



## HOSP-110 – Rooms Division Management I

### Business

**Effective Term & Year:** Fall 2022  
**Course Outline Review Date:** 2026-04-01

**Program Area:** Tourism, Recreation, & Hospitality

#### Description:

This course is an introduction to the accommodation industry within the tourism sector, with specific reference to the Rooms Division Department. The course will familiarize the student with different accommodation types and styles, including branding and quality rating systems. Further exploration focuses on the variety of functional departments in accommodation operations and their interrelationship, including an in-depth study of the Front Office department and their role in the overall guest experience and operational effectiveness.

#### Program Information:

This course is required for the completion of the Hospitality Management Diploma.

**Delivery Methods:** On-campus (Face-to-Face)

**Credit Type:** College of the Rockies Credits

**Credits:** 3

#### Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	45
Seminar/Tutorials	
Laboratory/Studio	15
Practicum/Field Experience	
Co-op/Work Experience	

Other

Total	60
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### Course Requisites:

- Complete all of the following
  - Completed at least 1 of the following:
    - ENFP 12 – English First Peoples 12
    - ENST 12 – English Studies 12
    - ENGL090 – English – Provincial Level
  - First Aid Level 1 certificate and SuperHost certificate may be taken concurrently.

### Flexible Assessment: Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

### Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

### Textbook Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Vallen, G. K., Vallen, J. J., (2018). *Check-in check-out: Managing hotel operations*. 10th edition. Pearson.

Please see the instructor's syllabus or check COTR's online text calculator <https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

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## Learning Outcomes:

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

- Explore the different accommodation operations and describe how their focus fluctuate according to guest segmentation.
- Investigate the service levels that differentiate types of accommodation operations and compare these to each other.
- Identify and describe the organizational structures and relationships between functional departments of the accommodation sector.
- Describe the Front Office department and their operational procedures throughout the guest cycle.
- Identify the skills and abilities required by Front Office employees and explain their contribution to departmental effectiveness.
- Discuss upselling techniques, including applying these changes to guest accommodation status.
- Examine current guest service trends and identify at least 6 trends that would contribute to regional market competitiveness
- Demonstrate the accurate use of a Property Management System (PMS) by processing guest reservations, special guest requests and account management.
- Perform basic Front Office accounting processes and controls in preparation for the night audit.

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## Course Topics:

- Introduction to the Accommodation Industry
  - Historic perspective
  - Identify the scope of the Accommodation Industry
  - Quality rating systems
  - Current trends in the industry
  - Guest segmentation
- Customer service
  - Unique services offered
  - Amenities' influence on guest satisfaction
  - Current trends in guest relations
  - The guest cycle from reservation to guest history
  - Front office selling skills (including upselling and upgrading of guests)
- Organizational structures
  - Operating structures in the accommodation industry
  - Front of house departments
  - Back of house departments

- Managing Interrelationship between departments
- Front Office department
  - Functional roles and responsibilities
  - Employees requirements (knowledge, skills & abilities)
  - Operational procedures
  - Guest satisfaction and loyalty
- Influence of technology
  - Current trends in guest services
  - Property Management System (PMS)
  - Guest reservations and folio management
- Basic Front Office accounting processes
  - Yield management principles
  - Account processing
  - Preparation for the night audit

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

## Evaluation and Assessments

### Assessment Type: On-Campus (face-to-face)

Assessment Type	% of Total Grade
Class discussion and participation	10%
Front Office Operations assignment	10%
Front Office Skills assignment	15%
Property Management Systems assignment	15%
Midterm Exam	25%
Final Exam	25%
<b>Total</b>	<b>100%</b>

### Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	<50

**Pass requirements:** None

**Evaluation Notes:** A minimum grade of C (60%) is required for credit towards a diploma in Hospitality Management.

### Exam Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may

approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

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### **Academic Policies:**

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities
  - Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
  - Policy 2.5.8 Academic Performance
  - Policy 2.5.3 Grade Appeal
  - Policy 2.4.9 Student Concerns Re Faculty
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### **Course Changes:**

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.