UAB
Universitat Autònoma de Barcelona

Accommodation Management I

Code: 108084
ECTS Credits: 6

2025/2026

Degree	Type	Year
Hotel Management	OB	1

Contact

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Teaching groups languages

You can view this information at the <u>end</u> of this document.

Prerequisites

There are no prerequisites to take the course.

Objectives and Contextualisation

This course is designed to introduce students to the foundational principles and operational parameters involved in the effective management of the accommodation department within hotel establishments. It provides students with a comprehensive understanding of the structure, organization, and key functions of the accommodation area, equipping them with the knowledge and skills necessary to manage it efficiently as a core revenue-generating division of a hotel.

The course explores the internal configuration of the accommodation department, with a particular focus on the organizational and operational aspects of its main subunits: reservations, front office (including reception and concierge), and housekeeping. Emphasis is placed on team management, service offering, operational workflows, and departmental coordination. Students will develop analytical and decision-making skills to ensure optimal departmental performance in alignment with customer expectations and business objectives.

Upon successful completion of this course, students will be able to:

1. Understand the organizational structure of a hotel's accommodation department and identify the competencies, roles, and responsibilities associated with its key operational positions.

2. Analyze the operational processes and workflows specific to the accommodation area.

3. Demonstrate familiarity with departmental management tools and control mechanisms used in hotel operations.

4. Identify and manage communication flows and collaborative pathways with other departments within the hotel.

5. Adapt and apply procedures in alignment with guest expectations, team dynamics, and available resources, with a focus on inclusivity and respect for diversity.

6. Design strategies aimed at the continuous improvement and development of the accommodation department.

7. Collaborate effectively within departmental teams across various types of hotel properties.

8. Implement a modern, guest-oriented approach to departmental organization and service delivery.

Learning Outcomes

1. CM21 (Competence) Integrate the different management systems studied in hotel and restaurant departments.
2. KM21 (Knowledge) Identify the concepts related to food safety and hygiene and the basic guidelines for opening establishments in the tourism sector.
3. KM24 (Knowledge) Identify the structure and management of the different hotel departments, as well as the competencies and skills of the professionals in the different areas.
4. SM30 (Skill) Experience the structure and management of the different hotel departments, as well as the competencies and skills of the professional profiles that make up the different areas.

Content

1- The rooms division area

2- Guest experience journey

3- Reservations, sales and revenue management

4- Front desk and concierge

5- Housekeeping

Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Practical activities	20	0.8	CM21, KM21, KM24, SM30, CM21
Theoretical session	65	2.6	CM21, KM21, KM24, SM30, CM21
Type: Supervised			
Tutorial	12	0.48	CM21, KM21, KM24, SM30, CM21
Type: Autonomous			
Study	40	1.6	CM21, KM21, KM24, SM30, CM21

Languages of instruction: Catalan, Spanish

Lecture sessions. The theoretical content of the syllabus will be delivered by the instructor in a clear, systematic, and organized manner. Students will have access to the basic course outline through the VIRTUAL CAMPUS. Active student participation in class will be encouraged at all times, and their contributions,

reflections, and questions will be valued. Learning will be reinforced through the use of educational videos and readings of articles related to the course content.

Practical sessions. During these sessions, students will complete practical activities related to the theoretical concepts covered in the lecture sessions.

Note: 15 minutes of one class, within the schedule established by the faculty/program, will be reserved for students to complete the surveys evaluating the instructor's performance and the course/module.

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

Continous Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Compulsory assignment	20% of the final grade	5	0.2	CM21, KM21, KM24, SM30
Midterm exam II	30% of the final mark	2	0.08	CM21, KM21, KM24, SM30
Midterm exam 1	30% of the final mark	2	0.08	CM21, KM21, KM24, SM30
Practical activities	20% of the final grade	4	0.16	CM21, KM21, KM24, SM30

There are two assessment options:

Continuous assessment. The continuous assessment consists of the following system:

a) Completion of practical activities worth 20% of the final grade.

b) Completion of a mandatory assignment worth 20% of the final grade.

c) Completion of two midterm exams, each worth 30% of the final grade.

Single assessment. Students who choose this assessment model must complete the following:

a) Completion of practical activities worth 20% of the final grade.

b) Completion of a mandatory assignment worth 20% of the final grade.

c) Completion of a final exam covering all the course material, worth 60% of the final grade.

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

"The retake exam for the single assessment will be the same as for the rest of the students, and to qualify for the re-assessment, the student must have obtained at least a 3.5 in the combined evidence that makes up the single assessment."

Re-assessment.

For students that haven't passed the continuous or the single assessment there will be a re-take exam and/or a partial re-take of the failed part (depending on the particular case).

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

The subject grade will be NOT EVALUABLE if the student attends less than half of the assessment activities and/or does not attend the final exam.

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 support materials will be provided through the virtual campus.

Software

No specific software is used.

Groups and Languages

Name	Group	Language	Semester	Turn
(TE) Theory	1	Catalan/Spanish	first semester	morning-mixed