

THE UNIVERSITY OF NEVADA, LAS VEGAS
HARRAH COLLEGE OF HOSPITALITY
HOA 731
Operational Analysis in Hospitality Management
Spring 2022

Course Instructor:

Office Location:

Office Hours:

Phone:

e-mail:

Course Meeting:

Required Text: Cachon, G., & Terwiesch, C. (2020). *Operations Management* (2nd ed.). New York: McGraw-Hill Education DO NOT BUY UNTIL NOTIFIED WITH INSTRUCTIONS

[Coursepack](#) from Harvard Business Publishing

Other readings as assigned and provided on WebCampus

Course Description & Goals

This course is intended as an introduction to operational analysis in the hospitality industry. The emphasis of the course is research design, operations analysis, and the application of analytical models for the hotel and food service industry.

Learning Objectives

All graded assignments will have scores posted on WebCampus while final grades will be posted to MyUNLV. While grades will be posted as soon as possible on WebCampus, do not expect an immediate grade and do not ask when grades will be posted. All grades will be posted as soon as they are available.

Extra credit projects will not be given, and no grades will be adjusted to make up for poor class performance. You will get the grade you earn.

Class Attendance/Participation

As an on

Case Study Number	Name of Case Study
1	The Ritz-Carlton Hotel Company: The Quest for Service Excellence
2	
3	Fat Waiting Experience
4	Multiple Sclerosis Society of Canada: London-Grand Bend Bicycle Tour

Research Project

There is a group project with a presentation in this course. Groups will be determined after week 2 of class. **Details of the project will be posted on WebCampus.**

As a graduate student you need to handle team dynamics. The professor will not handle group problems except for no response, which you must prove with emails unanswered. All problems must be reported to the professor at least 2 weeks before the due date. If you are

Groups

cannot be changed after assigned.

Exams

Exams will consist of multiple choice, short essay, and problems. All material covered in the course including but not limited to the book, case studies, lectures, guest speakers, posted readings, current events discussions, etc. may be on the exam.

All students are to take special notice of the exam dates stated on this syllabus.

Emergencies will qualify you to have a substitute exam taken within a week of the exam date. This exam will be different than the one given in class. Emergencies only include a medical emergency involving yourself or your immediate family (parents, grandparents, brothers, sisters, spouse, and children only) and documentation starting you are unable to take the exam will be required. Regular medical appointments, travel plans and excuses related to employment do not meet the requirement for a make-up exam. Once an exam is taken, *ex post facto* excuses for performance will not be considered.

announcements or answers for in-class exercises you must come to office hours. Answers will not be given out in office hours, instead, we will work through any problems, so you need to bring all work including your book, project instructions, etc. **Do not come to office hours empty handed.**

The time before or after class if not office hours. Please do not ask questions about grades,

Copyright

The University requires all members of the University Community to familiarize themselves with, and to follow copyright and fair use requirements. You are individually and solely responsible for violations of copyright and fair use laws. The University will neither protect nor defend you, nor assume any responsibility for student or employee violations of fair use laws. Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under University policies. Additional [copyright policy information](#) is available.

Disability Resource Center (DRC)

The [UNLV Disability Resource Center](#) (Student Services Complex, SSC-A, Room 143, telephone 702-895-0866) provides resources for students with disabilities. Students who believe that they may need academic accommodations due to a permanent disability, temporary or permanent medical need, or academic support due to pregnancy are encouraged to contact the DRC as early as possible in the academic term. A Disabilities Specialist will discuss what options may be available to you. Students who are already registered with the DRC should request their accommodations online each semester, and make an appointment to discuss their accommodations with their instructors.

Final Examinations

The University requires that final exams given at the end of a course occur on the date and at the time specified in the Final Exam schedule. The Final Exam schedule is typically available at the start of the semester, and the classroom locations are available approximately one month before the end of the semester. See the [Final Exam Schedule](#)

Identity Verification in Online Courses

All UNLV students must use their Campus-issued ACE ID and password to log in to WebCampus-Canvas.

UNLV students enrolled in online or hybrid courses are expected to read and adhere to the [Student Academic Misconduct Policy](#) to act as a substitute for another, or using or attempting to use a substitute, in any academic

login credentials with another person may be considered an attempt to use a substitute, and could result in investigation and sanctions, as outlined in the Student Academic Misconduct Policy.

UNLV students enrolled in online courses are also expected to read and adhere to the [Acceptable Use of Computing and Information Technology Resources Policy](#), which prohibits sharing university accounts with other persons without authorization.

To the greatest extent possible, all graded assignments and assessments in UNLV online courses should be hosted in WebCampus-Canvas or another UNLV-managed platform that requires ACE login credentials for access.

Incomplete Grades

completed three-fourths of course work for that semester/session, but cannot complete the last instructor, and the instructor believes that the student can finish the course without repeating it. For undergraduate courses, the incomplete work must be made up before the 600-, or 700-level courses have up to one calendar year to complete the work, at the discretion of the instructor. If course requirements are not completed within the period accordingly. Students who are fulfilling an Incomplete grade do not register for the

Library Resources

age, color, national origin, ethnicity, creed, religion, disability, sexual orientation, gender, gender identity, marital status, pregnancy, genetic information, veteran status, or political affiliation. Please see [University Statements and Compliance](#).

A successful learning experience requires mutual respect and trust between the students and the instructor. Accordingly, the instructor asks that students be willing to listen to one discussion and comments on topic, and use first person, positive language when expressing their perspectives.

UNLV Land Acknowledgement

UNLV is situated on the traditional homelands of Indigenous groups, including the Nuwu or Nuwuvi, Southern Paiute People, descendants of the Tudu, or Desert People. We honor and offer gratitude for those who have stewarded the land; for the land itself; and for the opportunity to cultivate a thriving, diverse, inclusive, and just scholarly community here today that works for a better tomorrow for all.

