



COURSE APPROVAL FORM COVER SHEET



Trades and Professional Service

SCHOOL

Tourism and Hospitality

DEPARTMENT

HS217, Hotel Security Management

COURSE ALPHA, NUMBER, TITLE

Norman Aguilar

AUTHOR

10/14/14

DATE SUBMITTED

Check the action to be taken and have the indicated people sign.

- ☐ Course Adoption – all signatories
☒ Course Substantive Revision – all signatories except President
☐ Non-Substantive Revision – all signatories except President and LOC Chair

APPROVED BY	NAME	APPROVED	DISAPPROVED	DATE	ACTION*
DEPARTMENT CHAIR	Norman Aguilar	<input checked="" type="checkbox"/>			
REGISTRAR	Patrick L. Clymer	<input type="checkbox"/>			
DEAN	Virginia C. Tudela, Ph.D.	<input type="checkbox"/>			
LEARNING OUTCOMES COMMITTEE CHAIR	Norma R. Guerrero	<input type="checkbox"/>			
VP, ACADEMIC AFFAIRS	R. Ray D. Somera, Ph.D.	<input type="checkbox"/>			
PRESIDENT	Mary A. Y. Okada, Ed.D.	<input type="checkbox"/>	<input type="checkbox"/>		

ACALOG
CATALOG MANAGEMENT
APPROVED
AY Catalog AY 2015-2016
Date Approved 4/13/2015

* Indicate if the document had no corrections (NC), was approved with minor corrections (WC), or was disapproved and returned back to author (BTA).

This version of the cover sheet facilitates the eventual transition to an all-online curricula approval process.

Date of template revision: May 2014

HS217_ISR_2015-64-13

COURSE APPROVAL FORM

FOR ADOPTION, SUBSTANTIVE REVISION AND NON-SUBSTANTIVE REVISION

I. TYPE OF ACTION

Check the type of action that applies. If previous Course Guide exists, please attach.

A. ☐ Adoption

B. ☒ Substantive Revision (attach electronic copy of current Course Guide)

The numbers listed next to the changes below may or may not require a response and they have been identified as those questions most likely needing to be addressed. The entire Course Guide should be reviewed for applicability.

- ☐ Change in number of credit hours: II, IVD, VII, VIII, IX, X, XI, XII
- ☒ Change in prerequisite(s) other than prerequisite(s) offered within your department: II, IVD, VII, VIII, IX, X, XI, XII
- ☒ Substantive change in course content: II, IVD, VII, VIII, IX, X, XI, XII
- ☐ Identify specific changes not listed above:

C. ☐ Non-Substantive Revision (attach electronic copy of current Course Guide and complete items II through XII)

Please check the appropriate box:

- ☐ Change in course alpha, number, or title.

NEW: ALPHA	NUMBER	TITLE
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- ☐ Wording change in the catalog course description that does not significantly change the course content (attach old and new wording).
- ☐ Addition or revision of Student Learning Outcomes (SLOs) that does not significantly change the course content (attach old and new SLOs).
- ☐ Change in the course outline that does not significantly change the course content (attach old and new course outlines).
- ☐ Change in course prerequisites where both course and prerequisite are offered within your Department (attach old and new prerequisites).
- ☐ Change in maximum number of students allowed in class setting.
- ☐ Change in lab fees.
- ☐ Change in textbook.
- ☐ Other:

II. INTRODUCTION

The course is connected to the following program(s):

Tourism and Hospitality Program

Please check appropriate box:

A. ☒ This is a CTE course and is aligned with **Hospitality & Tourism Career Cluster and Lodging and Restaurants & Food/Beverage Services Career Pathway**.
(See <http://www.careertech.org/career-clusters/glance/clusters-occupations.html> for more information)

B. ☐ This course is part of General Education.

III. COURSE DESCRIPTION & STUDENT LEARNING OUTCOMES

This course description will appear in the College Catalog followed by the Student Learning Outcomes-Course Level.

Course Description:

This course explains the issues surrounding the need for individualized hotel security programs, examines a wide variety of security and safety equipment and procedures, discusses guest protection and internal security for asset protection, explores risk management and loss prevention issues, and outlines OSHA regulations that apply to lodging properties.

If the description above is a revision, attach a copy of the current catalog page(s) to be revised.

Catalog Year:

Page Numbers:

STUDENT LEARNING OUTCOMES – COURSE LEVEL (LIST 3-5)

Upon successful completion of this course, students will be able to:

- 1. Discuss the security and safety responsibilities of hotels.**
- 2. Explain the key issues in developing and setting up a hotel security program.**
- 3. Identify strategies for managing employee safety and demonstrate how a hotel can establish a safety committee.**

☒ These SLOs are aligned to States' Career Cluster Initiatives (SCCI) (www.careertech.org/) standards.

