

# Minnesota State College Southeast

## HSPM 2100: Hotel and Lodging Operations

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Lodging industry business structures are as diverse as lodging customers. The dynamics of each business model, combined with stakeholder group relationships, provide a rich body of study in this course. Guest experience is at the core of success. That success is measured in a variety of ways, yet the impact is the same. That is, staff members in all departments make up the team that delivers the experience of each guest. Real world observation and reflection are important elements of this course. (Prerequisite: none) (3 credits: 3 lecture/0 lab)

**B. COURSE EFFECTIVE DATES:** 04/02/2018 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

1. Identify department functions and responsibilities
2. Lodging business models
3. Real-world observation and reflection
4. Stakeholder group relationships: management, franchises, ownership
5. Success measurement methodologies, resulting actions, and impacts

### D. LEARNING OUTCOMES (General)

1. Discover how guests, management, and owners measure success
2. Distinguish full-service vs. limited-service properties
3. Examine the relationship between service, lodging management, and lodging ownership
4. Identify a variety of hospitality business structures and the dynamics of each
5. Identify the integration of operational segments required for success
6. Job-shadow at least five departments of a full- or limited-service property

### E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

### G. SPECIAL INFORMATION

None noted