

**Accommodation Management II**

Code: 103728  
ECTS Credits: 6

Degree	Type	Year	Semester
2502904 Hotel Management	OB	2	2

## Contact

Name: Carmen Ruiz Aguado

Email: carmen.ruiza@uab.cat

## Teaching groups languages

To check the language/s of instruction, you must click on "Methodology" section of the course guide.

## Prerequisites

There are no prerequisites.

## Objectives and Contextualisation

The subject Rooms division management II pretends to establish the performance parameters to achieve that the second year of the Degree in Hospitality management students can manage the department from a more practical side and in an effective way.

So with this purpose, this subject is a continuation of Rooms division management I and includes theoretical concepts corresponding to the Housekeeping division management and mainly practical contents of Rooms Division department.

The subject describes the Housekeeping division structure and its relations with the rest of hotel's departments and its own personnel. The students learn to manage and analyze the results, to take decisions and ensure a good performance of the Rooms division management as a main activity of a hotel company as it generates the major part of the company revenues.

The total time of due dedication, corresponds to the concept of management and practises in Rooms division department where practise residents are included understanding them like supervised activities that are carried out in the Hotel Campus installations, they all related with the preparation and realization of the service in a very wide sense where the different tasks of consergeria, front desk, reservations and commercialisation, invoicing and cashiering, housekeeping and laundry are done by the students.

Once finalising the subject the students will must have to:

1. Know the Housekeeping division structure as well as the competences, skills and tasks of each one of the labour profiles that integrate it.
2. Realise one detailed analysis of the core processes of the department.
3. Familiarise with the management and implement effective management and control models.

4. Identify the different itineraries and communication channels with the rest of departments that configure a hotel.
5. Establish the own functions of the Housekeeping department.
6. Determine the different organisational structures of personal necessary that integrate the Housekeeping division.
7. Know how to mediate procedures and how to adapt them to the customer expectations, human capital particularities and the material resources available based on respect for diversity and plurality of ideas, people and situations.
8. Take decisions and design strategies for the development and improvement of the department.
9. Integrate fast and effectively in the workgroups of departamental work related with the rooms division area in different type of accommodation business.
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 the technology and practice acquired in the laboratory in the departments of catering, cooking and accommodation to real cases.
- Be able to search efficiently for the necessary information.
- 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 the technology and practices acquired in the practicals laboratory to department of catering, accommodations and back of house operations to real scenarios.
3. Be able to search efficiently for the necessary information.
4. Develop a capacity for independent learning.
5. Draw up small action plans for health and safety.
6. Identify health and safety systems in the hotel and catering sector.
7. Manage and organise time.
8. Manage communication techniques at all levels.
9. Structure the different phases of opening of establishments.
10. Understand the different accommodation products as the principal activity of overall hotel product.
11. Understand the essential steps for creating settings and promotion.
12. 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.
13. Work in teams.

## **Content**

### **THEORETICAL BLOCK**

- 1.- Housekeeping department- Cleaning
- 2.- Internal and Outsourced Laundry services.
- 3.- Interdepartamental Coordination

## PRACTICAL BLOCK (PR- TPT)

- TP1: Template of control (check list) of rooms.
- TP2: Template of control (check list) of halls.
- TP3: Hotel Rates
- TP4: Check-in and register of customers
- TP5: Proforma invoices.
- TP6: Phone service formulas you
- TP7: Check-out process
- TP8: Agreements with Tour Operation
- TP9: Benchmarking (Hotel Campus)
- TP10: Preparation of the paper that compiles all the TPT done.

## Methodology

Teaching languages: catalan, spanish

The teaching of the theoretical-practical block (in classroom learning) is done during the second semester of the course, configuring the 20% of the subject. Exhibition of the theoretical content of the program in a clear, systematic and organised way by the teacher (the students will have at the Virtual Campus all the subject basic syllabus). The students participation in class will be promoted all the time. Also practical sessions will be organised where the students will have to do activities related with the theoretical contents analysed during the lectures.

The practical block teaching (Resident Practices / TPT) is developed during all the year in the Campus Hotel-School, configuring the 80% of the subject. The practice due to its characteristics, have different shifts and schedules from the classroom activities. To realise these practical activities an enough wide knowledge of the centre vehicular language is a must (oral expression and written understanding) with knowledge of the specific sector vocabulary.

Sessions of Resident Practices (PR).

Along the different consecutive weeks the students are divided in different groups that from Monday to Friday with daily dedication (morning and afternoon), will realise different activities programmed in the rooms division area at the different divisions at the Hotel-School Campus installations, in order to consolidate the knowledges on the different activities that are carried out in this area of an Hospitality company. It is necessary to mention that in the decurs of the first week the initiation days are included and therefore only contact activities will be done to favour an optimum learning environment.

- Sessions of preparation and service to the customer. Where under the constant monitoring by the supervisor, the students realise in a rotary way a serie of activities in any point of the Hotel-School Campus spaces. For example: front desk, commercial, reservations, housekeeping, etc.