IV. RATIONALE FOR PROPOSAL

If this course is connected to a program, answer A, D and E. If this course is not connected to a program, answer A-D.

A. Reason this proposal should be adopted in light of the College's mission statement and educational goals

This is a required course for an AS in International Hotel Management.

B. An assessment of industry or community need

C. Conformity of this course to legal and other external requirements. Include articulation agreements, Guam State CTE requirements, accrediting agency standards, State Board regulations, professional certification or licensing requirements if applicable

D. Results of course and course guide evaluation.

Course guide was last updated in SY2004 and it is necessary to keep apace with industry trends and practices.

- E. Program requirements (associate degree, certificate, diploma) served by this course
Associate of Science in Hotel Operations Management

V. RESOURCE REQUIREMENTS AND COSTS (PENDING AVAILABILITY OF FUNDS)

- A. Resources (materials, media, and equipment) and costs
Laptop, multimedia projector, speakers, and hospitality training DVDs
- B. Personnel requirements (administrative, instructional and support staff) and costs
Full-time faculty or adjunct of the Tourism & Hospitality Department teaches this course. Regular salary scales will apply. With assistance of the department faculty is encouraged to attain the Certified Hospitality Educator's (CHE) designation to enhance student-learning outcomes. Office support normally provided to faculty will be sufficient.
- C. Facility requirements and costs
Existing classroom with seating capacity for 20 students will be sufficient.
- D. Funding source(s)
Local funding and revenue from tuition.
- E. Impact, financial or otherwise, this course may have on the School/College
This course will have an impact by fulfilling the College's mission: Guam Community College is a leader in career and technical workforce development, providing the highest quality, student-centered education and job training for Micronesia.

VI. IMPLEMENTATION SCHEDULE

- A. Implementation date: **Fall 2015**
* Document must be approved by the second week of March to be effective for the following fall semester OR the second week of October to be effective for the following spring semester.
- B. Course Offering: **Spring, Fall**

VII. COURSE DESCRIPTION

- A. Course
Alpha: **HS**
Number: **217**
- B. Course Title(s)
Long Title: **Hotel Security Management**
Abbreviated Title (20 characters maximum): **Hotel Security**
- C. Contact Hours and Number of Students
Maximum Number of Students: **20 Classroom cannot accommodate 30 students.**
Lecture: **45**
Lab:
Practicum:
Clinical Practicum:
Work experience/internship:
Other:
Total Hours: **45**

- D. Number/Type of Credits
Carnegie Units: per semester
Credits: 3 per semester
- E. Prerequisite(s) **HS150, EN110 or Department Chair approval**
- F. Co-requisites(s)
- G. Articulation
Secondary Programs/Courses
University of Guam
Others
- H. Target Population:
Students pursuing an Associate of Science Degree in International Hotel Management
- I. Cost to Students (specify any fees)
Tuition and Textbooks.

VIII. COURSE DESIGN (INSTRUCTIONAL METHOD E.G. DISTANCE LEARNING, MEDIATED, NON-TRADITIONAL, ONLINE, TRADITIONAL)

Evaluations consist of quizzes, exams, class participation, written tests, assignments, projects, and written/oral reports and actual cooking presentations. The instructor will determine the weight of each item in the course syllabus at the beginning of the semester. Students must meet minimum course competencies of 70% or better.

IX. COURSE OUTLINE

- 1. Security and Safety in the Lodging Industry**
- 2. Legal Aspects of Loss Prevention**
- 3. Security Programs, Training, Design, and Equipment**
- 4. Security Procedures Covering Guest Concerns**
- 5. Lodging Safety**
- 6. Departmental Responsibilities in Guest and Asset Protection**
- 7. Employee Safety**
- 8. The Protection of Funds and Information**
- 9. Emergency Management and Media Relations**
- 10. Insurance**

X. STUDENT LEARNING OUTCOMES - DETAILED (based on Course Outline)

Upon successful completion of this course, students will be able to:

- 1. Security and Safety in the Lodging Industry**
 - 1.1 Explain the importance of a comprehensive approach to risk management and outline the business case.**
 - 1.2 Discuss in general terms the security and safety responsibilities of hotels.**
 - 1.3 Review the four steps of the risk management process and explain how risk management benefits a business.**
 - 1.4 List hotel security requirements and how lodging safety and security considerations have changed.**
 - 1.5 Describe major loss events involving hotels.**
- 2. Legal Aspects of Loss Prevention**
 - 2.1 Describe the American legal system.**
 - 2.2 Summarize the meaning of reasonable care, describe how hotel's duty to exercise reasonable care may not be delegated.**

