

Course Title (Code)	IBM 320 Hospitality Management	Instructor(s)	Dr. Raweewan Proyrungroj 実務経験のある教員
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Class Style	Lecture	Office Hours	
Track	International Business and Management and Hospitality and Tourism Management	Mode of Instruction	Lecture and active learning
Credits	2 credits	Allocated Year	Fall 2025
Active Learning	Category 1- (3) Written paraphrases and summaries (6) Response/reaction Category 2 -(3) Presentation and reverse (4) Surveys and interviews Category 3- (2) Pause for reflection Category 4 -(1) Interactive lectures (3) Free discussions (6) Jigsaw activities (9) Group work on questions	Compulsory or Elective	Compulsory
Course Overview	This course provides an overview of the history and evolution of the lodging industry, exploring how it has developed over time. Students will learn about various classifications of lodging businesses and the types of guest rooms available in hotels. The course also examines the key functions of different hotel departments and their roles in day-to-day operations.		
Course Objectives	In this course, students will learn about introduction to tourism and be able to: <ul style="list-style-type: none"> • Understand the historical development and evolution of the lodging industry. • Identify and classify different types of lodging businesses. • Describe various types of guest rooms and their features in hotel operations. • Explain the functions and responsibilities of key departments within a hotel. 		
Prerequisite			
Course Schedule	No	Contents	Homework
	1	Syllabus and introduction to the course topics <i>Understand the syllabus and an overview of the course</i> Chapter 1: Introduction to Hospitality Industry <ul style="list-style-type: none"> • Definition and scope of hospitality industry • History and development of hospitality industry 	Answer the homework sheet. Read the course materials for Week 2.
	2	Chapter 1: Introduction to Hospitality Industry (cont'd) <ul style="list-style-type: none"> • History and development of hospitality industry (cont'd) Chapter 2: Classification of Hotel Business <ul style="list-style-type: none"> • Characteristics of each type of hotel business 	Answer the homework sheet. Read the course material for Week 3
	3	Chapter 2: Classification to Hotel Business (cont'd) <ul style="list-style-type: none"> • Characteristics of each type of hotel business (cont'd) 	Answer the homework sheet. Read the course materials for Week 4
	4	Chapter 3: Types of Guest Rooms in a Lodging Business <ul style="list-style-type: none"> • Characteristics of each type of guest rooms in a lodging business 	Answer the homework sheet. Prepare for the test

	5	Test I	Read the course materials for Week 6
	6	Chapter 4: Front Office Department of the Hotel	Answer the homework sheet. Read the course material for week 7
	7	Chapter 4: Front Office Department of the Hotel (cont'd)	Answer the homework sheet. Read the course materials for week 8.
	8	Chapter 5: Reservation Department of the Hotel	Answer the homework sheet. Read the course materials for Week 9
	9	Chapter 5: Reservation Department of the Hotel (cont'd) -	Answer the homework sheet. Read the course materials for Week 10
	10	Chapter 6: Housekeeping Department of the Hotel	Answer the homework sheet. Read the course materials for Week 11
	11	Chapter 7: Food and Beverage Department of the Hotel	Read the course materials for Week 12 Prepare for the test.
	12	Test II	Answer the homework sheet. Read the course materials for week 13.
	13	Chapter 7: Food and Beverage Department of the Hotel (cont'd)	Answer the homework sheet. Read the course materials for week 14.
	14	Chapter 8: Back Office of the Hotel	Answer the homework sheet. Read the course materials for week 15
	15	Chapter 8: Back Office of the Hotel (cont'd)	Prepare for the final examination
Grading	Grades will be determined as follows: - Attendance 10% - Tests 20% - Oral presentations (group presentations) 20% - Review questions 10% - Participation (i.e. answering the questions, sharing opinions, asking questions) 5% - Homework 10% - Final examination 25%		
Textbooks	Course materials prepared by the lecturer.		
References	Reynolds, D.R., Rahman, I, and Barrows, C.W. (2021). <i>Introduction to Hospitality Management</i> . Wiley.		
NOTES	Class Preparation and Review As with any college class, students are expected to study course materials outside of class. For this class, students should read each assigned reading before coming to class. It will take approximately two hours to look up new vocabulary, identify and comprehend the main concepts, answer homework questions, and prepare for each class meeting. Finally, students should spend about one hour before class reviewing their notes from previous classes, writing down any questions they have about the lesson, and doing additional research to prepare for class discussion. In other words, students are expected to spend at least one hour preparing for every hour of lesson, and one hour reviewing and doing Homework. Therefore, because we meet for 90 minutes per week, you		

	should be doing at least 180 minutes preparing and reviewing each week.
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