Identification	Subject (code, title, credits)	**THM 415 Lodging and Accommodation management – 3KU credits (6ECTS)**
	Department	School of Economics and Management
	Program (undergraduate, graduate)	Undergraduate
	Term	Fall 2021
	Instructor	Dr. Bahadir Baysal
	E-mail:	bbaysal@khazar.org
	Phone:	
	Classroom/hours	Mashati Ganjavi 41
	Office hours	By appointment
Prerequisites	**MGT 310** Management and Organization	
Language	English	
Compulsory/Elective	Compulsory	
Required textbooks and course materials	Required Readings • David Hayes, Jack Ninemeier, Allisha Miller, (2017) Hotel Operations Management 3rd Edition • David Hayes, Jack Ninemeier, Allisha Miller, (2007) Hotel Operations Management 2nd Edition	
Course website	N/A	
Course outline	• Students in this course should take a hotel manager's (not the customer's) perspective and intelligently discuss how an issue should be resolved or handled. Remember you are studying to be a hotel manager, not a hotel customer.	
Course objectives	• Designed to provide the students with understanding of the dynamics of the lodging industry, and especially the operations and management of today's modern hotels. By completing this course, the student should be able to: • Understand the lodging industry, both domestic and international. • Understand the relationship between a hotel's operational departments. • Learn the common lodging terms, and how they are used in the hotel industry. • Explore the operating goals of the modern hotel. • Describe the basic organizational structure of a hotel. • Explore the different stages of a "Guest Cycle" i.e. reservation, registration, and checkout and perform the basic front office functions • Understand the hotel's night audit process and also be able to perform a simple night audit for a hotel. • Comprehend the management decisions on projected costs, room pricing (apply various methods for room pricing, understanding their advantages and disadvantages), and future demand. • Be aware of the impact of current technologies used in the lodging industry. • Have a full understanding of security and risk management issues in the industry.	
Learning outcomes	This course examines hotel management and operations such as: The industry from traditional to modern hotels. The process at every stage of the "Guest Cycle" i.e. reservation, registration, stay, and check-out The importance of service quality in guest services The hotel revenue cycle and impact of rate structures on revenues The impact of technology on hotel operations.	

Teaching methods		
Lecture		x
Group discussion		x
Experiential exercise		x
Case analysis		-
Simulation		-
Course paper		x
Others		

Evaluation	Methods	Description and deadline	Percentage (%)
	Midterm Exam		30

	Quiz-assignment		10
	Class Attendance		5
	Activity		5
	Project		10
	Final Exam		40
	Total		100

Policy	**Attendance**: Students exceeding the 25% absence limit will not be allowed to participate at final exam. **Activity** shall mean active participation i.e. asking and answering the question, contribute with insights and feedback, and demonstrate willingness and dedication to be part of an overall class discussion. **The quizzes:** There will be four quizzes throughout the course. The quizzes might be made of multiple-choice questions, true/false questions and short open questions. The questions will cover the subjects learned until each preceding class. Each quiz will be 2.5 points. **Project**: There will be a project. A situation will be given to students; a leader will be chosen. They will analyze the situation according to knowledge they learned. If it is a presentation the work of the group will not only graded based on the job they did, but also how they were successful to work as a team. If it is a project it will be graded individually. **Case analysis** will be based on an essay. The cases will be provided during the lesson and will focus on the taught material

		Tentative Schedule	
Week	**Date/Day (tentative)**	**Topics**	Textbook/Assignments
1		Accounting	Chapter 6
2		Accounting	Chapter 6
3		Revenue Management	Chapter 7
4		Housekeeping	Chapter 10
5		**Quiz 1-** Food and Beverage	Chapter 11
6		Property Operation and Maintenance	Chapter 12
7		Personal Safety	Chapter 13
8		**Quiz 2-** Employee and Tourist security	Chapter 13
9		**M i d - t e r m E x a m / Class continues**	
10		Property Security	Chapter 13
11		Franchise agreements	Chapter 14
12		**Quiz 3** - management Contracts	Chapter 14
13		Managing in the global hotel industry	Chapter 15
13		Managing in the global hotel industry	Chapter 15
14		**Quiz 4** - Case study	
15		**Project** Wrap-up; Review of final exam	
16		**Final Exam**	