

# SPORT OPERATIONS (SSSO)

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## **SSSO 531 Sport Operation & Facility Preparation (3 Credits)**

### **Lecture: 3**

This course is concerned with the study of operations management in sport organizations. Students will consider the processes of design, implementation and control of sport service operations. The course will include examination of performance management techniques and their application to the sport and recreation context. Examination of current practice will be undertaken throughout the course. Principles and techniques of planning and operating sport facilities. Emphasizes principles and concepts of organization and administration including communication, personnel management, management of physical resources, and risk management. Examines variety of sport operations such as indoor stadiums, athletic field complexes and managing recreation and intramural activities.

**College/School:** College Of Education

**Department:** Dept of Health & Kinesiology

## **SSSO 533 Sport Operation Management (3 Credits)**

### **Lecture: 3**

This course focuses on the operations management of games, events, experiences and activities within the world of Sport. All operations provide goods and services by devising processes which transform or change the state or condition to produce output. Sport and related activities are no exception. The operations manager is responsible for the activities, decision-making and duties associated with managing the transformation process. Applies the principles and functions of management to the development, operation, and financing of sports facilities, including public and private arenas, coliseums, and stadiums. Use of risk management, feasibility studies, and financial concepts.

**College/School:** College Of Education

**Department:** Dept of Health & Kinesiology

## **SSSO 648 Front Office Operation In Sport (3 Credits)**

### **Lecture: 3**

This course will examine the various organizational structures and business practices employed by a 'front office' in the sports industry. Students will examine the interaction of revenue production (both traditional and non-traditional). A study of a systematic front office lodging procedures and operations, including identification and duties of the front office staff, guest relations, front office salesmanship, room procedures and handling of cash/credit transactions. Topics include ticket collection, ticket/guest list, guest satisfaction, occupancy and revenue management, security, interdepartmental communications, and related services.

**College/School:** College Of Education

**Department:** Dept of Health & Kinesiology