

MODULE: ACCOMMODATION & FACILITIES MANAGEMENT

Semester: 2 (Spring)

Stage: 2

Theme: Managing Hospitality Operations

Number of Credits: 4 semester credits/6 quarter units

INTRODUCTION

The scope and optimisation of accommodation and facilities management within the safety and legal constraints and responsibilities are developed in this module. The module also develops a systematic approach to the procedures involved in the security and safety of accommodation planning, design and maintenance. The student is given an understanding of how to manage the physical plant so that they can work effectively as part of the facilities division team.

Various elements are considered in terms of the value of facilities and the efficiency and effectiveness of front office management, including planning and evaluation and human resources management. Additionally, the module also presents a systematic approach to managing housekeeping operations in the hospitality industry, and gives students an in-depth knowledge of the important functions and organisation of front office procedures to ensure effective and efficient running of its operations.

AIMS

- To provide students with a full appreciation of the safety and security aspects of planning and designing facilities to reflect the needs of customers.
- To enable students to identify and critically examine the role of accommodation planning and design to comply with legal concerns in providing safe and secure accommodation and facilities for customers
- To provide students with a clear understanding of the functional/spatial provision
- To ensure students are fully aware of the importance of client/accommodation needs
- To ensure students are fully aware of the importance of providing customers with a clean and safe environment
- To enable students to identify the front office manager's role as a leader and decision maker

LEARNING OUTCOMES

On completion of this module successful students will be able to:-

- Appreciate how organisations can optimise the use of premises
- Understand and explain the value of maintaining facilities

- Understand energy management systems and their impact on facilities
- Distinguish between types of facilities and their requirements in terms of maximising revenue and meeting customer needs
- Appreciate the front office manager's role as leader and decision maker.
- Handle the basic techniques of reservations, registration, room allocation and guest accounting
- Design a cleaning routine for rooms, suggesting appropriate materials and equipment to carry out these duties to the highest quality standards.
- Competently operate technology relevant to these departments and to discuss the advantages and disadvantages of the various packages available to hotels.

ASSESSMENT

This broad module will be assessed jointly through course work and an end of semester examination. The examination will be closed book and will account for 30% of the assessment marks. Additionally, students will undertake both an individual class based assessment and a group-based assignment to address key issues in relation to international accommodation and facilities management. Individual study and research will be complemented by practical reflective exercises designed to strengthen and develop students' analytical and practical application skills. Course work for the module accounts for 70% of assessment marks

Exam -.30%

Commentary questions – requiring considerable analysis, reflection and discussion
 Analytical questions – evaluation and justification / challenges of safety /security and legal issues from an international perspective
 Evaluation/ analysis/ commentary discussion questions regarding relevant roles and functions

Course Work – 70%

Individual Class based - simulated exercises reflecting the role of IT in maintenance and reservations in international hospitality
 Detailed project based assignment requiring considerable reflection, participation, teamwork, open discussion and presentation of material