FORMAT CO
Course Outline

Hotel Security and Facilities Management   TH 217
Course Title   Dept. &Course No

I.   COURSE DESCRIPTION

      This course will present security strategies that protect employees and guests and help
      prevent potential lawsuits. The fundamentals of hospitality law will be presented. It will
      also cover major facility systems and ways to streamline operations and address
      environmental concerns. The organization and management of workforce will be
      discussed along with resources conservation practices.

II.   SEMESTER CREDITS   ___3___

III. CONTACT HOURS   ___3___   __0__   __3__
                                  (Lecture)   (Lab)   (Total)

IV.   PREREQUISITES: TH 100

V.   STUDENT LEARNING OUTCOME   VI.   COURSE CONTENT

At the end of the semester the student, with a combined accuracy of 65%, will be able to:

1. Discuss basic understanding of   A. Understanding of security and
    security and lodging industry.   lodging industry:
                                                    1. Primary goals and concerns
                                                        to secure lodging property,
                                                    2. Areas of concerns:
                                                        a. Develop and setting
                                                            up-security Program,
                                                        b. Training of employees,
                                                        c. Security & law,

2. Discuss established security   B. Procedures to protect and secure
    procedures to protect and secure   employees, guests and their assets:
    employees, guests and their   1. Hiring security personnel:
    belongings or assets.   a. Out sourcing,
                                                        b. In-house security,
                                                        c. Off-duty police officers.

1

	3. Security Systems & Equipment:
	a. Physical security and perimeter control,
	b. Communication systems,
	c. Safety tools and guestroom security,
	d. Key & key control,
	e. Safe deposit box & procedures.

3. Discuss Standard Operating Procedures and ways to trim down operations.

C. Standard Operating Procedures and ways to trim down operations:
1. Develop general outline for SOP,
2. Conduct policies and procedures training applicable for all departments,
3. Cross-train employees to perform jobs in other departments than what they were hired to do.

4. Identify threats and Develop an Emergency Management Plan:

D. Threats and Emergency Management Plan:
1. Natural and Man made threats,
2. Developing an emergency Management program,
3. Inter-agency team to combat threats and emergencies.

5. Identify and discuss environment-conservation concerns and Occupational Safety and Health Act (OSHA).

E. Environment-conservation concerns and OSHA.
1. Green management
2. 3'Rs
3. Waste disposal
4. Food storage must be sanitary
5. Yellow safety signs advise

6. Signs clear and concise
7. OSHA

VII. MATERIALS AND EQUIPMENT
    A. Routine classroom materials
    B. TV/VCR.
    C. Videos & DVD

VIII. TEXT:

Raymond C. Ellis, Jr. and David M. Stipanuk, <u>Security and Loss Prevention Management</u>, Educational Institute, American Hotel & Lodging Association, 1999.

IX. METHOD OF INSTRUCTION
    A. Lectures
    B. Guest Speakers
    C. Field Trips
    D. Class Discussion

X. METHOD OF EVALUATION
The criteria for evaluation will be based on the performance in the following requirements:

Point Breakdown-

Tests- 3 @ 100 points each	30%
Final Exam-	20%
Maintenance Manual -	20%
Emergency Management Plan-	10%
Journal-	10%
Participation-	<u>10%</u>
Total-	100%

Transmutation of percent to letter-grade is as follows:

90 - 100%=	A
80 - 89%=	B
70 - 79%=	C
65 - 69%=	D
0 - 64% =	F

4

Course Level Achievement
Form B
(Used for all course outlines except shop courses)
TH 217 Hotel Security and Facilities Management

Student's Name: _____ Semester Year: _____
(Print Full Name)

Instructor _____

KNOWLEDGE OUTCOME RATING SCALE:
5 = Excellent
4 = Above Average
3 = Average
2 = Below Average
1 = Unacceptable

Competency #: 1 - UNDERSTANDING: Student discuss understanding of basic security in the lodging industry.

5	Students will discuss and write understanding of basic security in the lodging industry, the primary goals and areas of concerns that ensure guests, employees and asset protection with at least 90% accuracy.
4	Students complete the above with 80-89%.
3	Students complete the above with 70-79%
2	Students complete the above with 65-69%
1	Students complete the above with less than 65%

Competency #: 2 - Describe and follow standard security procedures established by hotels.

5	Students will describe and follow standard security procedures established by hotels to protect and secure employees, guests and hotel assets with 90% accuracy.
4	Students complete the above with 80-89%
3	Students complete the above with 70-79%
2	Students complete the above with 65-69%
1	Students complete the above with less than 65%

Competency #: 3 - Explain the Security Standard Operating Procedures and cross-train of employees.

5	Students are able to explain the hotel security Standard Operating procedures, which include equipment, keycard control, surveillance and access control, safe deposit box with 90% accuracy.
4	Students complete the above with 80-89%
3	Students complete the above with 70-79%
2	Students complete the above with 65-69%
1	Students complete the above with less than 65%

Competency #: 4 – Identify natural and human threats and develop a comprehensive emergency Management plan of action.

5	Students are able to identify all major natural and human threats and develop a comprehensive emergency plan of action with 90% accuracy.
4	Students complete the above with 80-89%
3	Students complete the above with 70-79%
2	Students complete the above with 56-69%
1	Students complete the above with less than 65%

Competency #: 5 – List and discuss environmental concerns and apply conservation procedures.

5	Students are able to list and discuss all environmental concerns and apply conservation procedures established by the lodging industry with 90% accuracy.
4	Students complete the above with 80-89%
3	Students complete the above with 70-79%
2	Students complete the above with 65-69%
1	Students complete the above with less than 65%

I certify that the student has completed all the competencies in this course and has achieved ratings as shown in each perspective competency.

_____   _____
Instructor's Signature   Date