Subject Name: Introduction to Hotel Operations
Subject Code: HTM2124
No. of Credits: 3 credits
Total Contact Hours: 42 hours
Prerequisite: None

Subject Description
The aim of this module is to explore the hotel operations and examine the key relevant issues. This subject introduces students to the principles, systems, procedures and equipment used for hotel operations. In addition, to demonstrate the technical knowledge and skills necessary for the organisation and control of hotel operations. At the end of the subject, students will be able to identify the principle problems and challenges of ensuring customers' satisfaction and quality standards at particular market levels and anticipates future trends and prospects in hotel operations.

Programme Learning Outcomes
See separate file for BSc programme outcomes.

Subject Outcomes
Students will be able to explain the role and responsibility of different departments in the hotel operation and how to ensure a high standard of maintenance, safety and security in the facility.

Students will be able to analyze and discuss the key hotel operating processes used to ensure a high standard of maintenance, safety and security in the facility.

Students will be able to identify and evaluate the basic reservation activities, review and analyze the process of registering a guest, identify and examine the Front office accounting system and the check out procedures.

Students will be able to explain and justify the role of property management systems to handle various operational jobs in the hotel.

Assessment Weighting
Continuous Assessment  60%
Examination          40%
HTM2124 Introduction to Hotel Operations

Key topics to be addressed in this subject (Subject to regular update)
1. Introduction to the hospitality industry
2. The hotel business: development and classification
3. Functions of Sales & Marketing, Accounting and Human Resources Department
4. The basic function of Housekeeping Department
5. Cleaning guestrooms and public areas
6. Uniform and Linen room services and Laundry services
7. Hotel safety and security
8. The basic function of Front Office
9. Basic reservation activities and the registration process
10. The hotel accounting system and the check out procedures.
11. Property management systems