

Degree	Type	Year
Hotel Management	OT	4

Contact

Name: Isaac Lozano Alfaro

Email: isaac.lozano.alfaro@uab.cat

Teaching groups languages

You can view this information at the [end](#) of this document.

Prerequisites

There are no prerequisites

Objectives and Contextualisation

This course aims to provide students with the necessary skills to understand qualitative concepts and techniques in tourism industry, enabling them to analyse and evaluate quality management processes. Social and environmental aspects of tourism sector will also be approached in order to ensure companies with quality continuous improvement.

At the end of the course the student will be able to:

- To know the most relevant models of quality management
- Understand, apply and evaluate qualitative methods
- Identify social and environmental aspects of quality
- Evaluate and interpret quality management systems to contribute to business performance

Competences

- Define and apply the commercial objectives, strategies and policies in hotel and catering companies.
- Define and apply the management of different types of organisation in the hotel and catering sector.
- Demonstrate an understanding and apply the principles of scientific method in research in the hotel and catering sector.
- 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 responsible behaviour towards the environmental, social and cultural surroundings.

- Develop a capacity for independent learning.
- 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.
- Manage and organise time.
- Plan and manage activities based on quality and sustainability.
- Work in teams.

Learning Outcomes

1. Apply commercial policies to hotel companies according to their different characteristics.
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. Demonstrate ethical behaviour in social relations and the ability to adapt to different intercultural situations.
5. Demonstrate responsible behaviour towards the environmental, social and cultural surroundings.
6. Develop a capacity for independent learning.
7. Identify and apply the regulations governing hotel activities in their creation and setting up maintenance and ordinary operation.
8. Identify and develop the principles of sustainability and standards of quality in the hotel and catering industry.
9. Manage and organise time.
10. Plan and manage activities based on quality and sustainability.
11. Use research methods and techniques in the study of tourism and hotel management.
12. Work in teams.

Content

QUALITY CONCEPT

- Creativity Concept
- Quality concept and objectives
- Service quality: SERVQUAL model

STANDARDS OF REFERENCE

- Certifications: ISO 9001 (general), ISO 14001 (Environment)
- EMAS certification
- Q Certification (Tourist Quality)
- Business excellence: EFQM model
- Quality management: "Total Quality Management" TQM

QUALITY AND ENVIRONMENT MANAGEMENT SYSTEM

- The reports for sustainability: "Global Reporting Initiative" GRI
- Social quality strategy: Corporate Social Responsibility
- Control of Quality and Environment records
- Quality and sustainability certificates
- Sustainable Development Goals (SDGs) and the tourism industry

PERFORMANCE OF THE SERVICE

- Corporate culture
- Standardization of processes
- Operating Manuals
- Opportunity management.

HUMAN RESOURCES MANAGEMENT AND QUALITY

- Human resources: the management of human capital and the work environment

MEASUREMENT, ANALYSIS AND IMPROVEMENT

- Guest satisfaction surveys
- Quality control: Business audits
- Action plans.
- Introduction to Lean: Continuous improvement tools.

Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Project-related and presentation class	30	1.2	2, 1, 3, 4, 5, 6, 9, 7, 8, 10, 12, 11
Theoretical classes	20	0.8	2, 1, 3, 4, 5, 9, 7, 8, 11
Type: Supervised			
Mentoring	16	0.64	4, 5, 6, 9, 10, 12
Type: Autonomous			
Project-related and presentation class	18	0.72	2, 1, 3, 4, 5, 6, 9, 7, 8, 10, 12, 11
Self-Study	18	0.72	6, 9

- Classes are taught in English.
- Expository and participatory classes of the concepts and contents of the subject.
- Theoretical-practical classes in which the contents are worked on in the form of projects and activities.
- Problem solving and practical cases in group with final presentation.
- Cooperative learning and individual learning for the development and presentation of work. It includes the work directed by the teacher and the hours of study by the student.
- Tutorials: individual or group to solve doubts or work on specific concepts.

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.

