

**TOTEUTUSSUUNNITELMA Valmis**

|                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Opintojakso</b>                                | Business Management in the Hospitality Field (A0196), 5.0                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Toteutus</b>                                   | MHA1312: 1/2013-2014 (26.08.2013 - 20.12.2013)                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Tyyppi</b>                                     | AMMATILLISEN OSAAMISEN MUODOSTUMINEN (A012)                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Ryhmät</b>                                     | Ensisijainen: MHA12SN Muut:                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Projektissa mukana</b>                         |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Luennoitsijat</b>                              | Alan osajia (Kongressi-, Hotelli-, - ja Myyntitoiminnoista)                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Osallistujamäärät</b>                          | <b>Minimi: Maksimi:</b>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Ilmoittautumisaika</b>                         | 20.05.2013 08:00 - 02.06.2013                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Pääsääntöinen toteutusajankohta</b>            |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Soveltuvuus</b>                                | <b>Vaihto-opiskelijoille:</b> Kyllä <b>Vapaasti valittaviin:</b> Ei <b>Avoimen opisk:</b> Ei <b>Soveltuu virtuaali-AMK:n opintoihin:</b> Kyllä                                                                                                                                                                                                                                                                                          |
| <b>Opettajat</b>                                  | Lighthart Ruusa (Vastuupettaja)                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Kampus</b>                                     | Laurea Leppävaara                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Pääsääntöinen toteutuspaikka</b>               |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Toteutustapa</b>                               | Muu toteutustapa, Optimatoteutus/opiskelijaryhmä, Projekt/Hanke/T&K <b>Kieli:</b> englanti <b>Virtuaalisuus:</b> 3 op <b>T&amp;k-integraatio:</b> 2 op                                                                                                                                                                                                                                                                                  |
| <b>Toteutusluokka</b>                             |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Painoalat</b>                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Arviointi viimeistään</b>                      | 01.01.2014 <b>Suoritusmateriaalin arkistointi päättyy:</b> 21.12.2014                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Tenttipäivät</b>                               |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Opintojakson suoritettuaan opiskelija osaa</b> | *plan and manage hotel, congress, catering, event services and sales office functions in a profitable and customer-oriented manner<br>*apply various measurement methods to assess the productivity and efficiency of business operations                                                                                                                                                                                               |
| <b>Edeltävät opinnot</b>                          |                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Osaamistavoitteet</b>                          | 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 |
| <b>Keskeinen sisältö</b>                          | 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 |
| <b>Oppimateriaali</b>                             | Barrows, Clayton W. & Powers T: Introduction to management in the Hospitality Industry & List of sources to be given in class during the course                                                                                                                                                                                                                                                                                         |
| <b>Arviointikriteerit ja arviointimenetelmät</b>  | Laurea's Criteria in Evaluation                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Projekti/hanke (nimi)</b>                      | Get to know Helsinki international hospitality field                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Käytettävät T&amp;K menetelmät</b>             | Study visits and visiting lectures from hospitality fields                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Opiskelijan työmäärän jakautuminen</b>         | Lessons ca. 40 hours Group Work & Report ca. 50 hours Student's individual work ca. 45 hours Totally 135 hours = 5 Cr.                                                                                                                                                                                                                                                                                                                  |
| <b>Muut toteutusjärjestelyt</b>                   | Notice that there will be changes in the programme. Final programme will be introduced during first contact lesson!                                                                                                                                                                                                                                                                                                                     |

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**Oppimistapahtumat**

| Pvm | Klo | H | Aihe                                                                                       | Sisältö                                                                                                                                                                                    | Tila | Opettajat |
|-----|-----|---|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----------|
|     |     |   | Introduction to the course                                                                 | What is management in the hospitality field? <b>Notice that there will be changes in the programme. Final programme will be introduced during first contact lesson on Monday 2.9.2013!</b> |      |           |
|     |     |   | The Management Of Service Operation                                                        | Lecture                                                                                                                                                                                    |      |           |
|     |     |   | 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                                                                                                          |      |           |
|     |     |   | 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                                                                          |      |           |
|     |     |   | Multicultural Management                                                                   | Merja Pollok, business director, Finnovate                                                                                                                                                 |      |           |
|     |     |   |                                                                                            | More information is updated later                                                                                                                                                          |      |           |
|     |     |   | Management of hotel, congress and catering                                                 | Visiting Lecturer Kati Kosonen, Marketing manager from Paasitorni                                                                                                                          |      |           |
|     |     |   | Independent work, no contact lesson                                                        | Ruusa is having a holiday                                                                                                                                                                  |      |           |
|     |     |   | Work Shop                                                                                  | This lesson will give you idea how to develop your written work and what means academic writing.                                                                                           |      |           |
|     |     |   | Lecture                                                                                    | Revenue Management, Timo Lammi, Finnair                                                                                                                                                    |      |           |
|     |     |   | Work Shop                                                                                  | Finalising Learning Diary Finding suitable books and articles, writing and editing report Return Date for learning diary is on this week latest on Friday 15.11.2013.                      |      |           |
|     |     |   | Lecture                                                                                    | Visiting lecturer former Laurea student Antti Seppinen, Executive Director (CEO) Topic: My career after Laurea and how is it to be young director in working field                         |      |           |

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|  |  |  | Study Visit,<br>Paasitorni and<br>Scandic Paasi | Different management positions in hotel<br>and congress businessAddress:<br>Paasivuorenkatu 5 A (Helsinki,<br>Hakaniemi) <a href="https://maps.google.fi/?ie=UTF8&amp;hq=&amp;hnear=Tammip%C3%A4%C3%A4">https://maps.google.fi/?ie=UTF8&amp;hq=&amp;hnear=Tammip%C3%A4%C3%A4</a><br>will happen in two groups. First group will<br>have visit at 13:00 - 14:00, second group<br>14:00-15:00. |  |  |
|  |  |  | Work Shop                                       | Finalising group reportDedline for group<br>report is on 3.12.2013 at 9am.                                                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Feedback<br>discussion                          | All groups need to book a time from<br>Optima. In order to recieve grade feedback<br>meeting is essential.                                                                                                                                                                                                                                                                                   |  |  |
|  |  |  | Feedback<br>discussion                          | All groups need to book a time from<br>Optima. In order to recive grade feedback<br>meeting is essential.                                                                                                                                                                                                                                                                                    |  |  |