

# LODGING MANAGEMENT STUDENT PROFILE

**Course Code - 5473**

<b>Student's Name/Initials</b>	<b>Date</b>	<b>Teacher's Name/Initials</b>	<b>Date</b>
<p><b>Complete the student profile by inserting the representative letter in the space provided and completing all other information requested.</b></p> <p><b>E – Exceeds Performance Requirements (80-100):</b> Work that is above the criteria of the standard.  <b>M – Meets Performance Requirements (70-79):</b> Work that meets the criteria of the standard.  <b>B – Below Performance Requirements (69 and below):</b> Work that fails to meet the criteria of the standard.</p>			
<b>B. HISTORY, ORGANIZATION, AND STRUCTURE</b>		<b>E</b>	<b>M</b>
<b>B1. Analyze the history, organization, and structure of the lodging industry.</b>			
<ol style="list-style-type: none"> <li>1. Discuss history of the lodging industry.</li> <li>2. Describe various lodging classifications and amenities offered.</li> <li>3. Identify industry standards in relation to property ratings and service levels.</li> <li>4. Examine ownership and management business structures in the lodging industry.</li> <li>5. Examine the organizational structure and functions of each area within a lodging property.</li> </ol>		<p><b>Comments:</b></p>	
<b>C. GUEST SERVICES</b>		<b>E</b>	<b>M</b>
<b>C1. Evaluate best practices that promote guest satisfaction in the lodging industry.</b>			
<ol style="list-style-type: none"> <li>1. Outline the stages in the guest cycle.</li> <li>2. Define concepts and principles associated with exceptional customer service.</li> <li>3. Analyze qualities and characteristics of an effective service professional.</li> <li>4. Explore customer retention and recovery strategies in relation to a satisfactory/unsatisfactory experience.</li> </ol>		<p><b>Comments:</b></p>	
<b>D. FRONT OFFICE OPERATIONS</b>		<b>E</b>	<b>M</b>
<b>D1. Analyze the role of the front office division in the lodging industry.</b>			
<ol style="list-style-type: none"> <li>1. Identify the positions and responsibilities within the front office division (e.g. valet, concierge, bellman, etc.).</li> <li>2. Explain the main activities that occur in a front office (e.g., pre-arrival, arrival and departure of guests).</li> <li>3. Compare the major sources of lodging reservations.</li> <li>4. Justify the importance of communication between the front office and other departments in the lodging industry.</li> <li>5. Describe the functions of the front desk audit.</li> </ol>		<p><b>Comments:</b></p>	

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<b>E. HOUSEKEEPING OPERATIONS</b>	<b>E</b>	<b>M</b>	<b>B</b>
<b>E1. Analyze the role of the housekeeping division in the lodging industry.</b>			
<ol style="list-style-type: none"> <li>1. Identify the positions and responsibilities within the housekeeping division (e.g. room attendant, house person, laundry attendant, executive housekeeper, etc.).</li> <li>2. Identify cleaning and laundry procedures in the lodging industry.</li> <li>3. Explain proper safety and sanitation procedures within the housekeeping division.</li> <li>4. Outline lost and found procedures.</li> <li>5. Differentiate among room status terms.</li> <li>6. Identify proper inventory management controls.</li> </ol>	<b>Comments:</b>		
<b>F. ACCOUNTING OPERATIONS</b>	<b>E</b>	<b>M</b>	<b>B</b>
<b>F1. Analyze accounting operations and performance measurements used in the lodging industry.</b>			
<ol style="list-style-type: none"> <li>1. Identify the positions and responsibilities associated with accounting practices.</li> <li>2. Calculate lodging performance measurements (e.g. Occupancy, ADR, RevPAR, Customer Service Scores).</li> <li>3. Identify income and expense control systems in the lodging industry.</li> <li>4. Analyze financial statements (e.g. income statement, balance sheet, statement of cash flows).</li> </ol>	<b>Comments:</b>		
<b>G. SAFETY AND SECURITY</b>	<b>E</b>	<b>M</b>	<b>B</b>
<b>G1. Assess common safety and security policies and procedures used in the lodging industry.</b>			
<ol style="list-style-type: none"> <li>1. Examine the role of OSHA and DHEC regulations and standards.</li> <li>2. Identify risk management policies, procedures, and practices to ensure efficiency, profitability, and success.</li> <li>3. Apply safety policies and procedures for the lodging environment.</li> <li>4. Identify effective protocols for emergency situations.</li> </ol>	<b>Comments:</b>		
<b>H. CAREERS IN LODGING MANAGEMENT</b>	<b>E</b>	<b>M</b>	<b>B</b>
<b>H1. Analyze career development and employability skills in the lodging industry.</b>			
<ol style="list-style-type: none"> <li>1. Explore career opportunities available in the lodging industry.</li> <li>2. Research educational requirements for various skills and managerial level positions in the lodging industry.</li> <li>3. Apply employability skills to enhance career opportunities.</li> </ol>	<b>Comments:</b>		