

Hotel Security and Risk Prevention

Code: 103756
ECTS Credits: 6

Degree	Type	Year	Semester
2502904 Hotel Management	OB	3	2

Contact

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Use of Languages

Principal working language: catalan (cat)
Some groups entirely in English: No
Some groups entirely in Catalan: No
Some groups entirely in Spanish: No

Other comments on languages

There are no plans to use the English language

Prerequisites

There are no prerequisites.

Objectives and Contextualisation

The aim of the Hotel Safety and Prevention course is for students to learn how to detect, study and understand the wide range of risks associated with the tourism sector, especially in the hotel sector, and how to manage them in an efficient and professional manner. The course is designed around a set of tools and methodologies that will allow the student to fulfil the important task of protecting the five basic pillars of all tourist and hotel activity: the clients, the workers, the receiving environment, the tourist and hotel activity itself and its environment.

To carry out this purpose, the subject is divided into three blocks of knowledge.

The first block will deal with the basic concepts and regulatory framework concerning Prevention and Safety in the tourism sector and its dichotomies as parallel and converging sectors. We will work on security management in tourism projects, including comparative models, functional aspects, police models, prevention in tourism, etc.

The second block will deal with security matters that are more intrinsically related to the hotel environment: human, technical and operational resources, preventive and reactive aspects, regulation and self-regulation of the sector, communication plans in crisis situations, risk derivation, protection of VIP clients, relations with the forces of law and order, etc.

And the last block will deal with the characteristics of the hotel prevention and safety manager (functions, responsibilities, professional opportunities, training, etc.) or the figure within the sector/company who has to perform all the corresponding tasks.

At the end of the course the student must:

- Understand the concept of prevention and hotel safety and know how to express its application in the field of tourism.
- Know the principles of prevention and hotel safety and the different applications of this concept in the tourism sector.
- Know the main risks caused and suffered by tourist activity, their impact on the different actors that interact in the hotel environment, and the instruments for managing and reducing negative impacts.
- Know how to identify and describe the existing instruments for improving the security of tourist destinations and hotel companies.
- Be able to propose good practices for risk prevention within the tourism and hotel sector.
- Understand tourism as an instrument of economic and social development, which can contribute to economic improvement and the reduction of social inequalities in destinations.

Competences

- Analyse, summarise and evaluate information.
- Apply health and safety rules in the establishments of the hotel and catering sector.
- Define and apply the management of different types of organisation in the hotel and catering sector.
- Demonstrate a business vision, identify clients' needs and progress towards possible changes in environment.
- Demonstrate an orientation and culture of customer service.
- Demonstrate an understanding and apply the principles of scientific method in research in the hotel and catering sector.
- Demonstrate an understanding of the relationship and impact of management processes in hotel and catering companies.
- Demonstrate broad knowledge of the organisation and management of company operations, with emphasis on applied management models and the application of quantitative and qualitative techniques.
- Demonstrate ethical behaviour in social relations and the ability to adapt to different intercultural situations.
- Demonstrate knowledge and understanding of and apply standards of quality and sustainability in the process of offering accommodation and catering services.
- Demonstrate knowledge of the dynamic and evolutionary nature of the hotel and catering industry and the new leisure industry.
- Demonstrate leadership abilities in the management of human resources in hotel and catering companies.
- Demonstrate responsible behaviour towards the environmental, social and cultural surroundings.
- Develop a capacity for independent learning.
- Identify and apply the basic measures of food hygiene and safety as well as the national and European regulations that have to be met by establishments and activities in the sector.
- Identify the legal framework that regulates hotel and catering activities, both those related to setting up companies and activities and those relating to the maintenance and normal operation of the premises.
- Plan and manage activities based on quality and sustainability.
- Work in teams.

Learning Outcomes

1. Analyse, summarise and evaluate information.
2. Apply knowledge of the organisation to the different activities related to the hotel and catering sector.
3. Apply management techniques and practices in the hotel sector and, in general, in catering.

4. Apply national and European regulations in relation to food hygiene and safety in the hotel sector.
5. Demonstrate a business vision, identify clients' needs and progress towards possible changes in environment.
6. Demonstrate an orientation and culture of customer service.
7. Demonstrate ethical behaviour in social relations and the ability to adapt to different intercultural situations.
8. Demonstrate knowledge of the dynamic and evolutionary character of the hotel and catering industry and the new leisure society.
9. Demonstrate leadership abilities in the management of human resources in hotel and catering companies.
10. Demonstrate responsible behaviour towards the environmental, social and cultural surroundings.
11. Develop a capacity for independent learning.
12. Identify and apply the regulations governing hotel activities in their creation and setting up maintenance and ordinary operation.
13. Identify and develop the principles of sustainability and standards of quality in the hotel and catering industry.
14. Plan and implement health and safety regulations to hotel establishments.
15. Plan and manage activities based on quality and sustainability.
16. Study specific and generic computer information systems and adapt them to hotel companies.
17. Use research methods and techniques in the study of tourism and hotel management.
18. Work in teams.

