

MODULE: PRINCIPLES OF HOSPITALITY OPERATIONS

Semester: 2 (Spring)
Stage: 1
Theme: Managing Hospitality Operations
Number of Credits: 4 semester credits/6 quarter units

INTRODUCTION

Fundamental operational and technical skills are the basis of this module, which will introduce students to essential technical and operational skills required for the hospitality industry. These operational skills provide the student with a foundation on which to build their knowledge and skills. The module provides a focus on service operations such as food and beverages, accommodation and health & safety issues relevant to hospitality service providers.

AIMS

- To provide students with operational skills that will aid their understanding and application of such skills within the hospitality industry.
- To enable students to acquire the skills and knowledge from the operational function that will assist them in their understanding of operational management of hospitality organisations.
- To ensure students have a clear understanding of the necessary Health and Safety issues that are a necessary requirement for the key operational functions within the hospitality industry.

LEARNING OUTCOMES

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

- Demonstrate the essential practical skills required within the food and beverage, accommodation sectors of a hospitality operation.
- Evaluate the necessary health and safety regulations that are a necessary requirement of the hospitality manager.
- Define how these essential operational skills will assist the student in their own critical assessment of the operational aspects of the hospitality industry.

ASSESSMENT

For this module students will be required to undertake a range of individual / group assignments as part of their course work as this will develop their communication,

research and group skills. They will also be required to conduct an individual assessment involving a Work Book Journal to record practical and theoretical exercises as documented evidence of progress. Course work will account for 100% of the assessment marks and will include:

- Practical demonstrations and presentations to include factual / practical knowledge and usage of appropriate terminology
- Work Journal to consolidate and interpret factual application of rules and regulations pertaining to the hospitality industry
- Group Project - investigative research, analysis and presentation of data
- Individual Assessment – simulated exercises demonstrating practical competencies and knowledge skills at a specified standard