



SYLLABUS COLLEGE OF BUSINESS ADMINISTRATION

Course Number Course Name	HTRM 135: Hotel Management
Credit Value (Breakdown of theory and lab credits)	3 Credits Theory
Catalog Course Description	You will study room's management, including front office, housekeeping, security, and engineering with emphasis on operations, coordination, and communication within and between departments. Prerequisite: HTRM 130. (3, 3T+0S)
Student Learning Outcomes/Objectives /Competencies of the Course	<ol style="list-style-type: none"> 1. Explain the differentiation between the major departments within a hotel/resort including: General & Administrative, Rooms Division, Food & Beverage, Sales & Marketing, and Sports & Activities. 2. Describe the functions and interdependencies between the departments within a hotel/resort. 3. Perform a general manager's operational inspection and critique of the departments within a hotel/resort from a leadership perspective. 4. Present an overview of a major operating department within a hotel/resort that can be used for improved managerial effectiveness from the perspective of an outside consultant. 5. Describe the unique service features and ethical standards of the major departments within a hotel/resort.
College-Wide Student Learning Outcomes	<ol style="list-style-type: none"> 1. Communication 2. Critical Thought 3. Information Literacy 4. Cultural Competence

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