HTRM 106 Lodging Management Outcomes

This is a hands-on, skills oriented course. Upon completion of this course, students should be able to:

1. Understand the development of the lodging industry in the United States.
2. Understand, make and take group reservations.
3. Forecast availability and how to deal with overbooking situations.
4. Understand how to manage guest service.
5. Understand how to set room rates.
6. Understand the importance of safety & security in the lodging industry.
7. Complete cash transactions related to room rental.
8. Understand the importance of the housekeeping and maintenance departments.
9. Understand the process of doing a night audit.
10. Understand how property management systems interface.