

HM – Hotel Management (uniquement en anglais)

Cette filière est destinée à former des techniciens spécialisés en gestion hôtelière, ayant pour mission de participer au contrôle des tâches de réception, restauration, loisirs. Et aussi de participer à la gestion comptable, aux facturations complexes et à la gestion des stocks.

First Year (Equivalent Marketing and Hotel Management) -Semester 1/2

Code	Course	Pré-requis	Crts
GST231	General Accounting I	-	5
ENG211	Techniques of Expression	-	5
GST221	Micro-Economics	-	5
GST251	Applied Math for Business	-	5
GST211	Principles of Management	-	5
GST261	Business Law	-	5
GST232	General Accounting II	-	5
ENG212	Techniques of communication	-	5
GST222	Macro-Economics	-	5
GST271	Principles of Marketing	-	5
GST252	Statistics	-	5
MIS211	Management Information system	-	5

Second Year - Semester 3/4

Code	Course	Pré-requis	Crts
GST311	Public Administration	-	5
GST416	Business Ethics	-	5
ANG311	English	-	5
GST442	Business Finance	-	5
GST312	Operations Research	-	5
GST361	Labor Law and Social Security	-	3
GST313	Work Psychology	-	2
HUM311	Introduction to Philosophy	-	2
HUM312	Sport	-	2
CLT235	Scientific Culture	-	2
GST314	Human Resource Management	-	5
GST315	Organization Behavior	-	5

GST417	Strategic Management and Business Policy	-	5
ANG312	Professional English	-	5
GST381	Hospitality and Tourism Management	-	5
GST382	Food and Beverage Services	-	5
POL311	Middle-Eastern Geopolitic	-	2
HUM313	Civilization	-	2

Third Year - Semester 5/6

Code	Course	Pré-requis	Crts
GST383	Front Office Management and Software	GST381	5
GST481	Hospitality Purchasing Management	GST381+GST232	5
GST482	Food Nutrition and Hygiene	GST381+GST382	5
GST483	Housekeeping Management and Fidelio Lab	GST381	5
GST484	Catering Management	GST381+GST382+GST232	5
GST485	Event Management	GST381+GST382+GST271	5
GST486	Food and Beverage Cost Control	GST481+GST232	5
GST487	Restaurant Management	GST484+GST482	5
GST488	Convention Management	GST485	5
GST489	Hospitality Supervision	GST381+GST315+GST314	5
GST498	Practical Training	Senior Standing	3
HTM499	Senior Project	Senior Standing	5

Course description for Hotel Management

GST231 General Accounting I

Introduction to the basic principles concepts and techniques of financial accounting. Explanation of the basic techniques of measuring. Classifying. Summarizing. Reporting and interpreting financial information.

ENG211 Technique of Expression

Oral communication techniques. Ability to express his ideas and thoughts in written form. Audio-Visuals and authentic materials are used to promote these skills.

GST221 Micro-economics

The principles of economics that apply to the functions of individual decision makers. Both consumers and producers. Within the larger economic system. It places primary emphasis on the nature and functions of product markets and includes the study of factor markets and of the role of government in promoting greater efficiency and equity in the economy.

GST251 Applied Math for Business

Real numbers. Definite integrals. Numeric series. Primitives. Introduction of numeric functions. Ordinary functions.

GST211 Principles of Management

The modern organization covering the fundamental principles of management including techniques of setting objectives. Operational planning. And the control process. Students develop and understanding of all the functioning level of a company.

GST 261 Business Law

Introduction to the study of law. Entities. Goods. Contracts. Basic elements of consensual relations enforced by law: Formation and performance. Constitutional law: freedoms of speech. Press. Assembly. Association. And petition. Civil procedure. Personal and subject matter jurisdiction. Evidence. Rules. Principles. And practice of the law of evidence covering judicial notice.

GST 232 General Accounting II

Explanation and understanding of more advanced procedures of accounting for partnerships. Corporations. Long-term debts and marketable securities. Includes use of accounting software.

ENG212 Techniques of communication

B1: Grammar: Must, mustn't and needn't, zero conditional, First conditional, Second Conditional, Past perfect, Reported speech, The passive. Vocabulary: Electronic devices, Body language, Planet earth, Crimes and criminals, Publications, Landscapes. Everyday English: Making a complaint, Invitations, giving advice and recommendations, reporting a theft, arranging to meet. Writing: Messages, an essay, an email, an informal letter, a formal letter.

GST222 Macro-Economics

The basic tools of macroeconomics and apply them to real world economic policy. (a) understand how to evaluate macroeconomic conditions such as unemployment, Inflation and growth (b) understand how monetary policy and fiscal policy can be used to influence short-run macroeconomic conditions (c) understand media accounts of macroeconomic events. Examples of issues to be discussed include the role of fiscal and monetary policies in stabilizing the economy. The relationship between inflation and unemployment. The role of government policy in promoting long-term economic growth. Monetary and fiscal policies in an open economy. European Monetary Union. Deficits and stabilization and reform.

