



HFTM*4250 Revenue Management

Fall 2021

Credit Weight: 0.50

Course Details

This course provides students with an opportunity to develop and apply their knowledge and skills in revenue management. The objective of the course is to provide students with a solid foundation in revenue management for careers in service industries. The topics that will be covered in this course include principles of revenue management, performance metrics, forecasting, inventory pricing strategies, strategic revenue management, restaurant revenue management, and revenue management in the service industries.

Calendar Description

Pre-Requisite(s): HTM*3120 or FARE*3310

Co-Requisite(s): None

Restriction(s): Must Be registered in BCOMM:HAFA, BCOMM:HAFA:C or BCOMM:TMGT

Method of Delivery: Online-In-class

Course Website Access Date: Tuesday, September 7, 2021

Course Start Date: Thursday, September 9, 2021

Seminar Schedule: Thursdays, 01:30PM - 02:20PM; MCKN, Room 224

Final Exam: Friday, December 10, 2021; location TBD

Instructional Support

Instructor

Alireza Zolfaghari

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Telephone: (519) 824-4120

Office: Room 104, MACS Building

Office Hours: Only by appointment

Alireza Zolfaghari is a Ph.D. candidate in service management at Lang School of Business, University of Guelph. His current research is concerned with in text-mining applications in the service industry. More specifically, he is working on the analysis of user-generated content in the hospitality sector. Previously, he worked on the customer experience of utilizing smart technologies in the retail industry. He is also a multi-disciplinary researcher with experience in designing and analysis of experimental and quantitative modelling studies. He did his MBA back in 2017 and earned his B.Eng in civil engineering in 2014. Prior to joining academia, Alireza worked in the tourism industry for a few years.

Learning Resources

Required Textbook

There is no required textbook for this course. Given this, lecture materials (PowerPoint slides) and assigned readings will be posted on Courselink before each lecture. It is your responsibility to have printed a copy of the lecture slides before each class and to read all assigned readings. The tests in this class will be based on both the posted and non-posted material.

This course covers a significant amount of material, resulting in each class being comprised of many slides. The rationale for the large PPT decks is so that you have the key concepts and ideas covered in every class in material that you can refer to for tests and future use. Given the number of slides for each class, it is advised that you review all the slides before class and make notes, so that you do not become overwhelmed with the pace at which material is covered during each seminar.

Optional Textbook

Title: Revenue Management for the Hospitality Industry

Author(s): David Hayes and Allisha Miller

Edition / Year: 2011

Publisher: John Wiley and Sons

ISBN: 978-0-470-39308-6 (paperback) or 978-0-470-91318-5 (e-text)

Course Website

CourseLink (powered by D2L's Brightspace) is the course website. It is recommended that you log in to your course website every day to check for announcements, access course materials, and review the weekly schedule and assignment requirements.

<https://courselink.uoguelph.ca/shared/login/login.html>

Learning Outcomes

Upon successfully completing this course, you will be able to:

1. Utilize revenue management metrics to measure revenue performance of given examples and cases.
 2. Define and practice negotiation strategies and skills.
 3. Understand and apply tactical revenue management to a service industry business.
 4. Apply revenue maximization strategies to the analysis of case studies.
 5. Explain how the revenue management tools can improve the profitability of the operations in the service industry.
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Teaching and Learning Activities

Method of Learning

This course will use a combined learning approach: students will be expected to attend class lectures, complete assigned readings and assignments, and work in teams to facilitate response to case studies.

Course Structure

Weeks	Class	Topics
Week 1	Thursday, September 9	<ul style="list-style-type: none">• Introduction to course• Introduction to Revenue Management
Week 2	Virtual Lecture	<ul style="list-style-type: none">• Performance metrics• Introduction to STAR reports and performance indices• Competitive fair market share and market penetration

	Thursday, September 16	<ul style="list-style-type: none"> Utilizing performance metrics
Week 3	Virtual Lecture	<ul style="list-style-type: none"> Forecasting
	Thursday, September 23	<ul style="list-style-type: none"> Applying forecasting
Week 4	Virtual Lecture	<ul style="list-style-type: none"> Differential Pricing Strategic pricing Displacement analysis
	Thursday, September 30	<ul style="list-style-type: none"> Application of displacement analysis
Week 5	Virtual Lecture	<ul style="list-style-type: none"> Distribution channels
	Thursday, October 7	<ul style="list-style-type: none"> Utilizing different distribution channels
Reading week	Friday October 8 to Wednesday October 13	<i>No Class</i>
Week 6	Virtual Lecture	<ul style="list-style-type: none"> Strategic revenue management Total revenue management
	Thursday, October 14	<ul style="list-style-type: none"> Midterm test
Week 7	Virtual Lecture	<ul style="list-style-type: none"> Inventory and price management
	Thursday, October 21	<ul style="list-style-type: none"> Application of inventory and price management
Week 8	Virtual Lecture	<ul style="list-style-type: none"> Restaurant revenue management Internal and external measures in restaurants
	Thursday, October 28	<ul style="list-style-type: none"> Application of revenue management in the restaurant industry
Week 9	Virtual Lecture	<ul style="list-style-type: none"> Revenue management in services outside of hotels and restaurants
	Thursday, November 4	<ul style="list-style-type: none"> Technology in the revenue management process

