Course Code:	2216HSL
Course Name:	Rooms Division Management
Trimester:	Trimester 2, 2017
Program:	Associate Degree in Commerce & Business
	Diploma of Hotel Management
Credit Points:	10
Course Coordinator:	Dr David Ponton
Document modified:	21 April 2017

Teaching Team

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

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 trimester 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.

Rooms Division Management involves the management and mechanics of a number of departments including front office, security, housekeeping, reservations and in some organisations, engineering. Information technologies, including systems for reservations, distribution and revenue management, play a large part in ensuring the success of the Rooms Division in a hotel, both quantitatively (finance) and qualitatively (service quality and competitive advantage). The interaction and communication within and between the Rooms Division and all of the departments within a hotel are vital to ensure the delivery of service quality.

Rationale

The Rooms Division of a hotel/resort enterprise generates the most revenue, and their staff and management have the most interaction with the guests. Therefore the management of the Rooms Division 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 management and 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 interpret operational data in order to make informed management decisions that will enhance business performance.
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. 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. Successfully demonstrate the application of the Opera property management system to the Rooms Division of a hotel/resort.

Texts and Supporting Materials

Required Text:

The Griffith College provides many facilities and support services to assist students in their studies.

Reading Lists - Reading Lists provide students with a list of Required and Recommended Learning Resources for their courses. It allows students to access readings online, quickly locate and request items in the library and enables students to prioritise their readings and make study notes.

Reading lists are accessible through a Readings link within *Learning@Griffith*.

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, M.A. (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

Organisation and Teaching Strategies

A range 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 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 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 4.0 with passing grades achieved in more than 50% of courses in any trimester [please see Griffith College Policy Library - Program Progression Policy - for more information].

Content Schedule

Weekly Teaching Schedule

Week	Topic	Activity	Readings
1	The Rooms Division – Structure and Analytics (Part 1)	Lecture	Bardi (2011), Ch. 1
	Course / Assessment Overview	Tutorial / Workshop	Introduction
2	The Rooms Division – Structure and Analytics (Part 2)	Lecture	Bardi (2011), Ch. 1
	The Rooms Division – Structure and Analytics (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	Guest Service	Lecture	Kasavana (2005), Ch. 6
	The Rooms Division – Structure and Analytics (Part 2)	Tutorial	Tutorial exercises, Case Study Analysis and/or Quizzes - Review lecture notes and discussion
	Opera – FIT Reservation	Workshop	Opera Instruction Manual (Module 2)
4	System Wide Reservations	Lecture	O'Shannessy (2009), Ch. 2
	Guest Service	Tutorial	Tutorial exercises, Case study analysis and/or quizzes – Review lecture notes and discussion
	Opera - Advanced Reservations	Workshop	Opera Instruction Manual (Module 3)
5	Revenue Management and Distribution	Lecture	Fitzsimmons (2011) pp. 278-285 Anderson (2011) Ch. 11
	System Wide Reservations	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	Forecasting, Availability and Overbooking	Lecture	Kasavana (2007), pp. 431-441; Fitzsimmons (2011), pp. 265-278
	Revenue Management and Distribution	Tutorial	Tutorial exercises, Case study analysis and/or quizzes - Review lecture notes and discussion
	Opera - Guest Registration	Workshop	Opera Instruction Manual (Module 5)

7	MID-TRIMESTER EXAM	Examination Revision	Mid-Trimester Exam Taken from lecture notes Weeks 1-6
	Forecasting, Availability and Overbooking	Tutorial	Tutorial exercises, Case study analysis and or quizzes - Review lecture notes and discussion
	Opera - Basic Cashiering	Workshop	Opera Instruction Manual (Module 6)
8	Room Rate Structures	Lecture	Tewari (2009), Ch. 6
	Mid-Trimester Review - Results	Tutorial	Review lecture notes and discussion
	Opera - Cashiering Functions and Check outs	Workshop	Opera Instruction Manual (Module 7)
9	Financial Management for Front Office	Lecture	Bardi (2011), Ch 10; Tewari (2009), Ch. 11
	Room Rate Structures	Tutorial	Tutorial exercises, case study analysis and/or quizzes - Review lecture notes and discussion
	Opera - Housekeeping	Workshop	Opera Instruction Manual (Module 8)
10	Housekeeping, Engineering and Environmental Sustainability	Lecture	Stutts (2006), Ch. 4
	Financial Management for Front Office	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
11	Hotel Technology, Safety and Security	Lecture	Vallen (2013), Ch. 14 Hayes (2007), Ch. 12
	Housekeeping, Engineering and Environmental Sustainability	Tutorial	Tutorial exercises, Case study analysis and/or Quizzes- Review lecture notes and discussion
	Opera Results Review	Workshop	Review Opera Results and discussion
12	Revision for Final exam	Lecture	Review of lecture notes and discussion
	Hotel Technology, Safety and Security	Tutorial	Tutorial exercises, Case study analysis and/or Quizzes - Review lecture notes and discussion

Assessment

This section sets out the assessment requirements for this course.

Summary of Assessment

Item	Assessment Task	Weighting	Relevant Learning Outcomes	Due Date
1	Mid-Trimester Exam	30%	1,2	7
2	Opera Practical Exam (Computer application)	25%	3	10
3	Tutorial and workshop attendance and participation	10%	1,2,3	12
4	Final Exam	35%	1,2	Exam Period

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) Mid-Trimester examination:
The mid-trimester examination will assess individual students' mastery of the course content and its application under restricted conditions. Students will be assessed on the course content up until Week 6, 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 mid-trimester exam will test students' critical evaluation of management issues and problem solving skills within the Rooms Division of a hotel or resort. This exam may contain multiple choice, short answer and case study style questions, some of which may require calculation of numbers.

(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 10.

(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 trimester, 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 may 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 Griffith College 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 Griffith College 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

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 trimester. 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.