

7 ACCOMMODATIONS 2

Prerequisite: Accommodation 1 Credits: 4

Overview

This course introduces the learner to the techniques of professional accommodation administration. Students will become acquainted with management issues of the rooms division, revenue management, security operations, maintenance/engineering and distribution channels.

General Objectives

This course is designed to:

- 1 familiarize students with revenue and profit management techniques related to Rooms Division operation
- 2 explore the role of the Rooms Division from a management perspective and examine the inter-relationship with other management functions
- 3 familiarize students with Rooms Division Operations within a particular hospitality context from an operational, supervisory and managerial perspective
- 4 enable students to compare and contrast a range of Rooms Division operating systems.
- 5 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, learners will:

- 1 describe the components of the system of accommodation
- 2 state and describe the parts which are integral to the building and analyze how the component achieves its goal of being an overall sound, aesthetically appealing, subsystem
- 3 describe and analyze the accommodation services
- 4 analyze how staffing must be integrated within the entire management of the accommodation process
- 5 discuss materials management and analyze systems implemented to control the movement of resources
- 6 discuss standards and analyze the concept of quality in relation to productivity

Topics

1.0 The System of Accommodation

Objective

Upon completion of the topic the student will be able to:

- 1.1 describe the accommodation product
 - The customer
 - Sphere of accommodation management
 - Services Industry
 - System of accommodation management
 - Constraints on Accommodation Management

Content

- The customer
- Accommodation management
- The service industry

2.0 The Building

Objective

Upon completion of the topic the student will be able to:

- 2.1 describe and analyze the building subsystem
 - The Site
 - The Structure
 - Fittings
 - Planning
 - Design and Construction

Content

- The site
- The physical plant
- Design and construction

3.0 Accommodation Services

Objective

Upon completion of the topic the student will be able to:

3.1 describe and analyze the Accommodation services

- The Front Office
- Housekeeping
- Infection Control and Hygiene
- Waste disposal
- Pest Control
- Maintenance
- Security
- Activities

Content

- Front office
- Housekeeping
- Infection control and hygiene
- Waste disposal
- Pest control
- Maintenance
- Security

4.0 Staffing

Objective

Upon completion of the topic the student will be able to:

4.1 describe and analyze the staffing needs of the accommodation sector

- Staff Planning
- Recruitment and Selection
- Training
- Incentives
- Direct vs. Contract Labour

Content

- Staffing
- Recruitment and selection
- Training
- Incentives
- Contract labour

5.0 Materials Management

Objective

Upon completion of the topic the student will be able to:

5.1 describe materials management and analyze its control systems

- The Role of Materials Management
- Components of Materials Management
- Purchasing
- Storage and Controls
- Materials Movement

Content

- Materials management
- Purchasing
- Storage and control
- Movement of materials

6.0 Quality and Productivity

Objective

Upon completion of the topic the student will be able to:

6.1 discuss standards and analyze quality in relation to productivity

- Quality Management
- Standards Setting and Definition
- Controlling the Standard
- Measuring Quality
- Productivity Definitions
- Measuring and Increasing Productivity
- Labour and Productivity

Content

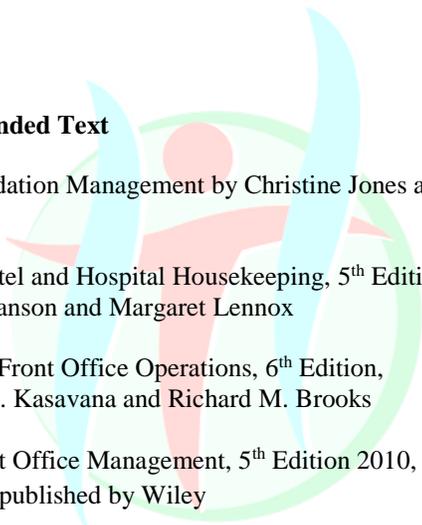
- Quality management
- Standards
- Productivity definition
- Productivity measurement
- Labour and productivity

Instructional Methods

Lecture
Guest Speakers
Tours

Assessment & Evaluation

- The coursework mark which accounts for 40% of the final grade for the course is distributed as follows:
 - One assignment in the form of a written paper worth 15% and in-class oral presentation -15% or a case study worth 30%
 - Mid-term examination – 30%
- The final examination accounts for 40% of the final grade for the course.

**Recommended Text**

Accommodation Management by Christine Jones and Val Paul

Hotel, Hostel and Hospital Housekeeping, 5th Edition, Joan C. Branson and Margaret Lennox

Managing Front Office Operations, 6th Edition, Michael M. Kasavana and Richard M. Brooks

Hotel Front Office Management, 5th Edition 2010, J A Bardi; published by Wiley

Hotel Housekeeping Operations and Management, 2nd Edition 2011, G Raghubalan; published by Oxford

Front Office Management in Hospitality Lodging Operations, 2014, M A Casado; published by Create Space Independent Pub. Platform

Front Office Operations and Management, 2001, A Ismail; published by Cengage Learning

Resources

House Craft/ Accommodations Operations, Valrie Paul and Christine Jones, 1989 Macmillan, Hampshire.

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.