Week 10	Thursday, November 11	<ul style="list-style-type: none"> • <i>Group Project Presentations</i>
Week 11	Thursday, November 18	<ul style="list-style-type: none"> • <i>Group Project Presentations</i>
Week 12	Thursday, November 25	<ul style="list-style-type: none"> • <i>Group Project Presentations</i>
Week 12 (Extended)	Thursday, December 2	<ul style="list-style-type: none"> • <i>Group Project Presentations (if needed)</i>

Assessment

The grade determination for this course is indicated in the following table

Table 1: Course Assessment

Assessment	Weight
Midterm exam	30%
Final exam	30%
Group Project Paper Submission	25%
Group Project Presentations	15%
TOTAL	100%

Group Project Paper Submissions

For this project, you are to work in groups of five or six to research a service sector company to discuss how revenue management is applied. Just to get started, here's a list of just a few industries you may consider:

Transport: taxi, bus, limousine, rail and air travel

Rentals: automobile, motorhomes, yacht charters

Accommodation: Hotels, vacation homes, time shares, B&Bs

Sports and Entertainment: Ticket re-sellers, golf fees, ski lifts

Vacations: Cruise lines, all-inclusive resorts, adventure tours

Services: Canada's food terminal, Ontario flower growers auction), media advertising

Retail: Furniture, Fashion,

Food and Beverage: Banquet and event halls, restaurants,

For the benefit of the class, group projects should cover as many different industries as possible. To that end, when each group has agreed on their company, they will post it on the Courselink Project pages.

Focusing on the business you have selected to research, The Project will require you to identify how the operation utilizes revenue management, identify areas for improvement given your understanding of revenue management, and provide a plan for how you would

implement revenue management going forward. A breakdown of your paper could look like this:

1. Provide a discussion of the business you are reviewing (3 - 5 pages):
 - Name;
 - Brief history;
 - The product/service they sell;
 - Fit within the seven characteristics of revenue management.
2. Discuss the current target market and revenue management practices employed at the organization (2 - 4 pages).
3. Identify areas that could be improved through the implementation of revenue management (3 - 4 page).
4. Focusing on one of the areas you identified, propose a revenue management strategy that could be implemented. (4 – 5 pages):
 - Identify the area you will focus on;
 - Propose the revenue management strategy that you would implement;
 - Provide a timeline that could be used to implement the revenue management strategy, outlining your role and the role of other people in the organization.

The report should be approximately 20 (plus or minus 2) pages in length.

Note: While exact numbers may be difficult to acquire for this assignment, so you will have to be creative and work with what you can get. Use your own contacts and experiences to select the company, search the internet, find people who have bought the product, dig around, see what you can find out. Also, you need to couch your recommendations in literature.

Group Project Presentations

Presentations will be 12 – 15 minutes in length. It is not necessary for everyone in the group to present, however all group members should be in attendance to provide answers to questions.

Groups will be composed of 4- 5 students. Initially, students will have the option of making up their own groups. It is important to choose people you can work with, whose contacts, resourcefulness and commitment to producing an excellent project is shared. Any remaining students will be randomly assigned by the instructor; however, it is much preferred for students to select their own group members.

Course Technologies and Technical Support

CourseLink System Requirements

You are responsible for ensuring that your computer system meets the necessary system requirements. Use the browser check tool to ensure your browser settings are compatible and up to date. (Results will be displayed in a new browser window).

<http://spaces.uoguelph.ca/ed/system-requirements/>

<https://courselink.uoguelph.ca/d2l/systemCheck>

Technical Skills

As part of your online experience, you are expected to use a variety of technology as part of your learning:

- Manage files and folders on your computer (e.g., save, name, copy, backup, rename, delete, and check properties);
- Install software, security, and virus protection;
- Use office applications (e.g., Word, PowerPoint, Excel, or similar) to create documents;
- Be comfortable uploading and downloading saved files;
- Communicate using email (e.g., create, receive, reply, print, send, and download attachments);
- Navigate the CourseLink learning environment (the instructions for this are given in your course);
- Access, navigate, and search the Internet using a web browser (e.g., Firefox, Internet Explorer); and
- Perform online research using various search engines (e.g., Google) and library databases.