GST 271 Principles of Marketing

The foundations and basic concepts of marketing which help organizations. Satisfy consumer needs through the development of products and services. Distribution systems. Pricing policies and promotion programs.

GST 252 Statistics

Concepts of probability. Random variables. Mathematical expectation. Variance. Confidence intervals. Estimation. Testing of statistical hypotheses. Homogeneity testing of two samples. Analysis of variance.

MIS 211 Management information systems

Performance evaluation. Corporate capital structure. Capital budgeting. Amortized capital loans. Company liquidation.

GST 311 Public Administrations

The functions, operations and management of public organizations and institutions as well as government offices and services.

GST 416 Business Ethics

An evaluation of theory. Research. And practice. Pertaining to individual and group behaviour on the design and the structure of organizations in the business environment as well as their stakeholder's concept.

GST442 Business Finance

Treasury and working capital management. Presentations of developments in treasury management. Banking deregulation and foreign exchange risk.

ANG 311 English

A1: Grammar: Present simple, Adverbs of frequency, Present continuous, Countable and uncountable nouns, Can and adverbs, Have to, Should/shouldn't. Vocabulary: Family, Free-time activities, School subjects, Clothes, Food. Everyday English: Making friends, Expressing likes and dislikes, Giving directions, Making arrangements, Ordering food. Writing: a message, an announcement, a letter, an invitation, a questionnaire.

A2: Grammar: Past simple, Regular and Irregular verbs, Past continuous, Comparative and superlative adjectives, Going to and will, Present perfect. Vocabulary: Places in town, Countries, Nationalities, Continents, Geographical features, Measurements. Jobs, Transport nouns and adjectives. Everyday English: Asking for information, Talking about your weekend, Negotiating, Making holiday plans, Making and receiving phone calls, Buying a Train ticket. Writing: a note, an email message, an advert, an application letter, a postcard.

GST 312 Operation Research

Is presented as problem- solving and optimizing technique for various managerial and production problems. Scheduling. Simplex method. Integer linear programming. Transportation and assignment problems.

GST 361 Labor Law and Social Security

Employment contract. Salaries. Social and fiscal charges imposed on salaries.

GST 313- Work Psychology

Introduction on psychology of the individual and of the group. Theoretical movements.

HUM 311- Introduction to Philosophy

Scientific knowledge: Sources and fields. Truth concepts. Historical marks. Classic. Moderne. Contemporary theories. Sciences. Techniques. Technologies. The experimental method and its repercussions. Scientific mind moulding. Contemporary issues: Determinism and relativism in science. Scientific ethics and activity.

HUM312 Sport

This is a physical education course introducing the student to the science of physical education in addition to a focus on a sport activity.

GST314 Human Resource Management

Employee selection; training and development; performance appraisal and compensation; job analysis and design; benefits administration; labour-management relations.

GST315 Organization Behavior

The primary values characterizing this field include (1) an emphasis on establishing cause-and-effect relationships. (2) A commitment to change. (3) A humanistic concern for people. (4) A concern for organizational effectiveness. And (5) a reliance on empirical research and the scientific method.

GST417 Strategic management and business policy

All essential aspects of business policy and strategic management. Strategy analysis. Formulation of strategies at different levels of the organization. And strategy implementation. We will also reflect on the purpose of organizations. Their governance. And their role towards shareholders. Stakeholders and society in general.

ANG312 Professional English

A2: Grammar: Past simple, Regular and Irregular verbs, Past continuous, Comparative and superlative adjectives, Going to and will, Present perfect. Vocabulary: Places in town, Countries, Nationalities, Continents, Geographical features, Measurements. Jobs, Transport nouns and adjectives. Everyday English: Asking for information, Talking about your weekend, Negotiating, Making holiday plans, Making and receiving phone calls, Buying a Train ticket. Writing: a note, an email message, an advert, an application letter, a postcard.

B1: Grammar: Must, mustn't and needn't, zero conditional, First conditional, Second Conditional, Past perfect, Reported speech, The passive. Vocabulary: Electronic devices, Body language, Planet earth, Crimes and criminals, Publications, Landscapes. Everyday English: Making a complaint, Invitations, giving advice and recommendations, reporting a theft, arranging to meet. Writing: Messages, an essay, an email, an informal letter, a formal letter.

GST381 Hospitality and Tourism Management

The hospitality industry to the operations of hotel, restaurant and catering industry focus on the current managerial. Operational and development aspects of the industry. The management application in the hospitality industry. Management leadership for effective organizations. The study of group behaviour. Attitudes. Stress management. Communication. Motivation. Power politics conflict and organizational culture as practices in the hospitality industry.

GST382 Food and Beverages Services

The history, practices and developments within the food & beverage industries The various classifications of food and beverages. The examination of food services systems. Culinary techniques. Theories of nutrition and public health. The impact of food & beverages systems on the public and the hospitality industry.

