Course Code: 2216HSL
Course Name: Rooms Division Management
Semester: Semester 1, 2015
Program: Associate Degree in Commerce & Business
Diploma of Hotel Management
Credit Points: 10
Course Coordinator: Dr David Ponton

Teaching Team
Your lecturer/tutor can be contacted via the email system on the portal.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr David Ponton</td>
<td><a href="mailto:dapo@portal.qibt.qld.edu.au">dapo@portal.qibt.qld.edu.au</a></td>
</tr>
<tr>
<td>Lesley Thomson</td>
<td><a href="mailto:leto@portal.qibt.qld.edu.au">leto@portal.qibt.qld.edu.au</a></td>
</tr>
</tbody>
</table>

Staff Consultation
Your lecturer/tutor is available each week for consultation outside of normal class times. Times that your lecturer/tutor will be available for consultation will be given in the first week of lectures. A list of times and rooms will be published on the QIBT Portal under the “myTimetable” link.

Prerequisites
There are no prerequisites for this course

Brief Course Description
Rooms Division Management is a 10 Credit Point course within the Diploma of Hotel Management. The course is situated within the second semester of the program. The Diploma of Hotel Management is designed to provide students with a pathway to:
- further university studies in Business and related degrees or
- direct employment.

The course builds on the knowledge gained from first semester courses in the Hotel Management Diploma, and is core within Bachelor of Business (Hotel Management) at Griffith University. Students in this course will develop the knowledge and skills necessary for the effective management of rooms division within a hotel/resort, i.e. handling reservations, registering guests, service quality, cashiering, revenue management and night audit. As well as gaining fundamental theoretical knowledge students will also be taught the practical skills associated with using a software program [Opera] currently used within industry to manage Rooms Division.

Rationale
The Rooms Division department of a hotel/resort enterprise generates the most revenue, and their staff and management have the most interaction with guests. Therefore the management of the Rooms Division department is crucial to the overall profitability and level of guest service that a hotel/resort provides. This course allows students to learn both management theory and management operational skills that are relevant to the successful operation of the Rooms Division of a hotel/resort.

Aims
The Rooms Division within a hotel property is the core of departmental and guest interaction, with the aim of exceptional communication, service and financial management. The aims of the course are:
1. To provide students with a comprehensive understanding of the numerous facets of Rooms Division operations.
2. To assess the impact of revenue management on hotel operations within a competitive environment, including the impact of new and existing distribution channels on profitability.
3. To evaluate the impact of interpersonal communication on the management and delivery of service quality.

4. To effectively utilise Opera, the computerised hotel property management system as it applies to the Rooms Division of a hotel/resort.

**Learning Outcomes**

Upon successful completion of this course you will be able to:

1. Describe, discuss and critically evaluate management issues that are relevant to the Rooms Division operation of a hotel/resort.

2. Describe and discuss front office operations, yield management techniques, managing service quality, employee recruitment and training, sustainability and housekeeping operations and the interpretation and use of operational data for a hotel/resort.

3. Demonstrate understanding and practice of effective interpersonal communication through tutorial discussion and a written assignment.

4. Successfully demonstrate the application of the Opera property management system to the Rooms Division of a hotel/resort.

**Texts and Supporting Materials**

**Required Text:**


**Required Supporting Materials:**

Tutorial Student Exercises. These exercises are to be downloaded and printed from the portal (Weekly) and completed prior to tutorial sessions. Further discussion will be completed during tutorial sessions to compliment and support responses

Opera Modules will be placed on the portal

**Recommended Text Readings:**


**Recommended Journals:**

Journal of Hospitality and Tourism Education

International Journal of Contemporary Hospitality Management

Journal of Hospitality and Tourism Research

Journal of Hospitality and Tourism Management

Cornell Hotel and Restaurant Administration Quarterly

**Organisation and Teaching Strategies**

Arrange of experiences have been developed to optimise learning for students of Rooms Division Management.

