



The University of Jordan
Department of Tourism Management
2015/2016

إدارة الفنادق

Course Title: Hotel Management 2603403

Credit 3

Prerequisites & Co-requisites:

Language of Instruction English **Mode of Delivery** Face to face

Type and Level of Course Compulsory/ 1.Year/ Fall Semester

Lecturer	Office Hours	Contact
Dr. Hussein Abu Alasal	M,W. 2:00-3:00 S,T, Th.12:00-1:00	h_ibrahim@ju.edu.jo

Course Objective

Main objective: The basic objective is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.

Learning Outcomes of the Course

- Students who have completed the course successfully should be able to
- 1 Understand the history of the hospitality industry and identify future trends that will affect it.
 - 2 Identify the relationship between a hotel's operational departments
 - 3 Understand common lodging terms, and how they are used in the hotel industry.
 - 4 State the operation goals of the modern hotel
 - 5 Describe the basic organizational structure of hotel.
 - 6 To impart to the students latest and relevant knowledge from the field of hotel management theory practice
 - 7 To provide opportunities to the students. Within and outside the institutions, for developing necessary operating skills relating to the hotel industry.
 - 8 To develop the right kind of values and attitudes to function effectively in the hospitality trade.

Course Description: This course will help you understand basic concept of hotel management, this hotel management course aims to make students aware of the operation-section of the hotel industry like front office, general operations, sales and marketing, food and beverage, service keeping and catering.

Course Contents:(Weekly Lecture Plan)

Weeks	Topics
1	Introducing the class to the student, go over the syllabus
2	Overview of Hospitality Industry
3	Characteristics of The Hospitality Industry
4	Trends influencing the hospitality industry
5	Main business sectors in the hospitality industry
6	Classification of hotels
7	Hotel management
8	The Functions and Departments of a Hotel
9	Functions of major hotel departments

10	Front Office Department
11	Housekeeping Department
12	Food and Beverage Department
13	Food and Beverage Management

REFERENCES

	وليد نافع قمحية	مراجع للمادة:	•
	د. ماهر عبدالعزيز توفيق	الادارة الفندقية	-1
Michael L. Kasavana & Richard M. Brooksw		علم ادارة الفنادق	-2
Raphael R. Kavanaugh & Jack D. Ninemeire	Managing Front Office Operation-6 th Edition		-3
	Supervision in the Hospitality Industry- 3ed Edition		-4

Material Sharing Learning Objectives for Chapters and Presentation Slides can be reached via social media account

Tasks & Assessment

1. Definition of management, and hotel management related concept.
2. Use the internet to find information for any tourism related organization.
3. worksheets
4. Media Watch
5. Individual work on projects
6. Internet searches

Assessment Methods & Criteria

Activities	Number	Effect	Notes
Midterm Exam		20%	
Quizzes, Projects		20%	
Attendance & Particepation		10%	
Final Exam		50%	
Final grade: A:90-100, A-:85-89.9, B+:80-84.9, B:75-79.9, B-:70-74.9			

تعليمات عامة

1. الالتزام بالتعليمات الضابطة للعملية التعليمية والصادرة عن ادارة الجامعة
2. عدم التاخر للحضور للمحاضرة عن الوقت المحدد، ولن يسمح بدخول الطلبة بعد اغلاق باب القاعة
3. الالتزام بمواعيد الامتحان المحددة ولن يكون هناك امتحان بديل الا في الحالات الطارئة وبعذر موجب للغياب
4. عدم استخدام التلفونات الخلوية اثناء المحاضرة اطلاقا او اثناء الامتحانات وخلاف ذلك سيتم اتخاذ الاجراء اللازم
5. احترام رأي الاخرين خلال النقاش
6. عدم الحديث الجانبي والتشويش على مسار المحاضرة وخلاف ذلك سيتم اتخاذ الاجراء اللازم
7. الالتزام بكل ما يتعلق باحترام سير الامتحان

In addition, we will be using Internet resources. STUDENTS REQUIRED TO TAKE NOTES