

El Paso Community College
Syllabus
Part II
Official Course Description

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|---------------------------------|--|----------|------------|----------|----------|----------------|------------|--|------------|
| SUBJECT AREA | Hospitality Operations | | | | | | | | |
| COURSE RUBRIC AND NUMBER | HAMG 2302 | | | | | | | | |
| COURSE TITLE | Hospitality Security and Loss Prevention | | | | | | | | |
| COURSE CREDIT HOURS | <table border="0" style="width: 100%; text-align: center;"> <tr> <td style="width: 33%;">3</td> <td style="width: 33%;">3</td> <td style="width: 33%;">:</td> <td style="width: 33%;">0</td> </tr> <tr> <td>Credits</td> <td>Lec</td> <td></td> <td>Lab</td> </tr> </table> | 3 | 3 | : | 0 | Credits | Lec | | Lab |
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| Credits | Lec | | Lab | | | | | | |

I. Catalog Description

Overview of the issues surrounding the need for security and loss prevention in the hospitality industry. **(3:0).**

II. Course Objectives

A. Unit I. Security and the Lodging Industry

1. Explain the growing concern of security in the hospitality industry.
2. Discuss the need for effective management.
3. Identify areas of vulnerability.
4. Explain security requirements as they relate to the hospitality industry.
5. Describe the elements of security training.
6. Explain the key issues in developing a security program.
7. Identify key points in setting up a security program.
8. Describe the legal concepts and societal concerns related to security issues.
9. Examine case studies addressing security issues in the hospitality industry.

B. Unit II. Security Equipment

1. Identify critical elements of physical security.
2. Describe the various perimeter control equipment.
3. Explain the importance of communication systems for security.
4. Discuss the key considerations when evaluating systems.
5. Explain the features and benefits of alarm systems.
6. Describe various types of safety equipment.
7. Explain how safety equipment is used to protect lodging properties, staff, and guests.
8. Identify potential elements of guestroom security.

C. Unit III. Security Procedures Covering Guest Concerns

1. Identify various types of key control.
2. Discuss the advantages and disadvantages for key control.
3. Explain how effective access control is achieved through surveillance and security patrol.
4. Explain how to deal with the presence of unauthorized persons on a property.
5. Discuss how to deal with the presence of undesirable persons on a property.
6. Identify the steps involved with safe deposit box security.
7. Discuss the hotel's liability for safe deposit boxes and in-room safes.
8. Explain lost and found procedures for the hospitality industry.

D. Unit IV. Departmental Responsibilities in Guest and Asset Protection

1. Identify the variety of security concerns that affect each hotel department.
2. Describe the security and safety issues for facilities with swimming pools.
3. Explain the security and safety issues for facilities with health/fitness services.
4. Discuss the security and safety issues for facilities with gaming areas.
5. Identify the general types of security reports.
6. Discuss the uses of security reports and records.
7. Identify the special needs groups.
8. Describe the security concerns involved in serving guests with special needs.
9. Explain the safety and security considerations for handling conventions, meetings, and exhibits.

E. Unit V. Protection of Funds

1. Describe control procedures and physical protection for inventory control.
2. Explain the control procedures for payroll and bank deposits.
3. Discuss the control procedures for sequential numbering system.
4. List the appropriate procedures for denying credit to guests.
5. Describe security concerns when handling reservations.
6. Explain security issues at guest registration.
7. Discuss security issues at guest check-out.
8. Explain the key issues affecting computer security in a hospitality environment.
9. Describe the benefits and objectives of establishing an internal audit program.

F. Unit VI. Emergency Management and Media Relations

1. Describe the role of an emergency management plan.
2. Discuss the safety and security measures for responding to bombs and bomb threats.
3. Explain the safety and security measures for responding to fires.
4. Describe the safety and security measures for responding to weather related issues.
5. Discuss the procedures for handling blackouts and medical and dental emergencies.
6. Explain the procedures for handling robberies, terrorist acts, and civil disturbances.
7. Describe a viable media relations response in the event of an emergency situation.
8. Discuss a viable media relations response when dealing with group disturbances.

G. Unit VII. Risk Management and Insurance

1. Define risk management.
2. List the steps in a risk management process.
3. Identify the contributions of risk management to a business in terms of pre- and post-loss contributions and direct and indirect contributions.
4. Explain risk management's contributions to a business in terms of insurance, insurance purchase, and industry regulations.
5. Describe the types of coverage found in commercial packages policies.
6. Discuss the types of coverage available to lodging properties.
7. Describe the proper procedures used for managing claims.
8. Explain the roles and duties of a safety committee.

III. THECB Learning Outcomes (WECM)

1. Discuss legal issues regarding provisions for a safe and secure environment for customers and employees.
2. Develop security and contingency plans.
3. Identify security staffing and equipment needs.
4. Explain the necessity of accurate documentation, record keeping, and asset protection.
5. Create a risk management program.

IV. Evaluation

A. Unit Assignments

1. Unit assignments are designed to give the student the practice needed to become competent with front desk duties.
2. Activities will be graded on the basis of being correct and complete.
3. Assignments are due at the beginning of class unless otherwise instructed.
4. It is the responsibility of the students to complete assignments as outlined in the syllabus.
5. Activities will require time outside of the classroom.

B. Unit Written Exams, Major Project, Assignments, and Attendance

1. There will be written exams.
2. Completion of major project, assignments, and satisfactory attendance will be part of the evaluation of the competence of a student.

C. Final Evaluation

1. The course grade will be based on a point scale for each item used in the evaluation.
2. The final grade will be determined by the percent of the total points accumulated during the course.

D. Grading Scale:

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|-----------------------------|---|---|------------|---|---|
| 900-1000 points (90 – 100%) | = | A | Incomplete | = | I |
| 800-899 points (80 – 89%) | = | B | Withdrawal | = | W |
| 700-799 points (70 – 79%) | = | C | | | |
| 600-699 points (60 – 69%) | = | D | | | |
| 000-599 points (00 – 59%) | = | F | | | |

E. Remediation

Students seeking additional help may obtain tutoring assistance from the instructor as time permits.

V. Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.

VII. Title IX and Sex Discrimination

Title 9 (20 U.S.C. 1681 & 34 C.F.R. Part 106) states the following "No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance." The Violence Against Women Act (VAWA) prohibits stalking, date violence, sexual violence, and domestic violence for all students, employees and visitors (male and female). If you have any concerns related to discrimination, harassment, or assault (of any type) you can contact the Assistant to the Vice President for Student and Enrollment Services at 915-831-2655. Employees can call the Manager of Employee Relations at 915-831-6458. Reports of sexual assault/violence may also be reported to EPCC Police at 915-831-2200.