(1) Lectures. The lecture is conducted weekly in two hour sessions and is interactive. You are encouraged to ask questions and regularly participate in class. Thus, assisting active learning rather than allowing you to be passive recipients of information. Active learning is further facilitated by case study analysis and discussion. YouTube links and journal articles will also be used to enhance the learning environment. Guest lecturers may also be organised where relevant.

(2) The tutorial is one hour each week and provides you with the opportunity to learn through activities that are related to course content. At these sessions you are expected to complete a variety of exercises then participate via group discussion or case study analysis that will provide the types of experiences useful for developing a deeper understanding of the key course concepts.

(3) Workshop sessions are also for one hour each week. In these workshops you will be required to learn how to use Opera. Opera is a front office operating system (software) that is currently used in many leading hotels in order to operate their rooms division. These classes are self-paced to allow you to work at your own level with the aid of a training manual (which is available from the bookshop) and an exercise portfolio (which is to be downloaded from the portal).

**Class Contact Summary**

**Attendance**

You are expected to attend all of your lectures, tutorials and workshops. If for some reason you are unable to attend please ensure 1. You provide appropriate documentation to the QIBT office and a copy to your lecturer. 2. Let you tutor / lecturer know so that time can be organised to catch up students on any material missed.

**Participation in Class**

In order to successfully complete this course you are expected to participate and interact in all class contact times (lectures, tutorials and workshops). Further, to obtaining a passing grade you must complete a research assignment, complete the practical Opera assessment, and undertake the final exam. It is also your responsibility to ensure that all assessment pieces are attempted and submitted on time to avoid penalties.

**Consultation Times**

Each week your lecturer has time to see students outside of normal class contact hours. It is strongly suggested that you take advantage of this consultation time in order to address any issues that you feel you may need additional help with.

**Course Materials**

Lecture notes, Tutorial exercises and workshop material will be made available to you on the Learning@QIBT site on the student portal and you are advised to print these.
out and bring them to each class so that extra notes can be added.

**Independent Learning**

You are expected to have read and/or prepared for your lectures and tutorial sessions (as outlined in your weekly teaching schedule). You are also required to undertake independent study in addition to lectures and tutorials.

**Program Progression**

You are reminded that satisfactory Program Progression requires that attendance in classes is maintained at equal to or greater than 80%, and that GPA is maintained at equal to or greater than 3.5 with passing grades achieved in more than 50% of courses in any semester [please see QIBT Policy Library - Program Progression Policy - for more information].

