

TOTEUTUSSUUNNITELMA Valmis

Opintojakso	Business Management in the Hospitality Field (A0196), 5.0
Toteutus	MHA1121: 2/2011-2012 (09.01.2012 - 30.04.2012)
Tyyppi	AMMATILLISEN OSAAMISEN MUODOSTUMINEN (A012)
Ryhmät	Ensisijainen: MHA10SN Muut:
Projektissa mukana	
Luennoitsijat	Ammattilaisia hotelli- ja kongressialalta
Osallistujamäärät	Minimi: Maksimi:
Ilmoittautumisaika	28.11.2011 08:00 - 04.12.2011
Pääsääntöinen toteutusajankohta	
Soveltuvuus	Vaihto-opiskelijoille: Kyllä Vapaasti valittaviin: Kyllä Avoimen opisk: Ei Soveltuu virtuaali-AMK:n opintoihin: Ei
Opettajat	Lumio Anne (Vastuupettaja)
Kampus	Laurea Leppävaara
Pääsääntöinen toteutuspaikka	
Toteutustapa	Muu toteutustapa, Optimatoteutus/opiskelijaryhmä, Projekti/Hanke/T&K Kieli: englanti Virtuaalisuus: 2 op T&k-integraatio: 2 op
Toteutusluokka	
Painoalat	
Arviointi viimeistään	30.05.2012 Suoritusmateriaalin arkistointi päättyy: 31.05.2013
Tenttipäivät	
Opintojakson suoritettuaan opiskelija osaa	*plan and manage hotel, congress, catering, event services and sales office functions in a profitable and customer-oriented manner *apply various measurement methods to assess the productivity and efficiency of business operations
Edeltävät opinnot	
Oppimateriaali	Barrows, Clayton W. & Powers Tom: Introduction to Management in the Hospitality Industry Chapters: 1,2,9,10,11,12,15,16,17,18,19,20, & List to be given in class
Arviointikriteerit ja arviointimenetelmät	
Opiskelijan työmäärän jakautuminen	Lessons ca. 40 hours Group Work & Report ca. 50 hours Student's Work ca. 45 hours (incl. Essay) Totally 135 hours = 5 Cr.

Oppimistapahtumat

Pvm	Klo	H	Aihe	Sisältö	Tila	Opettajat
02.02.2012	08.30-11.30	30	Start of course and schedule	PLEASE NOTE! This course starts from week 5 and the lessons are on Thursdays at 08.30 (= starting 15 minutes later than announced!) -11.30. Schedule will be given during the first lesson. The working groups will be formed during the first lessons. Introduction to the course - ideas welcome of subjects you would like to talk about	Tuomo Auditorium	Anne Lumio



TOTEUTUSSUUNNITELMA Valmis

				during the lessons. Welcome! AnneL		
09.02.2012	08.30-11.30		Hotel and Front Desk Management	Front Desk and Hotel Management Some essential figures/calculations	Tuomo Auditorium	Anne Lumio
16.02.2012	08.30-11.30		Customers!	Who in paying your wages? = The Customer! Who is your customer and how to meet him/her/them? Making Customer Oriented business...	182	Anne Lumio
23.02.2012	08.30-11.30		Customer!	LESSONS CANCELLED DUE TO TEACHER'S SICK LEAVE. We will meet next time on 8.3. with our visitor. How to find your customers? How to understand the behaviour of your customer and his/her acts? Searching for your potetntial customer? Statistics and managing your customers	253	Anne Lumio
01.03.2012			No Contact Lessons	Week 9 / no contact lessons this week		
08.03.2012	08.30-11.30		Catering Business	Launch of Congress Task 08.30-09.00 - please be present! Visitor from the Catering Business starting 09.00: Heli Silvennoinen / Antell-Catering Oy (Ltd) Please give your questions to AnneL 1 week before the lecture and I'll pas them to Heli Silvennoinen. Includes Personnel Restaurants (Company lunch restaurants) and Event Catering.	253	Anne Lumio
15.03.2012	08.30-11.30		Events	Visitor from Tapahtumantekijät, Mrs. Kaisa Mikola Should you have questions to ask her about events, feel free!	open	
22.03.2012	08.30-11.30		Group Task Launching	Role of Sales Office in Hotels Is the sales office is the most important department in a hotel? ABC-management and Revenue Management Sales Office functions Sales personnel Essay task for students	Tuomo Auditorium	Anne Lumio
29.03.2012	08.30-11.30		Group Work in Teams / ByWalking	Groups work in teams with the Congress Task First guidance (ByWalking) given accordingly a separate time schedule in Optima Please book your time for the WHOLE group (not just one person/group). Schedule will be tight, please be on time.		Anne Lumio
05.04.2012	08.30-11.30		Customers	Part two / Customers (lessons not held 23.2. due to teacher taken ill earlier). Group task discussion - Anne will bring the flap sheets to you to class.	182	Anne Lumio
12.04.2012			Group Work in Teams / ByWalking	Groups work in teams with the Congress Task Second guidance (ByWalking) given accordingly a separate time schedule in		Anne Lumio

**TOTEUTUSSUUNNITELMA Valmis**

				Optima Please book your time for the WHOLE group (not just one person/group). Schedule will be tight, please be on time.		
19.04.2012	14.30-		Visiting the Congress Fair at the Finlandia Hall	You have a possibility to visit the Congress Fair in the Finlandia Hall. <u>Instructions</u> will be given in class before this visit. Here you can find lots of great information for your Group Task - if only possible, do not miss this event! Please note the starting time - no classes in the morning; Anne is on the fair all day.		Anne Lumio
26.04.2012	08.30-11	30		Lessons cancelled due to sickness leave	182	Anne Lumio
03.05.2012	09.00-11	00	Meetings, Congresses and Conventions	Helsinki City Tourist & Convention Bureau / Lecturer Marketing Manager Ines Antti-Poika More details to be given in Optima. Place: Vanha raatihuone, Aleksanterinkatu 20, Helsinki Please be on time - we just have 2 hours! Name list given to the consierge for entering the premises.	Visiting HTC premises/Vanha Raatihuone	
10.05.2012	08.30-11	30	Presentations	Group Work presentations (1/2) Opposing and comments of class Attending class is obligatory	182	Anne Lumio
24.05.2012	08.30-11	30	Presentations	Group Work presentations (2/2) Opposing and comments of class Attending class is obligatory	245	Anne Lumio
17.05.2012			Ascension Day - no classes	Holiday - no classes		