



Queensland, Australia

<b>Course Code:</b>	<b>2216HSL</b>
<b>Course Name:</b>	<b>Rooms Division Management</b>
<b>Semester:</b>	<b>Semester 1, 2016</b>
<b>Program:</b>	Associate Degree in Commerce & Business
	Diploma of Hotel Management
<b>Credit Points:</b>	10
<b>Course Coordinator:</b>	Dr David Ponton
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#### Teaching Team

Your lecturer/tutor can be contacted via the email system on the portal.	
<b>Name</b>	<b>Email</b>
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#### 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 Griffith College 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.

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### Learning Outcomes

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

1. Critically evaluate management issues that are relevant to the Rooms Division operation of a hotel/resort, including front office operations, yield management techniques, managing service quality, employee recruitment and training, housekeeping, property maintenance and sustainability.
2. Calculate and interpret operational data for a hotel/resort and use the results to make informed decisions about tactics.
3. Demonstrate understanding and practice of effective interpersonal communication through interactive activities and a written assignment.
4. Successfully demonstrate the application of the Opera property management system to the Rooms Division of a hotel/resort.

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### Texts and Supporting Materials

#### Required Text:

Vallen, G. K. & Vallen, J. J. (2013). *Check-In Check-Out* (9e). New Jersey: Pearson Education, Inc.

#### 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:

Baker, S., Huyton, J. & Bradley, P. (2000). *Principles of Hotel Front Office Operations*. London: Thomson Learning

Bardi, J. A. (2011). *Hotel Front Office Management* (5e). New Jersey: John Wiley & Sons, Inc.

Berger, F., & Brownell, J. (2009). *Organisational Behaviour for the Hospitality Industry* Pearson Prentice Hall, Upper Saddle River, NJ.

Casado, M. A. (2000). *Housekeeping management*. New York: John Wiley

Tewari, J. (2009). *Hotel Front Office: operations and management*. New Dehli, Oxford: Oxford University Press

Tranter, K. (2009). *An introduction of revenue management for the hospitality industry*. Upper Saddle River, N.J.: Pearson Prentice Hall

Vallen, G. K., & Vallen, J. J. (2000). *Check-in Check-out* (7th ed.). New Jersey: Prentice Hall.

Woods, R.H., Ninemeier, J.D., Hayes, D.K., & Austin, MA. (2007). *Professional Front Office Management*. New Jersey: Pearson Education Inc

#### 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

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### 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 Griffith College office and a copy to your lecturer. 2. Let your 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@Griffith College 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 Griffith College Policy Library - Program Progression Policy - for more information].

## Content Schedule

### Weekly Teaching Schedule

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

	credit - Part 2 Financial Management, including guest folios, cash and credit - Part 1	Tutorial	Tutorial exercises, case study analysis and/or quizzes - Review lecture notes and discussion
	Opera - Housekeeping	Workshop	Opera Instruction Manual (Module 8)
10	Night audit and report management	Lecture	Vallen & Vallen (Ch 12)
	Financial Management, including guest folios, cash and credit - Part 2	Tutorial	Tutorial exercises, Case study analysis and/or Quizzes - Review lecture notes and discussion
	Housekeeping Management, including environment & sustainability	Workshop	Tutorial exercises, Case study analysis and/or Quizzes - Review lecture notes and discussion
11	Housekeeping management, including environment & sustainability	Lecture	Bardi (Chapter 15)
	Night audit and report management	Tutorial	Tutorial exercises, Case study analysis and/or Quizzes - Review lecture notes and discussion
	OPERA PRACTICAL EXAM	Examination	Modules 1, 2, 3, 4, 5, 6, 7 and 8
12	Hotel Technology	Lecture	Vallen & Vallen (Ch 13)
	Housekeeping Management, including environment & sustainability	Tutorial	Tutorial exercises, Case study analysis and/or Quizzes - Review lecture notes and discussion
	Housekeeping management, including environment & sustainability	Workshop	Tutorial exercises, Case study analysis and or Quizzes - Review lecture notes and discussion
13	Revision for Final exam	Lecture	Review of lecture notes and discussion
	Hotel Technology	Tutorial	Tutorial exercises, Case study analysis and/or Quizzes - Review lecture notes and discussion
14	FINAL EXAM	Examination	Final Exam Taken from lecture notes Weeks 1-12

## Assessment

This section sets out the assessment requirements for this course.

### Summary of Assessment

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

### 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, ie: 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 assignment, you must submit an Application for Extension of Assignment form to your teacher at least 24 hours before the date the assignment 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. Griffith College Medical Certificate]. Please refer to the Griffith College website - Policy Library - for guidelines regarding extensions and deferred assessment.

#### **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**

Griffith College 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:

Generic Skills	Taught	Practised	Assessed
Written Communication	Yes	Yes	Yes
Oral Communication		Yes	
Information Literacy		Yes	Yes
Secondary Research		Yes	Yes
Critical and Innovative Thinking		Yes	Yes
Academic Integrity		Yes	
Self Directed Learning		Yes	
Team Work		Yes	Yes
Cultural Intelligence		Yes	
English Language Proficiency	Yes	Yes	Yes

#### **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 Griffith College 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**

Griffith College 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, Griffith College 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 Griffith College, 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 [Griffith College 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 Griffith College website – Policy Library.

### ***Risk Assessment Statement***

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

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