

**College of Micronesia-FSM  
Pohnpei Campus  
Division of Hospitality and Tourism**

**Course Outline**

**Hospitality Supervision**  
Course Title

**HTM-150**  
Division & Number

Associate Professor, Howard Rice

**Course Description:**

This is a semester length course designed to introduce students to all facets and simultaneous supervision of the multi function hospitality setting. Total quality management techniques will be the core concept as each discipline within the hospitality setting is presented. Students will learn how the interconnected hospitality industry relies on interdependence and communication to achieve stated goals. Examination of lodging philosophies, policies and strategies, accommodation types, departments and functions, PMS systems, special services and products, productivity, staffing, property ownership types, chains and affiliation types, accounting and finance will be presented.

**Program Outcomes:**

- A. Students will learn lodging management and supervisory related skills enabling them to seek employment within the lodging industry.
- B. Students will be able to participate in discussions regarding the lodging development challenges facing the Federated States of Micronesia enabling them to participate in future lodging planning at the FSM state and national levels.
- C. Students will be able to identify the interdependent components of the multi function lodging facility enabling them to effectively manage the international travelers experience from initial reservation contact through check out.
- D. Students will be able to engage in lodging specific research.

**Course Outcomes:**

(Measurable student learning outcomes.)

By the end of the HTM 150 course students will be able to:

- A. Identify and describe different lodging types ranging from sole proprietorship through chain affiliation.
  1. {Core} be able to identify the types of lodging facilities based on size, purpose and location.
  2. {Core} be able to identify the need for departmentalization and task specification based on size and purpose of lodging property.
- B. Identify the interdependent components of the multi function lodging facility.
  1. {Core} be able to identify the key departments and explain the functions of each for the different types of lodging types.
  2. {Core} be able to explain how interdependence is acknowledged, managed and utilized in the operations of the multi function lodging facility.

3. {Core} be able to explain the tasks of line staff in each department within the multi function lodging facility.
  4. {Core} be able to list and explain the titles and responsibilities of department supervisors.
- C. Explain the history of the lodging industry and relate current world lodging trends to this history.
1. {Core} be able to explain the general history of the lodging industry.
  2. {Core} be able to identify major historical milestones in the development of the lodging industry.
  3. {Peripheral} be able to relate historical models of lodging types to present day lodging types.
  4. {Optional} be able to identify future lodging trends.
- D. Value sustainable lodging development as a philosophical approach to creating a more prosperous future for each FSM state.
1. {Core} be able to define and explain sustainable lodging development options.
  2. {Core} be able to identify where successful sustainable lodging development strategies are being utilized.
  3. {Core} be able to explain methods of developing sustainable lodging facilities as feasible alternatives to non-sustainable practices.
  4. {Core} be able to express how a more prosperous and acceptable future can be gained through adoption of sustainable lodging facility development practices.

**Instructional Intent:**

Students will have the opportunity to view the international lodging industry from many perspectives (both negative and positive), which should lead to logical conclusions regarding a sustainable future for the FSM and other small island developing states. In addition students will be able to understand lodging development from other international venues and how these models are operated and the impact they have on the local economy, culture and environment.

**Definitions and parameters used in this outline:**

- A. Core- Refers to an outcome that must be attained in order for a student to pass this course.
- B. Peripheral- Refers to an outcome that should be attained but is not required for a student to pass this course.
- C. Optional- Refers to an outcome, which may be optionally covered by the instructor as a tool for illustrative purposes but is not required for a student to pass this course.

**Textbook:**

Hotel front Office Management, James A. Bardi, Wiley and Sons.

**Methods of Instruction:**

Lecture, film, research project and internet research exercises.

**Attendance:**

As per the COM-FSM General Catalog attendance policy description.

**Evaluation:**

As per the COM-FSM General Catalog Academic Regulations, Course Grading System.