UAB
Universitat Autònoma de Barcelona

Accommodation Management I

Code: 103727
ECTS Credits: 6

Degree	Type	Year	Semester
2502904 Hotel Management	OB	2	1

The proposed teaching and assessment methodology that appear in the guide may be subject to changes as a result of the restrictions to face-to-face class attendance imposed by the health authorities.

Contact

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Use of Languages

Principal working language: spanish (spa)

Some groups entirely in English: No

Some groups entirely in Catalan: No

Some groups entirely in Spanish: Yes

Prerequisites

There are no prerequisites.

Objectives and Contextualisation

The subject Rooms Division Management I pretends to analyze the performance parameters of the department in order to teach to the students of the second course of the Degree in Hospitality Management how to manage the department in an efecctive way as well as to offer an extensive knowledge of it.

The subject describes the structure of the Rooms Division department and all its areas to manage, highlighting the organisational management of the different subdepartments that configure it, like reservations, front desk and concierge as well as the managing of its staff and the product to offer.
Spliting all these factors, the students learn how to manage and analyze the department results, to take decisions and look after the good operation of the accommodation area as a main activity in a hotel company (it generates the greater part of the revenues).
At the subject finalization the students will must be able of:
1. Know the department's structure as well as the competitions, skills and tasks of eahc one of the labour profiles that integrate it.
2. Realise one detailed analysis of the core processes of the rooms division department.
3. Familiarise with the management and the implementation of effective models of management and control.
4.Identify the different itineraries and communication channels to be used with the rest of hotel departmens.
5. Establish the functions for the rooms division staff.
6. Determine the different organizational structures of the needed staff that integrate the department.
7. Learning the procedures and know how to adapt them to the customer expecations, the particularities of the human capital and the material resources available.
8. Take decisions and design strategies to develop and improve the department.
9. Integrate fast and effectively workgroups inside the department related to the different types of accommodation businesses.
10. Perform a modern departamental management, effective and customer oriented.

Competences

- Apply concepts related to the creation setting up, acquisition, maintenance and conservation of equipment in hotel and catering premises which are energy-sustainable and economically viable.
- Apply health and safety rules in the establishments of the hotel and catering sector.
- Apply knowledge in practice
- Demonstrate knowledge of the production system and operating procedures in the accommodation service.
- Develop a capacity for independent learning.
- Manage and organise time.
- Manage communication techniques at all levels.
- Work in teams.

Learning Outcomes

1. Analyse the structure of the sector.
2. Apply knowledge in practice.
3. Develop a capacity for independent learning.
4. Draw up small action plans for health and safety.
5. Identify health and safety systems in the hotel and catering sector.
6. Manage and organise time.
7. Manage communication techniques at all levels.
8. Structure the different phases of opening of establishments.
9. Understand the different accommodation products as the principal activity of overall hotel product.
10. Understand the essential steps for creating settings and promotion.
11. Understand the structure and management of the department as well as the competences and skills of the professional profiles which make up the area of accommodation.
12. Work in teams.

Content

1. RESERVATIONS

1.1 Concept of reservation. Generalities

1.2 Organisation and functions of the department

1.3 Prices and prices

1.4 Occupancy and frequenty indexes

1.5 Rigidity of the hotel offer

1.6 Types of reservation

1.7 Contracting

1.8 Sale with variable prices: revenue management.

1.9 Confidential Prices

1.10 Types of vouchers

1.11 Commissions and net prices

1.12 Groups and series of groups

1.13 Allotment contracts.

1.14 Reservations with and without guarantee

1.15 Deposits and prepayments

1.16 Treatment of failed reservations

1.17 Treatment and management of reservations

1.18 Systems and instruments of work

1.19 Systems of classification and file

1.20 Interdepartamental Coordination

2. RECEPTION

2.1 Control of movements

2.2 Invoicing and cashiering

2.3 Contracting Excess

2.4 Telephones and communications

2.5 Interdepartamental Coordination

2.6 Department Organization

2.7 Concierge department

Methodology

- Lectures: Exhibition of the theoretical content of the program in a clear way, systematic and organized by areas (the students will have at the virtual campus the basic subject's content). The teacher will encourage at all times class participation, to help them value the the explanations, reflections and doubts. The learning will be reinforced with the projection of didactic videos and the articles and news reading.
- Sessions of practical classes. In these sessions the students will have to realise practical activities related with the theoretical contents exposed during the lectures.

Annotation: Within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Lectures	43	1.72	1, 9, 10, 11, 4, 8, 5

Problems solving	14	0.56	2, 9, 11, 7, 12
Type: Supervised			
Tutoring	12	0.48	1, 2, 9, 10, 11, 4, 3, 8, 7, 6, 5
Type: Autonomous			
Paper creation	34	1.36	1, 2, 9, 10, 11, 4, 3, 8, 7, 6, 5, 12
Study	40	1.6	1, 2, 9, 10, 11, 4, 3, 8, 7, 6, 5

Assessment

The evaluation of the subject will be:

Continuous evaluation. The continuous evaluation states of the following system:

a) The realisation of activities that will count 10% of the final mark.

b) The realisation of a compulsory work that will count 30% of the final mark.

c) The realisation of two mid-term exams that will include all the content and that will cost 30% of the final mark each one of them.

Final evaluation. Final examination (all the content).

Day and hour established, according to academic calendar in the Official Programming of the Centre (EUTDH).

There will be a final examination with all the content of the subject for those students that have not surpassed the system of evaluation contemplated in the previous point and for those students with special characteristics (repeaters, students with mobility, etc.) and that will count 100% of the final mark.

Resit exam. Day and hour established, according to academic calendar in the Official Programming of the Centre (EUTDH).

Headed to the students that in the final evaluation have obtained a mark between 3,5 and 5. The qualification of this re-evaluation will not surpass the 5 as final mark.

Modality of examination to define by the subject's professor.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Compulsory paper	30% of final mark	2	0.08	1, 2, 9, 10, 11, 4, 3, 8, 7, 6, 5, 12
Mid-term exam 1	30% of final mark	2	0.08	1, 2, 9, 10, 11, 4, 3, 8, 7, 5
Mid-term exam 2	30% of final mark	2	0.08	1, 2, 9, 10, 11, 4, 3, 8, 7, 6, 5
Practical activities	10% of final mark	1	0.04	1, 2, 9, 10, 11, 4, 3, 8, 6, 5, 12

Bibliography

Dorado, J.A. et Al. (1994). *Manual de recepción y atención al cliente*. Madrid: Editorial Síntesis.

Mesalles, Ll. (1999). *El jefe de recepción*. Barcelona: Laertes.

Gallego, J. (2002). *Gestión de hoteles: una nueva visión.* Madrid: Paraninfo.

Parrilla, P. (2006). *Operaciones de Recepción. Gestione las tareas administrativas de recepción de forma eficaz*. Vigo: Ideas propias Editorial.

Talón, Pilar (2016). *Fundamentos de Dirección Hotelera.* Madrid: Editorial Síntesis.

Articles and news related to course content will be facilitated through the virtual campus.

Software

No specific software is necessary.