Syrian Arab Republic		الجمهورية العربية السورية
Ministry of Higher Education and Scientific Research	SVU الجامعــة الافتراضيــة السوريــة SYRIAN VIRTUAL UNIVERSITY	وزارة التعليـم العالــــي والبحث العلمي
Syrian Virtual University		الجامعة الافتراضية السورية

Course Description: Introduction to Hotel Management

1- Basic Information:

Course Name	Introduction to Hotel Management
Course ID	TGT406
Contact Hours (Registered Sessions)	24
Contact Hours (Synchronized Sessions)	18
Mid Term Exam	-
Exam	75min
Registered Sessions Work Load	48
Synchronized Session Work Load	18
Credit Hours	5
Course Level	4

2- Pre-Requisites:

Course	**ID**
Introduction to Tourism	TGT401

3- Course General Objectives:

The course aims to shed light on the hotel industry, in its concept, types and degrees, and gives a historical overview of the development of this industry and reviews the hotel departments in a fast and comprehensive manner, starting from the income-generating sections in hotels represented by the rooms section that includes the front offices and the House Keeping department, down to the food and beverage service section represented by various types of restaurants, kitchens, bars and servicing section, the course provides an explanation of the departments supporting the hotel work, namely the human resources, the finance and accounts, purchasing and storage operations, the course provides a presentation on the marketing and sales department and the occupational security and safety department ending in the maintenance and engineering, after getting

acquainted with all Hotel departments The course provides a presentation on the work of public administration in hotels, the tasks of managers and management reports, and provides the student an overview of the processes of establishing and equipping hotels before opening, the tasks of the employees of that period, and in conclusion the course reviews the life cycle of the guest inside the hotel.

4- Intended Learning Outcomes (ILO):

Code	Intended Learning Outcomes
ILO1	Learn about the history and development of the hotel industry and analyze the types and grades of hotels and the hotel organizational structure.
ILO2	Distinguishes hotel room sections from front offices and House Keeping.
ILO3	It analyzes the work environment of the Food and Beverage Service Department and introduces the various types of restaurants, service methods, bar department, equipment, types of kitchens and their equipment, finally identifies the tasks of the service department employees
ILO4	Learn about the human resources department in hotels and the hotel marketing and sales department within the departments that support hotel work.
ILO5	He gets acquainted with the Finance and Accounts Department, discusses the various tasks and works of the department and analyzes the tasks and works of the Purchasing and Storage Department.
ILO6	Discusses the various responsibilities and duties of work in the hotel security, maintenance and engineering departments concerned with all repairs in the hotel.
ILO7	Reviews general management in hotels, discusses managers' tasks, and analyzes management reports.
ILO8	It analyzes and studies the establishment and preparation of the hotel for the opening, and reviews the life cycle of the guest.

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5- Course Syllabus (24 hours of total Recorded Sessions, 18 hours of total synchronized sessions)

- **RS:** Recorded Sessions**; SS:** Synchronized Sessions**;**

ILO	Course Syllabus	RS	SS	Type	Additional Notes
ILO1	Introduction to the hotel industry	2	1	☐ Exercises ☐ **Assignments** ☐ Seminars ☐ Projects ☐ Practices ☐ Others	The first function is to study the types of hotels that exist within a certain geographical area.
ILO2	Front offices House keeping	6	5	☐ Exercises ☐ **Assignments** ☐ Seminars ☐ Projects ☐ Practices ☐ Others	The second function is a study that the student conducts on the connection between the room departments and their relationship with the hotel's external surroundings
ILO3	Food and beverage	6	5	☐ Exercises ☐ Assignments ☐ **Seminars** ☐ Projects ☐ Practices ☐ Others	A practical case that the student is assigned to prepare an action plan for opening a restaurant of a certain type and degree in a specific geographical area, how to equip furniture and decoration, prepare the kitchen, and secure adequate employment.