- Feed-back Sessions. Where once finalised the service or the activity realised, the supervisor and the students think about the operative development / or activities carried out during the day.

The students expose their experiences and feelings as well as doubts and the monitor carry out the pertinent explanations and comments the measures of rectification.

- TP Sessions. Previous exhibition and demonstration of the theoretical contents by the supervisor, the students do personally the previous developed activity. It is necessary to mention that these sessions are developed at the school spaces conveniently equipped (for example: computer's classroom).

- External Visits (if necessary). Visits to companies and/ or attendance to conferences or professionals demonstrations will be realised. The teacher will propose different activities or papers related with the treated topics.

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	15	0.6	1, 2, 10, 12, 11, 5, 9, 8, 6, 3
Problems solving	1	0.04	1, 2, 10, 12, 11, 5, 4, 9, 8, 7, 6, 3, 13
Type: Supervised			
Resident practices/TPT	100	4	1, 2, 10, 12, 11, 5, 4, 9, 8, 7, 6, 3, 13
Tutoring	10	0.4	1, 2, 10, 12, 11, 5, 4, 9, 8, 7, 6, 3, 13
Type: Autonomous			
Paper creation	9	0.36	1, 2, 10, 12, 11, 5, 4, 9, 8, 7, 6, 3, 13
Study	10	0.4	1, 2, 10, 12, 11, 5, 4, 9, 8, 7, 6, 3

## Assessment

The subject evaluation will be as follows:

### THEORETICAL BLOCK (20% OF FINAL MARK)

#### Continuous assessment.

The continuous assessment will consist in:

- The realisation of one final project that will count a 7% of the final mark.
- The realisation of practical activity that will count a 1% of the final mark.
- The realisation of a test that includes all the class syllabus and that will count a 12% of the final mark.

#### Final assessment

- Exam that worth 20% of final mark

Date and time established according to the academic calendar in the Official Program of the Center (EUTDH).

#### Re-evaluation exam

Students that have obtained a mark over 3,5 in the final exam have the right of a resit exam. The maximum qualification to be obtained in this exam is 5 out of 10.

### PRACTICAL BLOCK (80% OF FINAL MARK)

The resident practices are evaluated daily by the supervisor/s. The final mark is divided in the following parts:

- 40% of final mark: The supervisors will value the following factors with different incidence percentages over the final mark: predisposition and interest in the service, destresses and skills, learning capability, workteam and initiative, as well as the respect to supervisors and companions.
- 40% of final mark: Elaboration of a dossier consistint in different exercises related to resident practices.

The uniformity, the presence and the attendance suppose very important corrective factors until the extreme of qualifying with a suspense that day practice (See Normative)

The exam's modality will be defined by the subject's faculty.

**Sine qua non** CONDITION TO PASS THE SUBJECT: it's necessary to obtain a minimum qualification of a 4 over 10 in each block to pass de subject.

## Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Exam	12% of final mark	2	0.08	1, 2, 10, 12, 11, 5, 9, 8, 7, 6
Final project	7% of final mark	1	0.04	1, 2, 10, 12, 11, 5, 4, 9, 8, 7, 6, 3, 13
Practical activities	1% of final mark	1	0.04	1, 12, 4, 8, 7, 3
Resident practices dossier	40% of final mark	0.5	0.02	1, 2, 10, 12, 11, 5, 4, 9, 8, 7, 6, 3, 13
Resident practices/TPT	40% of final mark	0.5	0.02	1, 2, 10, 12, 11, 5, 4, 9, 8, 7, 6, 3, 13

## Bibliography

Atienza Sobrino, Verónica. *Procesos de gestión de departamentos del área de alojamiento* Verónica Atienza Sobrino. Malaga: ICeditorial, 2012. Print.

Corral Mestas, Fernando. *Manual de recepción hotelera principios y técnicas* / Fernando Corral Mestas. Oviedo: Septem Ediciones, 2012. Print.

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

Good Housekeeping Practices in Hotels. Barcelona: Centro de Actividad Regional para la Producción Limpia, 2006. Print.

morale. "Crece inversión en Reservas Hoteleras." Portafolio (2006): n. pag. Print.

Parrilla, Patricia. (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.

Vaquero González, Juliana. *Recepción en alojamientos: recepción y atención al cliente. Manual* / Juliana Vaquero González. Madrid: Editorial CEP S.L., 2013. Print.

Vaquero González, Juliana. *Arreglo de habitaciones y zonas comunes en alojamientos: operaciones básicas de pisos en alojamientos. Manual* / Juliana Vaquero González. Madrid: Editorial CEP S.L., 2012. Print.

Villanueva López, Raúl. *Organización y prestación del servicio de recepción en alojamientos* Raúl Villanueva López. Antequera, Málaga: Innovación y Cualificación, 2012. Print.

Other supporting material will be facilitated through virtual campus

## Software

No specific software will be used during the in-class sessions, however specific software will be used during the internship.