Course Technologies

CourseLink

Online courses are offered entirely online using CourseLink (powered by D2L's Brightspace), the University of Guelph's online learning management system (LMS). By using this service, you agree to comply with the [University of Guelph's Access and Privacy Guidelines](#). Please visit the D2L website to review the [Brightspace privacy statement](#) and [Brightspace Learning Environment web accessibility standards](#).

<http://www.uoguelph.ca/web/privacy/>

<https://www.d2l.com/legal/privacy/>

<https://www.d2l.com/accessibility/standards/>

Technical Support

If you need any assistance with the software tools or the CourseLink website, contact CourseLink Support.

CourseLink Support

University of Guelph

Day Hall, Room 211

Email: courselink@uoguelph.ca

Tel: 519-824-4120 ext. 56939

Toll-Free (CAN/USA): 1-866-275-1478

Walk-In Hours (Eastern Time):

Monday thru Friday: 8:30 am–4:30 pm

Phone/Email Hours (Eastern Time):

Monday thru Friday: 8:30 am–8:30 pm

Saturday: 10:00 am–4:00 pm

Sunday: 12:00 pm–6:00 pm

Course Specific Standard Statements

Acceptable Use

The University of Guelph has an [Acceptable Use Policy](#), which you are expected to adhere to.

<https://www.uoguelph.ca/ccs/infosec/aup>

Communicating with Your Instructor

During the course, your instructor will interact with you on various course matters in class and on the course website using the following ways of communication:

- **In-Class:** Your instructor will not only host lectures during class time, but will also provide time for discussion and questions.
- **Announcements:** The instructor will use **Announcements** on the Course Home page to provide you with course reminders and updates. Please check this section frequently for course updates from your instructor.
- **Email:** If you have a conflict that prevents you from completing course requirements, or have a question concerning a personal matter, you can send your instructor a private message by email. The instructor will respond to your email within 48 business hours. When communicating by email, you **MUST** use your University of Guelph email address, and the subject line should read HTM 4250 – ‘Insert your name, First and Last’
- **Office Hours:** Your professor will hold office hours every week, and you are free to just drop in.

Netiquette Expectations

For courses with online environments, the course website is considered the classroom and the same protections, expectations, guidelines, and regulations used in face-to-face settings apply, plus other policies and considerations that come into play specifically because these courses are online. Inappropriate online behaviour will not be tolerated. Examples of inappropriate online behaviour include:

- Posting inflammatory messages about your instructor or fellow students;
- Using obscene or offensive language online;
- Copying or presenting someone else's work as your own;
- Adapting information from the Internet without using proper citations or references;
- Buying or selling term papers or assignments;

- Posting or selling course materials to course notes websites;
- Having someone else complete your quiz or completing a quiz for/with another student;
- Stating false claims about lost quiz answers or other assignment submissions;
- Threatening or harassing a student or instructor online;
- Discriminating against fellow students, instructors, and/or TAs;
- Using the course website to promote profit-driven products or services;
- Attempting to compromise the security or functionality of the learning management system; and
- Sharing your username and password.

Submission of Assignments to Dropbox

Assignments are required to be submitted electronically via the online **Dropbox** tool, and in hard copy in class. When submitting your assignments using the **Dropbox** tool, do not leave the page until your assignment has successfully uploaded. To verify that your submission was complete, you can view the submission history immediately after the upload to see which files uploaded successfully. The system will also email you a receipt. Save this email receipt as proof of submission.

Be sure to keep a back-up copy of all of your assignments in the event that they are lost in transition. In order to avoid any last-minute computer problems, your instructor strongly recommend you save your assignments to a cloud-based file storage (e.g., Google Docs), or send to your email account, so that should something happen to your computer, the assignment could still be submitted on time or re-submitted.

It is your responsibility to submit your assignments on time as specified on the Schedule. Be sure to check the technical requirements and make sure you have the proper computer, that you have a supported browser, and that you have reliable Internet access. Remember that **technical difficulty is not an excuse not to turn in your assignment on time**. Don't wait until the last minute as you may get behind in your work.

If, for some reason, you have a technical difficulty when submitting your assignment electronically, please contact your instructor or [CourseLink Support](http://spaces.uoguelph.ca/ed/contact-us/).
<http://spaces.uoguelph.ca/ed/contact-us/>

Late Policy

If you choose to submit your individual assignments to the **Dropbox** tool late, the full allocated mark will be reduced by 10% per day after the deadline for the submission of the assignment to a limit of five days at which time access to the **Dropbox** folder will be closed, and you will receive a mark of zero.

Extensions will be considered for medical reasons or other extenuating circumstances. If you require an extension, discuss this with the instructor as soon as possible and well

before the due date. Barring exceptional circumstances, extensions will not be granted once the due date has passed. These rules are not designed to be arbitrary, nor are they inflexible. They are designed to keep you organized, to ensure that all students have the same amount of time to work on assignments, and to help to return marked materials to you in the shortest possible time.