ILO4	Human Resources Hotel Marketing and Sales	2	1	☐ Exercises ☐ **Assignments** ☐ Seminars ☐ Projects ☐ Practices ☐ Others	The third job is a study carried out by the student about the human resources department and the tasks of its employees or about the hotel marketing department, the method of work and the performance of tasks in the department.
ILO5	Finance and Accounts Purchasing and Storage	2	2	☐ Exercises ☐ **Assignments** ☐ Seminars ☐ Projects ☐ Practices ☐ Others	The fourth job, which is a study carried out by students about the departments of finance, accounts, purchases, and store
ILO6	Security and Safety Maintenance and Engineering	2	2	☐ Exercises ☐ **Assignments** ☐ Seminars ☐ Projects ☐ Practices ☐ Others	The fifth job, which is a study carried out by the student about a specific section of these sections and introducing the section's workers and their duties and various work tasks.
ILO7	General administration and the functions of managers	2	1	☐ **Exercises** ☐ Assignments ☐ Seminars ☐ Projects ☐ Practices	The first exercise is a work based on management reports and a description of the reality of work in the

				☐ Others	hotel for a hotel work day, strengths, weaknesses, income value and operating costs in the hotel during the working day
ILO8	Establishment and opening processes	2	1	☐ Exercises ☐ **Assignments** ☐ Seminars ☐ Projects ☐ Practices ☐ Others	we provides to the student a set of information related to the opening of a specific hotel of a certain degree in a place, the student must prepare a work plan for the hotel to start within a certain period of time.

6- Assessment Criteria (Related to ILOs)

ISC	Interactive Synchronized Collaboration	Ex	Exams		Rpt	Reports
PF2F	Presentations and Face-to-Face Assessments	PW	Practice Work			

ILO Code	ILO	Intended Results	Assessment Type				
			ISC	PW	Ex	PF2F	Rpt
ILO1	Learn about the history and development of the hotel industry and analyze the types and grades of hotels and the hotel	To be able to distinguish hotels within a specific geographical area in terms of their degrees and types, and to distinguish the tourist destinations from which we attract	X				X

organizational structure.	hotel guests throughout the year.						
	Has the ability to define types of hotel ownership and their management systems.					X	
	Through a discussion with the teacher, the student analyzes the applicability or non-applicability of some hotel investments in the current business environment.	X					
ILO2	Distinguishes hotel room sections from front offices and House Keeping.	The student must be able to distinguish all the hotel departments that belong to the room department, and be able to link and compare all the tasks and work of the various departments	X			X	
		Remembers vocabulary of scientific content by answering direct questions and others are deductive	X		X		
ILO3	It analyzes the work environment of the Food and Beverage Service Department and introduces the	The student will be able to relate the various tasks and work of the food and beverage service departments					X

	various types of restaurants, service methods, bar department, equipment, types of kitchens and their equipment, finally identifies the tasks of the service department employees	Able to distinguish between different types of equipment and supplies for food and beverage service departments	X				
		General knowledge of the types and methods of service in the restaurant and general knowledge of cooking methods and ingredients of various types of food	X				X
ILO4	Learn about the human resources department in hotels and the hotel marketing and sales department within the departments that support hotel work.	The student applies a practical case covering part of the functions of human resources management, financial management, procurement and store, marketing and sales, security and safety, engineering and maintenance, and analyzes practical cases that are provided by the teacher.				X	
		He is looking for information on some recent trends in the various departments that support the hotel business	X				X

ILO5	He gets acquainted with the Finance and Accounts Department, discusses the various tasks and works of the department and analyzes the tasks and works of the Purchasing and Storage Department.	The student applies a practical case that covers part of the functions of financial management, procurement and store, and analyzes practical cases that are provided by the teacher	X			X	
ILO6	Discusses the various responsibilities and duties of work in the hotel security, maintenance and engineering departments concerned with all repairs in the hotel.	The student applies a practical case that covers part of the functions of the security and safety departments, engineering and maintenance, and analyzes practical cases that are provided by the teacher.	X			X	
ILO7	Reviews general management in hotels, discusses managers' tasks, and analyzes management reports.	The student will be able to connect between the concepts of public administration that he took previously and project them scientifically at the level of hotel management				X	
ILO8	It analyzes and studies the establishment and	The student applies a practical case that covers part of the functions of	X				X

	preparation of the hotel for the opening, and reviews the life cycle of the guest	the hotel management during the preparation and opening processes, and analyzes practical cases that are provided by the teacher				

4- Practice Tools:

Tool Name	Description
non	---

5- Main References

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2- Lattin,G. The Lodging and Food Service Industry, The Educational Institute of the American Hotel and Motel Association, Michigan,2005.
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5- Thomas J. A. Jones, Ed. D., R. E. H, William F. Professional Management of Housekeeping Operations , 5th edition, Harrah College of Hotel Administration, University of Nevada, Las Vegas, 2007.

6- Additional References

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3. محمد, محمد عطية, التجهيزات الفندقية, مكتبة بستان المعرفة, الإسكندرية, 2004م.

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