



Wayne County Community College District

COURSE SYLLABUS

HTM 210 Customer Service Management

CREDIT HOURS: 3.00

CONTACT HOURS: 45.00

COURSE DESCRIPTION:

This course will introduce you to the rewarding careers available in the hotel front desk management. Hotel general managers are required to meet the challenges of day to day operations while practicing solid future planning. This course will present the technological advantages today's hotel manager have at their disposal and the challenges of hiring, training, scheduling and empowering workers to achieve top quality results. This course is specifically designed to train students to enter front desk in an assistant or supervisory role. The hotel's front desk is the control center for the property and workers at the supervisory level, and above must be well trained and motivated in order to achieve business objectives of a high yield, high occupancy rate, and above all top quality service.

PREREQUISITES: NONE

EXPECTED COMPETENCIES

Upon successful completion of this course, the student will:

- Be a life-long learner: Learning to set a personal and professional focus for hospitality management
- Act: by assessing opportunities and needs that they can fulfill in the hospitality industry
- Communicate effectively: Learning to transfer and apply knowledge and skills to hospitality management.

ASSESSMENT METHODS:

Student performance may be assessed by examination, quizzes, case studies, oral conversation, group discussion, oral presentations. The instructor reserves the option to employ one or more of these assessment methods during the course.

GRADING SCALE:

90%-100% = A

80%-89.9%= B

70%-79.9%= C

60%-69.9%= D

<60% = E