**Content Schedule**

**Weekly Teaching Schedule**

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Activity</th>
<th>Readings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Overview of Rooms Division Management. Hotel Industry and Hotel Structures - Part 1</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 1, 2 &amp; 3)</td>
</tr>
<tr>
<td></td>
<td>Course / assessment Overview</td>
<td>Tutorial</td>
<td>Introduction</td>
</tr>
<tr>
<td>2</td>
<td>Overview of Rooms Division Management. Hotel Industry and Hotel Structures - Part 2</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 1, 2 &amp; 3)</td>
</tr>
<tr>
<td></td>
<td>Overview of Rooms Division Management. Hotel Industry and Hotel Structures - Part 1</td>
<td>Tutorial</td>
<td>Tutorial exercises, Case Study Analysis and/or Quizzes - Review lecture notes and discussion</td>
</tr>
<tr>
<td></td>
<td>Opera Getting Started</td>
<td>Workshop</td>
<td>Opera Instruction Manual (Module 1)</td>
</tr>
<tr>
<td>3</td>
<td>Global Reservations Technologies, including distribution and revenue management</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 5)</td>
</tr>
<tr>
<td></td>
<td>Major Assignment Overview of Rooms Division Management. Hotel Industry and Hotel Structures - Part 2</td>
<td>Tutorial</td>
<td>Tutorial exercises, Interpersonal Communication Portfolio and/or Quizzes - Review lecture notes and discussion</td>
</tr>
<tr>
<td></td>
<td>Opera - FIT Reservations</td>
<td>Workshop</td>
<td>Opera Instruction Manual (Module 2)</td>
</tr>
<tr>
<td>4</td>
<td>Forecasting Availability &amp; Overbooking</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 6)</td>
</tr>
<tr>
<td></td>
<td>Global Reservations Technologies, including distribution and revenue management</td>
<td>Tutorial</td>
<td>Tutorial exercises, Case study analysis and/or quizzes - Review lecture notes and discussion</td>
</tr>
<tr>
<td></td>
<td>Opera - Advanced Reservations</td>
<td>Workshop</td>
<td>Opera Instruction Manual (Module 3)</td>
</tr>
<tr>
<td>5</td>
<td>Individual Reservations and Group Bookings</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 4); Berger (Ch 4)</td>
</tr>
<tr>
<td></td>
<td>Forecasting Availability &amp; Overbooking</td>
<td>Tutorial</td>
<td>Tutorial exercises, Case study analysis and/or Quizzes- Review lecture notes and discussion</td>
</tr>
<tr>
<td></td>
<td>Opera - Company and Agents - Routing</td>
<td>Workshop</td>
<td>Opera Instruction Manual (Module 4)</td>
</tr>
<tr>
<td>6</td>
<td>Managing Guest Services, Arrivals and Rooming</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 7 &amp; 8)</td>
</tr>
<tr>
<td></td>
<td>Individual Reservations and Group Bookings</td>
<td>Tutorial</td>
<td>Tutorial exercises, Case study analysis and/or quizzes - Review lecture notes and discussion</td>
</tr>
<tr>
<td></td>
<td>Opera - Guest Registration</td>
<td>Workshop</td>
<td>Opera Instruction Manual (Module 5)</td>
</tr>
<tr>
<td>7</td>
<td>Room Rate Structures</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 9)</td>
</tr>
<tr>
<td></td>
<td>Managing Guest Services, Arrivals and Rooming</td>
<td>Tutorial</td>
<td>Tutorial exercises, Case study analysis and or quizzes - Review lecture notes and discussion</td>
</tr>
<tr>
<td></td>
<td>Opera - Basic Cashiering</td>
<td>Workshop</td>
<td>Opera Instruction Manual (Module 6)</td>
</tr>
<tr>
<td>8</td>
<td>Financial Management, including guest folios, cash and credit - Part 1</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 10 &amp; 11)</td>
</tr>
<tr>
<td></td>
<td>Room Rate Structures</td>
<td>Tutorial</td>
<td>Tutorial exercises, Case study analysis and/or Quizzes - Review lecture notes and discussion</td>
</tr>
<tr>
<td></td>
<td>Opera - Cashiering Functions and Check outs</td>
<td>Workshop</td>
<td>Opera Instruction Manual (Module 7)</td>
</tr>
<tr>
<td>9</td>
<td>Financial Management, including guest folios, cash and credit - Part 2</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 10 &amp; 11)</td>
</tr>
<tr>
<td></td>
<td>Financial Management, including guest folios, cash and credit - Part 1</td>
<td>Tutorial</td>
<td>Tutorial exercises, case study analysis and or quizzes - Review lecture notes and discussion</td>
</tr>
<tr>
<td></td>
<td>Opera - Housekeeping</td>
<td>Workshop</td>
<td>Opera Instruction Manual (Module 8)</td>
</tr>
<tr>
<td>10</td>
<td>Night audit and report management</td>
<td>Lecture</td>
<td>Vallen &amp; Vallen (Ch 12)</td>
</tr>
<tr>
<td></td>
<td>Financial Management, including guest folios, cash and credit - Part 2</td>
<td>Tutorial</td>
<td>Tutorial exercises, Case study analysis and/or Quizzes - Review lecture notes and discussion</td>
</tr>
<tr>
<td></td>
<td>Housekeeping Management, including environment &amp; sustainability</td>
<td>Workshop</td>
<td>Tutorial exercises, Case study analysis and/or Quizzes - Review lecture notes and discussion</td>
</tr>
<tr>
<td>11</td>
<td>Housekeeping management, including environment &amp; sustainability</td>
<td>Lecture</td>
<td>Bardi (Chapter 15)</td>
</tr>
</tbody>
</table>
Assessment

This section sets out the assessment requirements for this course.