POL311 Middle-Eastern Geopolitics

The Middle East from a geographical perspective with emphasis on the historical and political underpinnings of the region, the Middle East, the cradle of civilization has been, due to its geography, one of the major arenas for political and ideological conflicts. It has been subject to an unequal power relationship with the West which, together with Islam, has affected the level of its political, social and economic development.

HUM313 Civilization

General culture in order to fill out possible gaps in their cultural knowledge and to enhance their potential for professional integration. While working in Lebanon as well as abroad.

GST383 Front Office Management and Software

The operations of the rooms division of a hotel. Aspects of rooms' division operations such as yield management, reservation, check-in check-out. & night audit. The operations and procedures in managing guest's services in the lodging area in a hotel. Guest cycle from reservation to checkout including such as night audit and their interaction with other departments.

GST481 Hospitality Purchasing Management

The hospitality purchasing operations and cycles. The process of placing and receiving orders for food and beverages, equipment, supplies and contract services. Product specifications and ordering. Supplier selection. Store management and negotiations.

GST482 Food Nutrition and Hygiene

The basic introduction of nutrition. Basic nutrients. Related health concepts. eating behaviour and dietary intake. (1) understand the role of nutrition in human life (2) understand different nutrition and hygiene standards and guidelines (3) identify the six classes of nutrients (4) understand different diet plans and (5) basic food safety and hygiene practices.

GST483 Housekeeping Management and Fidelio Lab.

The various aspects of housekeeping in a lodging industry. The scope, responsibilities, communications, terminology, material specific concerns to a hotel's housekeeping. Cleanliness. Hygiene. Maintenance and aesthetic upkeep of the property. The duties of housekeeping management and staff to include room attendants and will therefore include: management techniques. Supervision. Proper cleaning and rooms sanitations as well as public areas; budgeting. Purchasing. Security and inventory control will also be addressed.

GST484 Catering Management

Catering management responsibilities. Managerial techniques. Marketing and sales operations. Logistics and services. Different catering concepts for special functions to include menu planning. Working methods. Catering equipment. Kitchen and service layout. Events preparations and execution as well as human resources organizations. Manage different types of food and beverages service. On and off premises.

GST485 Event Management

The principles and practices of planning, managing and staging events to include: meetings. Conventions and exhibitions segments of the hospitality industry. The managerial aspects of successful events management and therefore address key areas to include: targeting. Planning organizing. Selling and servicing events.

GST486 Food and Beverage Cost Control

The techniques of pricing. Budgeting. Forecasting. Waste control. Costing. Cost volume analysis. Management control systems and performance measurement. Quality assurance versus cost impact on profitability. Day to day financial challenges will also be addressed and be able to handle diverse issues facing them with reference to quality of service. Employees' motivation and moral and cost management.

GST487 Restaurant Management

The main functions and skills required to effectively run and manage different food style service operations. The theory and practice to dining room operations and management. How to manage scheduling. Hosting. Selling. Cashiering. Sanitation and safety. And operations performance. Some service related software will be introduced.

GST488 Convention Management

The basic managerial elements of convention and group management. The practical and operational differences between conferences and conventions. The managerial elements of convention management such as: planning. Organizing. Meeting organizers & planners. Planning for profit. Organizing and effectively implementing transportation in addition to other relevant topics in the planning and management of groups. The type and form of relationship between convention managers and other departments within the hotel.

GST489 Hospitality Supervision

The role of supervisors in the success of operations within the hospitality industry. The skills and tools of supervision. Supervision tasks. Duties and responsibilities. Creating and maintaining productivity. Controlling labour costs. Establishing and maintaining effective communication. Motivating employees. Managing conflicts. Planning and managing change and coaching staff to effective time management.

GST498 Practical Training

This is an intensive class directed and supervised on-the-job practical training. In the class directed part of the training. Students will be introduced to the University's library facilities of audio. Visual and printed material in hospitality departments covering procedures of the jobs involved. Guest speakers from the hospitality industry will be invited to address the students to help them better understand the required on-the-job training. The on-the-job part of the practical training is divided in two segments. The first in lodging and the second in food and beverage area of a hotel. In the Lodging area. Students are required to complete not less than 250 hours in the areas of front office operations. Housekeeping and management. In the food and beverage area. Students must complete at least 250 hours in the operations of restaurants and catering emphasizing on operations. Management functions in service. Production. Inventory. And cost control.

HTM499 Senior Project

This is a directed and supervised independent study project that the student will undertake to produce a final graduation work. Students will select a topic of research with their academic advisors and conduct desk. Empirical research. Or a detailed report and analysis on hotel or a restaurant (carefully selected with the academic advisor to ensure that the hotel is of good standing and the sought work is meaningful) or restaurant chain; the work should conclude with recommendations for improvement.