- 2.3 Explain how a hotel might be held liable for the acts of its employees.
- 2.4 Identify steps a hotel must take to limit its liability for loss of guest valuables, and cite cases illustrating a hotel's liability for guests' property.
- 2.5 Describe a hotel's liability with regard to unclaimed property, and summarize a hotel's liability for handling guests' mail.
- 2.6 Describe a hotel's liability for loss of a non-guest's property.
- 3. **Security Programs, Training, Design, and Equipment**
 - 3.1 Explain the key issues in developing and setting up a security program, including liaison with law enforcement and security staffing.
 - 3.2 Identify the elements of security training that are critical to an effective security program.
 - 3.3 Describe the critical security concerns related to the design of the hotel's buildings and the layout of the grounds.
 - 3.4 Identify common components of guestroom security and describe their uses.
 - 3.5 Explain the importance of closed-circuit television, communication system, alarms systems, and elevator security to hotel security.
- 4. **Security Procedures Covering Guest Concerns**
 - 4.1 Identify various types of keys and key card control and their advantages and disadvantages.
 - 4.2 Explain how effective access control is achieved through surveillance and security patrols.
 - 4.3 Explain how to deal with the presence of unauthorized or undesirable persons.
 - 4.4 Summarize effective safe-deposit box security procedures and explain the hotel's liability for safe-deposit boxes.
 - 4.5 Describe typical hotel lost and found procedures.
 - 4.6 Discuss some guest views of hotel security measures.
- 5. **Lodging Safety**
 - 5.1 Identify slips, trips, and fall risks posed on hotel premises, and explain what hotels can do to minimize them.
 - 5.2 Describe fire safety risks in hotels and the various measures and equipment hotels use to address these risks.
 - 5.3 Explain safety risks and concerns pertaining to hotel water systems, including water potability and hot water temperatures.
 - 5.4 Identify safety risks and concerns that hospitality operators and managers potentially face in regard to power outages and emergency power, indoor air quality, foodborne illness, and bed bugs.
- 6. **Department Responsibilities in Guest and Asset Protection**
 - 6.1 Discuss losses that affect all departments, including losses due to employee theft, and describe security considerations faced by the human resources department.
 - 6.2 Discuss security issues within the engineering department and the rooms division.
 - 6.3 Describe security issues within the purchasing and receiving, storage and issuing, and food and beverage areas.
 - 6.4 Describe common security and safety issues within a hotel's recreation department, and summarize casino and gaming security issues.
 - 6.5 Identify the general types and uses of security reports and records
 - 6.6 State the security concerns involved in serving guests with disabilities, VIP guests, and youth groups.
 - 6.7 Explain the safety and security considerations for handling conventions, meetings, and exhibits.
- 7. **Employee Safety**
 - 7.1 Summarize the business case for employee safety.

- 7.2 Cite some employee safety statistics.
- 7.3 Discuss strategies for managing employee safety, and explain how a hotel can establish a safety committee.
- 7.4 Describe some emerging issues concerning employee safety.
- 8. **Protection of Funds and Information**
 - 8.1 Describe control procedures and physical protection for the accounting function.
 - 8.2 Summarize hotel cashing procedures and credit policies and procedures.
 - 8.3 Explain key issues affecting computer security in a hospitality environment.
 - 8.4 Describe the benefits and objectives of establishing an internal audit.
- 9. **Emergency Management and Media Relations**
 - 9.1 Describe the role of an emergency management plan.
 - 9.2 Demonstrate knowledge of safety and security measures for responding appropriately to a variety of emergency situations.
 - 9.3 Summarize procedures for handling blackouts, robberies, and medical and dental emergencies, and terrorism.
 - 9.4 Outline a viable media relations response in the event of an emergency.
- 10. **Insurance**
 - 10.1 Explain how insurance can help properties minimize their financial expenses due to losses.
 - 10.2 List and describe the types of coverage found in commercial package policies and in additional types of coverage available to lodging properties.
 - 10.3 Demonstrate the proper procedures used for managing claims.

XI. MEANS OF ASSESSMENT AND CRITERIA FOR SUCCESS

Evaluations consist of quizzes, exams, class participation, written tests, assignments, projects, and written/oral reports and actual cooking presentations. The instructor will determine the weight of each item in the course syllabus at the beginning of the semester. Students must meet minimum course competencies of 70% or better.

XII. TEXTBOOK REFERENCE, EQUIPMENT AND SUPPLIES

- A. Required Textbook(s)
Security and Loss Prevention Management, Third Edition (or latest), by David M. Stipanuk and Raymond C. Ellis, Jr. – AH&LA-EI, Lansing, Michigan
ISBN# 978-0-86612-410-6
- B. Reference(s) and Bibliography
- C. Equipment/Facilities
Existing classroom equipment and facilities is adequate.
- D. Instructional Supplies

Learning Resource Center (Library)
- E. Has the Advisory Committee reviewed and concurred with the materials, content, and assessment used for this course?

☐ Yes

☒ No

Comments: