

Bachelor Degree in Tourism and Hospitality Management

Academic Year: 2020-2021

Teaching guide

Area: Advanced Operations

Subject: Hotel and Restaurant Management

Period: Semester 5

Lecturers:

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MODULE: INTERNATIONAL TOURISM AND HOSPITALITY MANAGEMENT

AREA: ADVANCED OPERATIONS

SUBJECT: HOTEL AND RESTAURANT MANAGEMENT

CODE: OB5AOP-I

LANGUAGE: ENGLISH

YEAR: 3

PERIOD: SEMESTER 5

CREDITS: 6 ECTS

1. Subject objectives

Hotel & Restaurant Management analyses hotel management from the organization and coordination functions and through operations management. Midsize full-service hotels are taken as a representative example of the lodging and food and beverage industry. Students will learn basic notions of how to lead teams, organize work, control costs and maximize benefits.

2. Competencies developed

Basic

B01 - Be able to acquire, understand and structure knowledge.

B02 - Be able to apply knowledge.

B03 - Be able to search for and manage information in order to solve problems, transmit reflective judgements and/or make decisions.

B04 - Be able to communicate information and/or knowledge in one's mother tongue, as well as in at least two foreign languages.

B05 - Be able to learn autonomously and continuously

General

G03 - Initiative and entrepreneurial spirit: always be ready to take advantage or look for new opportunities and act in consequence. Implies a predisposition for proactivity and perseverance.

G07 - Team work and collaboration: Cooperates actively and jointly in achieving common objectives.

G11 - Planning and organization: reflects a constant concern for minimizing uncertainty in the environment and comply with established quality parameters.

G12 - Development of Organizational Culture: understands the relationships and lines of action within the organization.

Specific

E13 - Lead and manage the various types of tourism organizations.

E14 - The operational procedure in the area of accommodation.

E15 - The operational procedures in restaurant management.

3. Content

Session 1: Introduction to course, creation groups, explanation assessments..

Session 2: Hotel operations structure: organigram, relationships among departments, communication tools and culture. .

Session 3: Rooms Division Operations 1. Front Desk.

Session 4: Rooms Division Operations 2. Guest Services .

Session 5: Rooms Division Operations 3. Guest Relations.

Session 6: Rooms Division Operations 4. Reservations, IT & Sustainability.

Session 7: Group Activity 1. Hotel Culture.

Session 8: Group Activity 2. Communication technology..

Session 9: Rooms Division Operations 5. HouseKeeping Operations.

Session 10: F&B Division 1.Operational standards 1 .

Session 11: F&B Division 2.Operational standards 2.

Session 12: F&B Division 3. Operational standards 3.

Session 14: F&B Division 4. Kitchen .Chef Executive Role.

Session 15: Asset Management 1.

Session 16: Asset Management 2.

Session 17: Coordination & Banqueting.

Session 18: Purchasing Department.

Session 19: Leading Teams 1.

Session 20: Leading Teams 2.

Session 21: Hotel Innovation.

Session 22: Security & Maintenance (POMEC).

Session 23: Recap.Final Debat.Exam preparation.

4. Teaching methodology

Finding information and preparation and organization of material.

Debates.

Practical Exercises.

Case Studies.

Self-study or Study Groups.

Student Presentations (individual or group).

Plenary Lectures.

Readings.

Supervised Projects.

Working individually or in groups.

5. Assessment activities

Regular examination call

- **Group Activity 1. Hotel Culture. (Oct, 19/2020)**

Supervised project (Group - 15%)

Evaluated competences: G3, G7, G11, E13, B1, B2, B3, B4

- **Group Activity 2. Communication Technology (Oct, 22/2020)**

Supervised project (Group - 15%)

Evaluated competences: G3, G7, G11, E13, B1, B2, B3, B4

- **Written Assignment 1. Rooms Division (Oct, 29/2020)**

Academic Work (Individual - 10%)

Evaluated competences: 1, B2, B5, E13, E14, E15

- **Written Assignment 2. F&B Division (Nov, 19/2020)**

Academic Work (Individual - 10%)

Evaluated competences: B1, B2, B5, E13, E14, E15

- **"Management Pills" Presentation (Dec, 17/2020)**

Supervised project (Individual - 5%)

Evaluated competences: G3, G7, G11, G12, E13, E14, E15, B1, B2, B3, B4

- **Written Assignment 3. Lessons Learned (Dec, 17/2020)**

Academic Work (Individual - 20%)

Evaluated competences:

- **Final examination**

Final exam (Individual - 25%)

Evaluated competences: B1, B2, B3, B4, B5, G12, E13, E14, E15

Students must obtain a minimum grade of 5 average in each of the evaluation activity types (group presentation, individual assignments, individual presentation and exam). In the case that a student has failed, or has a grade less than 5 average in any of the four assessment types, they will be evaluated as a fail. Missed activities due to absence in class will result in a 0 (unless authorized or excused by the school). The student must resubmit all assessments with less than a grade 5 at the extra exam call. In order to pass the course, a student should obtain a minimum grade of 5 in the final exam.

Resit examination call

- **Retake "Management Pills" (Dec, 17/2020)**

Supervised project (Individual - 5%)

Evaluated competences: G3, G7, G11, G12, E13, E14, E15, B1, B2, B3, B4

- **Retake Group presentation (Dec, 17/2020)**

Supervised project (Group - 30%)

Evaluated competences: G3, G7, G11, E13, B1, B2, B3, B4

- **Assignments retake (Jan, 11/2021)**

Academic Work (Individual - 30%)

Evaluated competences: B1, B2, B5, E13, E14, E15

- **Final retake exam**

Final exam (Individual - 35%)

Evaluated competences: B1, B2, B3, B4, B5, G12, E13, E14, E15

Students must obtain a minimum grade of 5 average in each of the 3 assessment types. In the case that a student has failed, he/she must resubmit/redo all assessments less than a grade 5 at the retake exam call date. The maximum grade that students can obtain in retake evaluation assessments is a 6, while a 5 is required to pass the retake activities.

Repeating students without attendance: regular examination call

- **Final exam**

Final exam (Individual - 100%)

Evaluated competences: B1, B2, B3, B4, B5, G12, E13, E14, E15

Students must obtain a minimum grade of 5 average in each of the 3 assessment types. In the case that a student has failed, or has a grade less than 5 average in any of the four assessment types, they will be evaluated as a fail. In the case that a student has failed, he/she must resubmit/redo all assessments less than a grade 5 at the resit examination call.

Repeating students without attendance: resit examination call

• Final retake exam

Final exam (Individual - 100%)

Evaluated competences: B1, b2, B3, B4, B5, E12, E13, E14, E15

Students must obtain a minimum grade of 5 average in each of the 3 assessment types. In the case that a student has failed, he/she must resubmit/redo all assessments less than a grade 5 at the retake exam call date. The maximum grade that students can obtain in retake evaluation assessments is a 6, while a 5 is required to pass the retake activities.

Follow-up meetings

Week 3 (Oct, 08/2018), 14:00

Week 7 (Nov, 19/2018), 14:00

Week 13 (Dec, 03/2018), 14:00

6. Bibliography

Recommended readings

Danny Meyer. Setting the Table. The transforming power of hospitality in Business. Harper Perennial.

Annie McKee, Frances Johnston, Richard Boyatzis. Becoming a Resonant Leader: Develop Your Emotional Intelligence, Renew Your Relationships, Sustain Your Effectiveness.

Donald Burns. Your Restaurant Sucks!: Embrace The Suck. Unleash Your Restaurant. Become Outstanding.

7. Lecturer/s

Mr. Isaac Lozano Alfaro (Head lecturer) - isaac.lozano@htsi.url.edu

Contact hour: On demand. Thursdays at 14:00

8. Observations

* Information on the academic calendar, exam timetables, and room assignment will be posted on the virtual campus and on the faculty's web site once it is available.

* Academic norms and regulations is an obligation for all the members of the academic community in the faculty.

- Material: Students are expected to come prepared for lectures. Failure to do so may result in students being asked to leave class.

- Attendance: Each student is responsible for making sure they cover the material of lectures missed. Evaluations missed in lectures are a 0.

- Plagiarism: This is a very serious offence, subject to disciplinary action, as determined by the Bachelor Degree Academic committee. Please see the academic rules and regulations for more details

- Mobile phones, smart phones, tablets and laptop computers are not allowed in class for personal use. Any student found using their mobile phones/computers during class for personal use, will be asked to leave.

- Punctuality: Students are expected to attend class on time, and out of respect, those who arrive late are required not to interrupt

COVID 19 PROTOCOL

In the event of a health emergency, the faculty will resume the academic activity as follows:

[-] The academic board will notify students and lecturers about the change to remote mode, its timeframe and the appropriate recommendations.

[-] The face-to-face activity will be transferred to the remote environment through the virtual classroom and the HTSI videoconferencing tools accessible with the students' credentials.

[-] The academic activity will be maintained in the established schedules and calendars, being able to adapt in other timetables to facilitate the development of the meetings and tutoring activities.

[-] The contents and activities will be maintained as planned. In the case of visits or sessions with professionals in the classroom, these could be re-planned or adapted by other similar ones depending on the circumstances.

[-] The weight of the evaluation activities is maintained. The delivery dates can be modified if the confinement conditions influence the development of the activity (for example, data collection, interviews ...) so as not to harm the student.