Content

A) INTRODUCTION TO TOURISM PREVENTION AND SECURITY

1. Basic concepts of the terms "prevention" and "safety"
2. Identifying and specifying all the actors who interact in this sector
3. Competences of each of them with respect to the market
4. Related subsectors
5. Regulations
6. Compared models
7. Crime within the sector and its impact
8. Objective and subjective indicators

B) HOTEL SECURITY

9. Basic concepts
10. Human, technical and operational resources
11. Regulation and self-regulation
12. Active and passive safety
13. Crisis communication plan
14. Risk analysis, planning and derivation
15. Prevention of occupational risks

16. Psychological First Aid

C) THE HOTEL PREVENTION AND SAFETY MANAGER

17. Concept, elements and functions

18. Management tools

19. Design of a strategic plan for hotel security

Methodology

From the methodological point of view, the course will work on the basis of these five criteria:

1. Theoretical study of the subject, through in-class lectures and using ICT.
2. Exercises and practical activities inside and outside the classroom: solving problems, understanding situations based on articles and texts from books, specific presentations on current news in the sector, etc.
3. Individual or group work, previously defined within the scope of the subject and followed up by means of tutoring and subsequently presented.
4. In-class and online tutorials, as a complementary factor to provide the student with guidance and help in dealing with the theoretical and practical questions proposed.
5. The *Campus Virtual* platform will be used to provide further information and as an alternative to the classroom for student-teacher communication. In the Campus Virtual there will be the course page, the complementary material to the theory in digital format, the exercises and cases, links to web pages, etc.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Classroom activities	8	0.32	4, 2, 3, 6, 5, 16, 12, 13, 15, 14, 17
Study and reading of materials	28	1.12	4, 2, 3, 16, 12, 13, 14, 17
Theory lessons	40	1.6	4, 2, 3, 10, 7, 11, 16, 12, 13, 14, 17
Type: Supervised			
Tutorials	10	0.4	4, 2, 3, 6, 5, 16, 12, 13, 15, 14, 17
Type: Autonomous			
Tasks elaboration	30	1.2	1, 4, 2, 3, 16, 12, 13, 14, 18, 17

Assessment

A) CONTINUOUS ASSESSMENT

1. Two interim exams worth 50% of the final grade (25% each exam) and which will include the theoretical material presented in the lectures. Students must score at least 4 in each exam for the average between them to be calculated.
2. Completion of five practical papers proposed throughout the course and delivered within the deadline, which will be worth 25% of the final grade (5% each paper). It will be necessary to pass 4 of the 5 exercises in order to opt for them to be computed for the final grade.
3. Completion of a final course assignment, which is compulsory and will be worth the remaining 25% of the final grade. In order for it to be computed for the final grade, it must obtain a score of at least 4. Careful and formally correct presentation will be valued.

If the average of the three blocks of evaluation with the conditions described in each of them (2 exams, coursework and final assignment) is insufficient for students to pass the subject through continuous evaluation, they will be evaluated by the single evaluation system, not taking into account any of the grades obtained.

B) SINGLE EVALUATION: Final exam (all the course).

Day and time established, according to the academic calendar, in the School's official schedules. There will be only one type of final exam, with no difference between students who have failed the continuous assessment and those who have not taken it.

C) RE-EVALUATION:

Date and time established, according to the academic calendar, in the School's official schedules. Only for those students who have obtained a grade equal to or higher than 4 and lower than 5 in the single/final evaluation. The maximum grade of this re-evaluation will not exceed 5 as a final grade. Type of test to be determined.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Final paper	25	20	0.8	1, 9, 6, 10, 7, 11, 13, 15, 18
Practical tasks	25	10	0.4	1, 4, 2, 3, 8, 11, 16, 12, 14, 18, 17
Theory tests	50	4	0.16	1, 2, 3, 6, 8, 5, 12

Bibliography

Materials available through the CV

- Delivery by the teacher of materials in various formats (PPT, DOC, PDF)
- Documents (Citations and References)
- Instructions for Abstracts and Text Comments

- Dossier of resources (websites of interest)

Bibliography:

- Tourism-oriented policing and protective services. Peter E. Tarlow

(A document with complementary bibliography will be provided to the student. Available in CV).