional Dress.

\*\*\* Failure to adhere to the dress code will also result in a “U” for Citizenship grade and will be placed on the Academy’s Behavior Probation.

**HEALTH CERTIFICATE:**

You are expected to maintain currency with your DPHSS health certificate. If you do not have a health certificate, you must attend the training/test when it is offered in class.

**EMERGENCY POLICY:**

Please follow the GCC emergency procedure. In the event of an evacuation, please move to the designated assembly location.

**STUDENTS WITH SPECIAL NEEDS:**

Students with disabilities seeking academic accommodations may request from GWHS counseling office, in accordance with the Americans with Disabilities Act (ADA) and the Rehabilitation Act, Section 504.

**Workkeys:** Students are expected to complete required hours in Workkeys in preparation for the National Career Readiness Certificate exam.

## HTMP CALENDAR OF SCHEDULED LEARNING ACTIVITES

Week Number	Lessons
1	Introduction to Hospitality and Tourism
2	Hospitality and Tourism overview
3	Careers in Hospitality
4	Resume & Portfolio
5	Hospitality Soft Skills
6	Guest Cycle
7	Stages of the Guest Cycle
8	Guest Experience Cycle
9	Financial Processes and the Guest Cycle
10	Communication
11	Hospitality Careers
12	Operational Areas
13	Front Office Operations
14	Performance standards, room rates
15	Executive Housekeeping Operations
16	Guestroom cleaning basics
17	Housekeeping positions
18	Bed making skills
19	Facilities Management
20	Preventive, Routine & Emergency Maintenance
21	Food & Beverage Services
22	F&B Guest Cycle
23	Food Safety and Sanitation
24	Resort Operations
25	Operational Finance
26	Revenue and Cost Centers
27	Night Audit
28	Sales & Marketing
29	Marketing overview
30	4 Ps of Marketing, Segmentation
31	Sales overview
32	Structure of Sales Departments
33	Safety & Security overview
34	Operational Safety overview
35	OSHA, Hazardous Materials Communication, Fire safety
36	Security Overview
37	Guest Room Security, key control, Emergencies
38	Review, Catch up/make up opportunities
39	Final exam

**Hospitality:** “Welcoming and entertaining guests and strangers with warmth and generosity.

**Reflections:**

Format for all reflections must include these three paragraphs.

"What? - Describe what service you provided. What was the need? What was the event about?"

"So what? - Describe the outcome or results of your service. How did you feel about your service?"

"Now what? - Describe the changes or improvements you would make if you do this again"

**Expectations when there is a guest speaker:**

1. Always have a pen and paper to take notes.
2. Student name cards displayed.
3. Be respectful, pay attention, and ask questions.
4. After guest speaker departs, write a "thank you" note highlighting what you learned (email or paper).
5. In your Weebly reflection page, write two paragraphs about what you learned, like, dislike, and anything that stood out. Please include a photo. (Don't forget to publish).

**Maintain a Career Portfolio:**

Keep a clean and neat binder for your career portfolio. It should contain the following:

1. Updated resume
2. List your short and long-term goals (must be Specific, Measurable, Attainable, Realistic and Time sensitive), SWOT, and your passion
3. Your personal philosophy statement
4. At least FIVE samples of your achievements, activities, learning, sports, community service, service learning, work experience, honors (can be in the form of certificates, **color** photos with captions explaining the significance, essays, or posters).

There must be no grammatical or spelling errors.

Ask yourself if you are proud of what you put in your portfolio? Will the employer be impressed?

**Classroom Cleaning:** We take pride in caring for our classroom.

You will be put in teams. Daily, one team will be responsible to wipe tables, sweep the classroom, and at the end of the day, empty trashcan. Weekly, floor must be mopped.

**Computer Use Disclaimer**

The Guam Community College provides students with access to various technological tools to help them successfully achieve their educational goals. Although the college takes steps to ensure these tools are accessible and operational, it is the student's responsibility to safeguard and back-up working files at all times.

**Accommodative Services**

The Office of Accommodative Services provides assistance to individuals with disabilities seeking educational opportunities with Guam Community College. GCC in

compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA), encourages students with a documented disability, and who wish to receive instructional accommodations, to meet with the Office of Accommodative Services to secure accommodations. Our office is committed to ensuring that students with disabilities are afforded an equal opportunity to access the educational programs and services that GCC has to offer, and to providing reasonable accommodations, adequate to the needs of an individual's disability within a classroom setting, while maintaining the level of academic standards required in all courses and programs at Guam Community College. The office is located in the Student Services and Administration Building, Room 2139. The office telephone number is (671) 735-5597 and email is [john.payne2@guamcc.edu](mailto:john.payne2@guamcc.edu).

### **FERPA Statement**

Under the Family Educational Rights and Privacy Act (FERPA), your educational records are confidential and protected. Under most circumstances, your records will not be released without your written consent. However, some directory information may be released to third parties without your prior consent unless a written request to restrict this is on file. You can learn more about student rights to privacy at the GCC online college catalog in Appendix I (<http://catalog.guamcc.edu>), by visiting the U.S. Department of Education website (<http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>), or accessing the FERPA Group on MyGCC which is open to all users. If you still have concerns, please email the Registrar's Office at [gcc.registrar@guamcc.edu](mailto:gcc.registrar@guamcc.edu).

### **Academic Integrity**

Academic integrity is fundamental to learning and is consistent with the Institutional Learning Outcomes (ILOs) espoused at Guam Community College. The concept of academic integrity lies at the very heart of any college, and learning and scholarship cannot thrive without this fundamental value. Therefore, academic dishonesty cannot be tolerated. Students who commit such acts expose themselves to sanctions as severe and expulsion from the College.

Academic dishonesty can take different forms, including, but not limited to cheating, plagiarism, and technology misuse and abuse. In any situation in which student are unsure of what constitutes academic dishonesty, it is the student's responsibility to raise the question with the instructor. It is also the student's responsibility to be familiar with the student guidelines on academic integrity. Additional information and definitions may be found on pages 12 and 13 of the Student Handbook.