

TOTEUTUSSUUNNITELMA Valmis

Opintojakso	Management in Hospitality Field (A9033), 5.0
Toteutus	MHA1211A: 1/2012-2013 (14.12.2012 - 14.03.2013)
Tyyppi	AMMATILLISEN OSAAMISEN KEHITTYMINEN (A805)
Ryhmät	Ensisijainen: MHA11SA Muut:
Projektissa mukana	
Luennoitsijat	
Osallistujamäärät	Minimi: Maksimi:
Ilmoittautumisaika	26.11.2012 08:00 - 02.12.2012
Pääsääntöinen toteutusajankohta	
Soveltuvuus	Vaihto-opiskelijoille: Ei Vapaasti valittaviin: Ei Avoimen opisk: Ei Soveltuu virtuaali-AMK:n opintoihin: Ei
Opettajat	Pääskylvuori Marjo (Vastuupettaja)
Kampus	Laurea Leppävaara
Pääsääntöinen toteutuspaikka	
Toteutustapa	Muu toteutustapa, Optimatoteutus/opiskelijaryhmä, Verkko/virtuaali Kieli: suomi Virtuaalisuus: 2 op T&k-integraatio: 3 op
Toteutusluokka	
Painoalat	
Arviointi viimeistään	14.04.2013 Suoritusmateriaalin arkistointi päättyy: 31.12.2013
Tenttipäivät	
Opintojakson suoritettuaan opiskelija osaa	* Plan and manage services and sales office functions in a profitable and a customer oriented manner * Apply various measurement methods to assess the productivity and effectiveness of business operations
Edeltävät opinnot	
Keskeinen sisältö	* Business plan * Cost effectiveness, key figures calculation and reports * Making offers and contract & correspondence * Recognising customer needs and expectations; measuring customers satisfaction
Arviointikriteerit ja arviointimenetelmät	<i>EXCELLENT grade 5 - Students are able to:</i> * Justify activities using research knowledge. • Work independently and take initiatives in line with objectives. Operations are often flexible, systematic, development-oriented, creative and active. • Select the appropriate techniques and models for activities, and justify the choices. • Act in customer-oriented ways and according to the situation. • Promote group activities also by working systematically in meetings during project work. • Critically apply ethical principles in the subject field in one's conduct and tasks. • Apply concepts concerning communication expertly in project work. • Use excellent professional oral and written English language during the study unit. • Write an excellent report with a laudable structure and language. <i>GOOD grade 3 - Students are able to:</i> • Apply communication concepts systematically. • Justify, compare and analyse their activities using general guidelines. • Cope well in different tasks in project work during the studies. • Apply acquired techniques and models diversely. • Work in a group in line with objectives and participates in and works actively in project meetings. • Justify their activities in accordance with ethical principles. • Write a good report with a clear structure and language. • Use fluently good professional oral and written English language during the study unit. <i>SATISFACTORY grade 1 - Students are able to:</i> • Apply most important/individual and appropriate communication concepts, and indicate their familiarity with the knowledge base. • Writes a rather satisfactory report with a

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	<i>satisfactory structure and language. • Act safely, although activities are often schematic/ experimental/ fumbling/ self-involved. • Comply with rules and instructions, and justify their activities using provided instructions. • Act appropriately under guidance as a team member in project work. • Have participated in the project regularly and performed all necessary tasks and work by deadlines given. • Use acquired techniques and models. * Act as group members and participates regularly in project member</i>
Opiskelijan työmäärän jakautuminen	Contact lessons 32 hours, independent working 103
Muut toteutusjärjestelyt	contact lessons: 14.12.2012, 19.1.2013, 8.2.2013 and 14.3.2013

Oppimistapahtumat

Pvm	Klo	H	Aihe	Sisältö	Tila	Opettajat
14.12.2012	9.00-16.00		Starting study unit	Orientation, goals, evaluation and assignments	240	
19.01.2013	9.00-16.00		Business model Canvas	Guidance for business model creation Starting an assignment; Customer satisfaction		
08.02.2013	9.00 - 16.00		Business model	Presenting Business models Guidance for customer satisfaction		
14.03.2013	9.00 - 16.00		Ending study unit and Customer satisfaction	Presenting customer satisfaction outcomes Ending study unit; feedback discussion		