Assessment

Continuous Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
A) Class assignments	10%	9	0.36	2, 1, 3, 7, 8, 12, 11
B) Group Activity 1	15%	7	0.28	2, 1, 3, 4, 5, 6, 9, 7, 8, 10, 12, 11

C) Group Activity 2	15%	7	0.28	2, 1, 3, 4, 5, 6, 9, 7, 8, 10, 12, 11
D) Case Study	20%	9	0.36	2, 1, 3, 4, 5, 6, 9, 7, 8, 10, 12, 11
F) Final Exam	40%	16	0.64	2, 1, 3, 4, 5, 6, 9, 7, 8, 10, 11

A. CONTINUING EVALUATION

- The assessment system consists of practical assignment / projects and exams.
- Projects must be submitted in the time and manner stipulated by the subject teacher.
- Failure to comply with the strictness of the projects, in due time and form, will score as Not presented and the right to continue with the continuous evaluation will be lost.
- The grade for the subject will be NOT EVALUABLE when the student does not attend to all the assessment activities and/or does not attend the final exam.
- Projects and the exam must have a minimum score of 4 each to be able to weigh between them.

B. SINGLE ASSESSMENT.

- Preparation of 4 reports with a total weight of 50% that must be presented in a timely manner. All must be passed with a minimum of 5. In addition, a final exam will be taken with a weight of 50% in the grade that will be carried out according to the instructions in this guide.
- On the day and time established, according to the academic calendar, to the Official Programming of the EUTDH Center, the single evaluation tests or evaluation tests of the continuous evaluation will be carried out for students who have not satisfactorily passed the continuous evaluation and those who have followed opted for the single assessment.
- The professor will inform in a timely manner the format, duration, and location of the assessments.
- No date changes will be accepted without the express approval of the study coordinator.

C. RE-ASSESSMENT

- "Recovery of the subject by single evaluation will be the same as that of the rest of the students and in order to present themselves for the re-evaluation it will be necessary that they have obtained at least a 3.5 in all the evidence of which the single assessment states".
- The maximum grade for this re-evaluation will not exceed 5 as a final grade.
- The professor will inform in a timely manner the format, duration, and location of the exam.
- No date changes will be accepted without the express approval of the study coordinator

Bibliography

- Document and Class Content Campus Virtual
- Fernández Gago, R (2005): Administración de la Responsabilidad Social Corporativa. Ed. Thompson, colección negocios, Madrid (Tema 6)
- ISO 9000 (2005): Sistemas de Gestión de la Calidad. Fundamentos y vocabulario. AENOR. Madrid.
- ISO 9001 (2008): Sistemas de Gestión de la Calidad. Requisitos. AENOR. Madrid.
- ISO 9004 (2009): Gestión para el éxito sostenido de una organización. Enfoque de gestión de la calidad. AENOR. Madrid
- Dale, B.G., Wiele, T. y Iwaarden, J. (2007): Managing quality, Blackwell, Oxford
- European Foundation for Quality Management (2013): Modelo EFQM de Excelencia version 2013, EFQM, Bruselas
- Arellano, R., & Anthony, M. (2018). Caracterización de la gestión de la calidad, bajo el enfoque de Planeamiento Estratégico en las micro y pequeñas empresas del sector servicios-rubro agencias de viaje del distrito de Huaraz, 2016.
- Arbós, L. C., & Babón, J. G. (2017). Gestión integral de la calidad: implantación, control y certificación. Profit Editorial.
- Global Reporting Initiative (GRI). (2006): Guía para la elaboración de Memorias de Sostenibilidad.

- Zeithaml, V.A.; Parasuraman, A; Berry, L.L. (1994): Calidad total en la gestión de los servicios. Ed. Díaz de Santos. Madrid.
- L.Brennan, Linda (2011): The McGraw-Hill 36-Hour Course. Operations Management. Ed McGraw-Hill.
- Shaffie, Sheila (2012): The McGraw-Hill 36-Hour Course. Six Sigma Ed McGraw-Hill.
- Cuatrecasas, Luis (2010): Lean Management:La gestion competitiva por excelencia. Profit Editorial
- H.Pink, Daniel (2018):Drive: The Surprising Truth About What Motivates Us.Canongate

Software

- Miro. www.miro.com
- Wooclap. www.wooclap.com
- Basecamp. www.basecamp.com
- Google Forms
- MS Excel
- Genially. www.genially.com

Groups and Languages

Name	Group	Language	Semester	Turn
(TE) Theory	1	English	second semester	morning-mixed