



The Hashemite University
Faculty of Economics & Administrative
Sciences
Dept. of Business Administration

Course Title: Accommodation Service
Management (Lodging Management)
Course Number: 1802033351
Instructor: Dr. Nael Sarhan / Office 205
Instructor E-mail: nael@hu.edu.jo
Office Hours:

Course Description:

This course is planned to present an understanding of basic concepts of the **Lodging Management**. It demonstrates what students need to know about lodging management. The real challenge in this course is to have not only a sound knowledge of the food preparation principles but also the ability to apply the gained knowledge in a fruitful manner in the actual world of the hotel and hospitality industry.

Course Objectives:

After completion this course, students should be able to

1. To describe the lodging industry concept
2. To explain how individual hotel properties in the lodging industry are classified
3. To explain how the lodging industry measures its success
4. Understand the Structure of the Lodging Industry
5. To define quality and review its impact upon the level of service provided by a lodging property.
6. To describe in detail the five major parts of a hotel general manager's job.
7. To explain the main activities that occurs in a hotel's front office.
8. To identify the areas of responsibility assigned to the housekeeping department of a lodging facility

Assessment:

First Exam:	(To be arranged)	(30%)
Second Exam:	(To be arranged)	(30%)
Participation: Presentation, participation in the class, home works & Absence		(---%)
Final Exam:		<u>(40%)</u>
Total Marks		100

Main Reference:

Hayes, David (2012). Foundations of Lodging Management. 2ed , Pearson, New Jersey.

Other Reference:

Stutts, Alan., and Wortman, James. (2006), Hotel and Lodging Management. 2ed, Wiley, USA

Course Contents and Lecture Timetable:

Week	Topics	Reading
1,2 &3	Introduction to the Lodging Industry	Ch.1
4 & 5	The Structure of the Lodging Industry	Ch.2
6 & 7	Guest Service in the Lodging Industry	Ch.3
8 & 9	Managing Lodging Operations	Ch.4
10, 11 & 12	The Front Office Department	Ch.6
13, 14 & 15	The Housekeeping Department	Ch.8
16	Final Exam Period	