Summary of Assessment

<table>
<thead>
<tr>
<th>Item</th>
<th>Assessment Task</th>
<th>Weighting</th>
<th>Relevant Learning Outcomes</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Interpersonal Communication Portfolio</td>
<td>30%</td>
<td>1,2,3</td>
<td>7</td>
</tr>
<tr>
<td>2</td>
<td>Opera Practical Exam (Computer application)</td>
<td>20%</td>
<td>4</td>
<td>11</td>
</tr>
<tr>
<td>3</td>
<td>Tutorial and workshop attendance and participation</td>
<td>10%</td>
<td>1,2,3</td>
<td>13</td>
</tr>
<tr>
<td>4</td>
<td>Final Exam</td>
<td>40%</td>
<td>1,2</td>
<td>14</td>
</tr>
</tbody>
</table>

Assessment Details

You are required to achieve an overall 50% of the course marks to successfully complete this course.

There are four items for assessment:

(1) Interpersonal Communication Portfolio:
The interpersonal communication portfolio will allow students to research and demonstrate specific aspects of interpersonal communication, as it relates to the management of the Rooms Division of a hotel/resort. It will require students to undertake secondary research regarding interpersonal communication and the impact of interpersonal communication skills on management effectiveness, as well as the ability to apply principles and skills effectively.

Relevant research data and theory are required to support and justify discussion and critical analysis. The assignment will assess students interpersonal communication and written communication skills through a high standard of presentation, which will be supported by being coherent and cohesive, and showing accuracy in English expression, spelling, and referencing.

(2) Practical Computer Exam:
The Opera Test will require students to be proficient at using the Opera PMS as it applies to managing the Rooms Division of a hotel/resort.

Students must accurately complete all designated practical exercises. The designated practical exercises on which students will be examined will be provided to students at the start of their scheduled tutorial time in Week 11.

(3) Tutorial and Workshop attendance and participation
Students are required to attend tutorials in order to maximise their learning opportunities, i.e; Completion of tutorial exercises, quizzes and case studies prior to and during classes, participation in group discussions and class exercises and activities. Participation and Completion of Opera exercises allocated to be completed throughout weekly workshops sessions.

(4) Final examination:
The final examination will assess individual students' mastery of the course content and its application under restricted conditions. Students will be assessed on the course content throughout the semester, and covers relevant theory that they have learnt in the lectures, tutorials and from wider reading. Students are required to describe and discuss how that theory can be applied to practical situations relevant to the Rooms Division of a hotel/resort. The final exam will test students critical evaluation of management issues and problem solving skills within the Rooms Division of a hotel or resort. This exam will only contain short answer and case study style questions, some of which may require calculation of numbers.

Submission and Return of Assessment Items

Normally you will be able to collect your assignments in class within fourteen [14] days of the due date for submission of the assignment.

Retention of Originals

You must be able to produce a copy of all work submitted if so requested. Copies should be retained until after the release of final results for the course.
Extensions

To apply for an extension of time for an assessment item you must submit a written request to your lecturer via the Student Website at least 48 hours before the date the assessment item is due. Grounds for extensions are usually: serious illness, accident, disability, bereavement or other compassionate circumstances and must be able to be substantiated with relevant documentation [e.g. medical certificate]. Please refer to the QIBT website - Policy Library - for guidelines regarding extensions and deferred assessment.

Penalties for late submission without an approved extension

Penalties apply to assignments that are submitted after the due date without an approved extension. Assessment submitted after the due date will be penalised 10% of the TOTAL marks available for assessment (not the mark awarded) for each day the assessment is late. Assessment submitted more than five days late will be awarded a mark of zero (0). For example:

- > 5 minutes and <= 24 hours 10%
- > 24 hours and <= 48 hours 20%
- > 48 hours and <= 72 hours 30%
- > 72 hours and <= 96 hours 40%
- > 96 hours and <= 120 hours 50%
- > 120 hours 100%

Note:

- Two day weekends will count as one day in the calculation of a penalty for late submission.
- When a public holiday falls immediately before or after a weekend, the three days will count as one day in the calculation of a penalty for late submission.
- When two public holidays (e.g. Easter), fall immediately before or after, or one day either side of a weekend, the four days will count as two days in calculating the penalty for late submission.
- When a single public holiday falls mid-week, the day will not be counted towards the calculation of a penalty.

