

Implementation plan Finished

Study unit	Hotel Management (A9346), 10.0
Implementation	CCA1511: 1/2015-2016 (31.08.2015 - 19.12.2015)
Type	TOURISM SERVICE DEVELOPER (A817)
Groups	Primary: CCA15SY Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	18.05.2015 08:00 - 31.05.2015
Main timing for implementation	According to the project schedule
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: Yes Suitable for virtual UAS: Yes
Teachers	Salomaa Marjaana (Teacher in charge), Meriläinen Kaija (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	At the campus
Implementation method	Optima realization/student group, Web/virtual Language: English Virtuality: 2 cr Integration of R&D: 0 cr
Implementation class	LbD supporting knowledge and skills development
Focus areas	Service business
Evaluation at the latest	19.01.2016 Storing of graded material ends.: 23.12.2016
Exam days	
Having completed the study unit the student is able to	The student is able to: • describe the business idea and model of a hotel • identify and analyze hotel operations, functions and services • practice front-line and back-office operations • plan operations from the management perspective
Previous studies	
Learning objectives	
Contents	• Accommodation as a business • Business idea and business models of a hotel • Managing hotel business • Hotel operations, functions, outsourcing • Customers, products, services, processes • Quality management • Core key ratios in a hotel business • Hotel security management
Study material	For example:Slattery, P. 2009. The economic ascent of the hotel business. Goodfellow Publishing. Oxford.Garrett, W. 2002. Hotel Management and the Interrelationships of Hotel Departments. The Edwin Mellen Press. New York.Mill, R. 2006. Managing the Lodging Operation. Pearson Education, Inc. New Jersey.Bardi, J.A. 2011. Hotel front office management.
Tutoring and communication	Lectures, team meetings, Optima
Evaluation criteria and methods	• Learning diary of lectures, visits and visitors; In case of absence the lecture themes are covered by literature review • Reservation systems assingment • Work shop (group work)
Work strain	• 96 hours of lectures • 174 hours of independed student / group work
Other arrangements	Please prepare to attend to all lectures in schedule. The exact schedule will be confirmed

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when the course begins.

Learning events

Date	o'clock/at h	Subject	Content	Status	Teachers
01.09.2015	09:00	5	Orientation	9.-14.00Orientation, groups, assignmentsAll further information will be released in Optima	Check Asio
08.09.2015			Accommodation concepts, trends and themesHome work before lectures: Choose one weirdest, coolest, trendiest or unexpected accommodation you can find. Links available@ discussion board / front pageAssignment for afternoon: with your group, find trends regarding your accommodation concept. This is part of the work shop group work. No deadline for this.		
15.09.2015			No morning lectures Visit: Hotel Indigo Helsinki -Boulevard		
22.09.2015			9.-11.30 Lecture Hotel: conceptsLunchVisit: Hotel Anna		
29.09.2015			Lecture: Hotel departments and organisation - roles and services - Housekeeping, Restaurant, MICE, sales etc.Group work		
06.10.2015			9.-11-30 Lecture: Hotel room as service productVisit: Crowne Plaza Helsinki hotel		
13.10.2015			Front office operations		
20.10.2015			Visitor lecture: 12.30-13.30 Irja Hanelius / Hostelling International Finland		
27.10.2015			Independent work (valintakoe)		
03.11.2015			SafetyManagement tasks (duty manager, front office manager etc.)		
10.11.2015			Reservation systemReservationsIndividual customersGroups and allotments		
17.11.2015			Visitor lecturer: Sini RauhalaHotel sales department		
24.11.2015			Hotel distribution system:- PMS; GDS; OTA; MSE- revenue management (segments, products)Management tasks (profitability, reports, calculations, budgets)		
01.12.2015			Work Shop		
08.12.2015			Self- and group evaluationCourse evaluation in SoleOps		