

TOTEUTUSSUUNNITELMA Valmis

Opintojakso	Business Management in the Hospitality Field (A0196), 5.0
Toteutus	MHA1311: 1/2013-2014 (02.09.2013 - 16.12.2013)
Tyyppi	AMMATILLISEN OSAAMISEN MUODOSTUMINEN (A012)
Ryhmät	Ensisijainen: MHA12KN Muut:
Projektissa mukana	
Luennoitsijat	Alan osajia (Kongressi-, Hotelli-, - ja Myyntitoiminnoista)
Osallistujamäärät	Minimi: Maksimi:
Ilmoittautumisaika	20.05.2013 08:00 - 02.06.2013
Pääsääntöinen toteutusajankohta	
Soveltuvuus	Vaihto-opiskelijoille: Kyllä Vapaasti valittaviin: Ei Avoimen opisk: Ei Soveltuu virtuaali-AMK:n opintoihin: Kyllä
Opettajat	Lighthart Ruusa (Vastuupettaja)
Kampus	Laurea Leppävaara
Pääsääntöinen toteutuspaikka	
Toteutustapa	Muu toteutustapa, Optimatoteutus/opiskelijaryhmä, Projekti/Hanke/T&K Kieli: englanti Virtuaalisuus: 3 op T&k-integraatio: 2 op
Toteutusluokka	
Painoalat	
Arviointi viimeistään	01.01.2014 Suoritusmateriaalin arkistointi päättyy: 21.12.2014
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	
Keskeinen sisältö	To understand what managers are doing What skills are needed in hospitality management Get to know real life hospitality organisations and they management roles Understand different approaches to hospitality management Know the working life in one's subject field and is able to create personal contacts in working life Know the principles of organizational management and leadership and has abilities for supervision tasks
Oppimateriaali	Barrows, Clayton W. & Powers T: Introduction to management in the Hospitality Industry & List of sources to be given in class during the course
Arviointikriteerit ja arviointimenetelmät	Laurea's Criteria in Evaluation
Projekti/hanke (nimi)	Get to know Helsinki international hospitality field
Käytettävät T&K menetelmät	Study visits and visiting lectures from hospitality fields
Opiskelijan työmäärän jakautuminen	Lessons ca. 40 hours Group Work & Report ca. 50 hours Student's individual work ca. 45 hours Totally 135 hours = 5 Cr.
Muut toteutusjärjestelyt	Notice that there will be changes in the programme. Final programme will be introduced during first contact lesson!

Oppimistapahtumat

Pvm	Klo	H	Aihe	Sisältö	Tila	Opettajat
02.09.2013	12:30-15:00		Introduction to the course	What is management in the hospitality field? Notice that there will be changes in the programme. Final programme will be introduced during first contact lesson on Monday 2.9.2013!		Ruusa Lighthart

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09.09.2013	12:30-15:00	The Management Of Service Operation	Lecture		
16.09.2013	12:30-15:00	Visiting Lecturer Folke West and Work shop with tourism degree students from Laurea Kerava	First part of the lesson we will have visiting lecturer and second part work shop		
23.09.2013	12:30-15:00	Service Failure and Recovery and How to find relevant references to report	First part of the lesson is lecture and second part will guide you how to find suitable references to your report		
30.09.2013	12:30-15:00	Multicultural Management	Merja Pollok, business director, Finnivate		
07.10.2013	13:30-17:00	personal guidance	Volunteer group / individual meeting with lecturerNotice that time starts at 13:30-15:15	Beat Corner 1	
14.10.2013	12:30-15:00	Management of hotel, congress and catering	Visiting Lecturer Kati Kosonen, Marketing manager from Paasitorni		
21.10.2013	12:30-15:00	Independent work, no contact lesson	Ruusa is having a holiday		
28.10.2013	12:30-15:00	Work Shop	This lesson will give you idea how to develop your written work and what means academic writing.		
04.11.2013	12:30-15:00	Lecture	Revenue Management, Timo Lammi, Finnair		
11.11.2013	12:30-15:00	Work Shop	Lecture about academic writingFinalising Learning DiaryFinding suitable books and articles, writing and editing reportReturn Date for learning diary is on this week latest on Friday 15.11.2013.		
18.11.2013	12:30-15:00	Lecture	Visiting lecturer former Laurea student Antti Seppinen, Excutive Director (CEO)Topic: My career after Laurea and how is it to be young director in working field		
25.11.2013	13:00-15:00	Study Visit, Paasitorni and Scandic Paasi	Different management positions in hotel and congress businessAddress: Paasivuorenkatu 5 A (Helsinki, Hakaniemi) https://maps.google.fi/?ie=UTF8&hq=&hnear=Tammip%C3%A4%C3%A		

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				for a visit is at 13:00 - 14:00. We will meet in Paasitorni lobby.		
02.12.2013	12:30-15:00		Work Shop	Finalising group reportDeadline for group report is on 3.12.2013 at 9am.	IT room	
09.12.2013	12:30-15:00		Feedback discussion	All groups need to book a time from Optima. In order to receive grade feedback meeting is essential.		
16.12.2014	12:30-15:00		Feedback discussion	All groups need to book a time from Optima. In order to receive grade feedback meeting is essential.		