Please refer to the QIBT website - Policy Library > Assessment Policy for guidelines and penalties for late submission.

Assessment Feedback

Marks awarded for assessment items will also be available on the on-line grades system on the Student Website within approximately fourteen [14] days of the due date.

Generic Skills

QIBT aims to develop graduates who have an open and critical approach to learning and a capacity for lifelong learning. Through engagement in their studies, students are provided with opportunities to begin the development of these and other generic skills.

Studies in this course will give you opportunities to begin to develop the following skills:

<table>
<thead>
<tr>
<th>Generic Skills</th>
<th>Taught</th>
<th>Practised</th>
<th>Assessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Communication</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Oral Communication</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Information Literacy</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Secondary Research</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Critical and Innovative Thinking</td>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td>Academic Integrity</td>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self Directed Learning</td>
<td>Yes</td>
<td></td>
<td></td>
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<tr>
<td>Team Work</td>
<td></td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Cultural Intelligence</td>
<td></td>
<td>Yes</td>
<td></td>
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<tr>
<td>English Language Proficiency</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>

Additional Course Generic Skills

Additional Course Information

Teacher and Course Evaluations

Your feedback is respected and valued by your lecturers and tutors. You are encouraged to provide your thoughts on the course and teaching, both positive and critical, directly to your lecturer and tutor or by completing course and lecturer evaluations on the QIBT portal whenever these are available.

Feedback from students in this course was invaluable.

Students said they particularly enjoyed the personal industry experiences that the lecturer and tutors included in their explanations to clarify subject content. They enjoyed the opportunity to apply the theory knowledge that they have gained to the industry software practised through the semester. Feedback from previous students in this course also suggests that whilst they find the course challenging, the longtime benefits have proven fruitful for employment within industry and when linked to other university courses.

Academic Integrity
QIBT is committed to maintaining high academic standards to protect the value of its qualifications. Academic integrity means acting with the values of honesty, trust, fairness, respect and responsibility in learning, teaching and research. It is important for students, teachers, researchers and all staff to act in an honest way, be responsible for their actions, and show fairness in every part of their work. Academic integrity is important for an individual’s and the College’s reputation.

All staff and students of the College are responsible for academic integrity. As a student, you are expected to conduct your studies honestly, ethically and in accordance with accepted standards of academic conduct. Any form of academic conduct that is contrary to these standards is considered a breach of academic integrity and is unacceptable.

Some students deliberately breach academic integrity standards with intent to deceive. This conscious, pre-meditated form of cheating is considered to be one of the most serious forms of fraudulent academic behaviour, for which the College has zero tolerance and for which penalties, including exclusion from the College, will be applied.

However, QIBT also recognises many students breach academic integrity standards without intent to deceive. In these cases, students may be required to undertake additional educational activities to remediate their behaviour and may also be provided appropriate advice by academic staff.

As you undertake your studies at QIBT, your lecturers, tutors and academic advisors will provide you with guidance to understand and maintain academic integrity; however, it is also your responsibility to seek out guidance if and when you are unsure about appropriate academic conduct.

Please ensure that you are familiar with the QIBT Academic Integrity Policy; this policy provides an overview of some of the behaviours that are considered breaches of academic integrity, as well as the penalties and processes involved when a breach is identified.

For further information please refer to the Academic Integrity Policy on the QIBT website – Policy Library.

Risk Assessment Statement

In this course you are not exposed to any out of the ordinary risks.

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Note: For all Diploma level programs, QIBT acknowledges content derived from Griffith University.