



**Professors**

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**Learning Outcomes**

Upon completion of this course students will be able to

- describe the hotel industry from the perspective of the Hotel General Manager.
- identify travel patterns affecting the industry.
- describe the different types and characteristics of lodging operations.
- identify the major functions and practices of the key departments.
- identify issues specific to guest safety and security.
- identify current trends in guest services and development of lodging amenities.
- describe the key function of the front office.

**Course Objectives**

This course will cover the following content:

\*See Course Schedule

**Evaluation Procedure**

Current Affairs and Discussion/Presentation	15%
Research Report/PPT	35%
Project Outline/Sources (5%)	
Presentation (10%)	
Report (20%)	
Mid-term Exam	20%
Final Exam	30%
Total	100%



**Course Schedule**

<b>Date</b>	<b>Topic</b>	<b>Textbook</b>
Week of:	Tue. Sep. 6 - College-wide orientation day	
	Wed. Sep. 7 - Classes begin	
	Mon. Oct. 10 - Thanksgiving Day (no classes)	

## **SKILLS ACROSS THE BUSINESS CURRICULUM**

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The Okanagan School of Business promotes core skills across the curriculum. These skills include reading, written and oral communications, computers, small business, and academic standards of ethics, honesty and integrity.