Obtaining Grades and Feedback

Unofficial assessment marks will be available in the **Grades** tool of the course website. Your instructor will have grades posted online within 2 weeks of the submission deadline, if the assignment was submitted on time. Once your assignments are marked you can view your grades on the course website by selecting **Grades** from the **Tools** dropdown menu on the navbar. Your course will remain open to you for seven days following the last day of the final exam period.

Final grades will be available at the end of the semester. Students can access their final grade by logging into [WebAdvisor](#) (using your U of G central ID).

<https://webadvisor.uoguelph.ca>

Rights and Responsibilities When Learning Online

The course website is considered the classroom and the same protections, expectations, guidelines, and regulations used in face-to-face settings apply, plus other policies and considerations that come into play specifically because these courses are online.

For more information on your rights and responsibilities when learning in the online environment, visit [Rights and Responsibilities](#).

<http://opened.uoguelph.ca/student-resources/rights-and-responsibilities>

University Standard Statements

University of Guelph: Graduate Policies

As a student of the University of Guelph, it is important for you to understand your rights and responsibilities and the academic rules and regulations that you must abide by. Consult the [Undergraduate Calendar](#) for the rules, regulations, curricula, programs and fees for current and previous academic years.

<https://www.uoguelph.ca/registrar/calendars/graduate/current/>

Email Communication

As per university regulations, all students are required to check their uoguelph.ca e-mail account regularly: e-mail is the official route of communication between the University and its students.

When You Cannot Meet Course Requirements

When you find yourself unable to meet an in-course requirement due to illness or compassionate reasons, please advise your course instructor (or designated person such as a teaching assistant) **in writing**, with your name, ID number and email contact.

Review the Graduate Calendar for information on regulations and procedures for Academic Consideration.

Drop Date

The last date to drop one-semester courses, without academic penalty, is indicated in the Schedule of Dates section of the Undergraduate Calendar. [Undergraduate Calendar](#)

Copies of Out-of-Class Assignments

Keep paper and/or other reliable back-up copies of all assignments: you may be asked to resubmit work at any time.

Accessibility

The University of Guelph is committed to creating a barrier-free environment. Providing services for students is a shared responsibility among students, faculty and administrators. This relationship is based on respect of individual rights, the dignity of the individual and the University community's shared commitment to an open and supportive learning environment.

Students requiring service or accommodation, whether due to an identified, ongoing disability or a short-term disability should contact Accessibility Services as soon as possible.

For more information, contact Accessibility Services at 519-824-4120 ext. 56208, [email Accessibility Services](#) or visit the [Accessibility Services website](#).

accessibility@uoguelph.ca

<https://wellness.uoguelph.ca/accessibility/>

Academic Misconduct

The University of Guelph is committed to upholding the highest standards of academic integrity and it is the responsibility of all members of the University community – faculty, staff, and students – to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. University of Guelph students have the responsibility of abiding by the University's policy on academic misconduct regardless of their location of study; faculty, staff and students have the responsibility of supporting an environment that discourages misconduct. Students need to remain aware that instructors have access to and the right to use electronic and other means of detection.

The Academic Misconduct Policy is detailed in the Graduate Calendar.

<https://www.uoguelph.ca/registrar/calendars/graduate/current/>

Copyright

Content within this course is copyright protected. Third party copyrighted materials (such as book chapters and articles) have either been licensed for use in this course, or have been copied under an exception or limitation in Canadian Copyright law.

The fair dealing exemption in Canada's Copyright Act permits students to reproduce short excerpts from copyright-protected materials for purposes such as research, education, private study, criticism and review, with proper attribution. Any other copying, communicating, or distribution of any content provided in this course, except as permitted by law, may be an infringement of copyright if done without proper license or the consent of the copyright owner. Examples of infringing uses of copyrighted works would include uploading materials to a commercial third party web site, or making paper or electronic reproductions of all, or a substantial part, of works such as textbooks for commercial purposes.

Students who upload to CourseLink copyrighted materials such as book chapters, journal articles, or materials taken from the Internet, must ensure that they comply with Canadian Copyright law or with the terms of the University's electronic resource licenses.

For more information about students' rights and obligations with respect to copyrighted works, review Fair Dealing Guidance for Students.

http://www.lib.uoguelph.ca/sites/default/files/fair_dealing_policy_0.pdf

Plagiarism Detection Software

Students should be aware that faculty have the right to use software to aid in the detection of plagiarism or copying and to examine students orally on submitted work. For students found guilty of academic misconduct, serious penalties, up to and including suspension or expulsion from the University can be imposed.

Recording of Materials

Presentations which are made in relation to course work—including lectures—cannot be recorded or copied without the permission of the presenter, whether the instructor, a classmate or guest lecturer. Material recorded with permission is restricted to use for that course unless further permission is granted.