



## 1. General Course Information

### 1.1 Course Details

<b>Course Code:</b>	2216HSL
<b>Course Name:</b>	Rooms Division Management
<b>Trimester:</b>	1, 2020
<b>Program:</b>	Associate Degree in Commerce & Business
	Diploma of Hotel Management
<b>Credit Points:</b>	10
<b>Course Coordinator:</b>	Dr. David Ponton
<b>Document modified:</b>	13 August 2019

### 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.

## Assumed Knowledge

There are no prerequisites for this course

## 1.2 Teaching Team

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

Name	Email
David Ponton	david.ponton@griffithcollege.edu.au
Lesley Thomson	Lesley.thomson@griffithcollege.edu.au
Joseph Endres	Joseph.endres@griffithcollege.edu.au

## 1.3 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 "Support and Services/Teacher Consultation Times" link.

## 1.4 Timetable

Your timetable is available on the Griffith College Portal at Class Timetable in Student and Services.

## 1.5 Technical Specifications

All students must have access to a computer or suitable mobile device.

## 2. Aims, Outcomes & Generic Skills

### 2.1 Course 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 for the students 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.

### 2.2 Learning Outcomes

After successfully completing this course, the student should be able to:

1. Critically evaluate employee/management issues that are relevant to the Rooms Division operation of a hotel/resort, including front office operations, communication, distribution systems, yield management techniques, managing service quality, housekeeping, finance, sustainability, technology, and safety and security.
2. Calculate and interpret operational data for a hotel/resort and use the results to make informed decisions about strategies and/or tactics.
3. Successfully demonstrate the application of the Opera property management system to the Rooms

Division of a hotel/resort.

## 2.3 Generic skills

For further details on the Generic Skills please refer to the Graduate Generic Skills and Capabilities policy.

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 and Capabilities	Taught	Practised	Assessed
Acquisition of discipline knowledge and skills with critical judgement	✓	✓	✓
Communication and collaboration	✓	✓	
Self-directed and active learning		✓	
Creative and future thinking	✓	✓	✓
Social responsibility and ethical awareness	✓	✓	✓
Cultural competence and awareness in a culturally diverse environment		✓	

## 3. Learning Resources

Readings from different chapters for the Lectures have been provided on the portal

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.

### 3.1 Required Resources

See Learning Resources

### 3.2 Recommended Resources

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

### 3.3 College Support Services and Learning Resources

The College provides many facilities and support services to assist students in their studies. Links to information about College support resources that are available to students are included below for easy reference.

[Digital Library](#) – Databases to which Griffith College students have access to through the Griffith Library Databases.

MyStudy – there is a dedicated website for this course via MyStudy on the Griffith College Portal.

[Academic Integrity Tutorial](#) - this tutorial helps students to understand what academic integrity is and why it matters. You will be able to identify types of breaches of academic integrity, understand what skills you will need in order to maintain academic integrity, and learn about the processes of referencing styles.

Services and Support provides a range of services to support students throughout their studies including personal support such as Counselling; Academic support; and Welfare support.

Jobs and Employment in the [Student Hub](#) can assist students with career direction, resume and interview preparation, job search tips, and more.

[IT Support](#) provides details of accessing support, information on s numbers and internet access and computer lab rules.

### 3.4 Other Learning Information

#### Attendance

You are expected to attend all lectures and tutorials and to actively engage in learning during these sessions. You are expected to bring all necessary learning resources to class such as the required textbook and /or Workbook. In addition, you may BYOD (bring your own device) to class such as a laptop or tablet. This is not a requirement as computer lab facilities are available on campus, however, the use of such devices in the classroom is encouraged with appropriate and considerate use principles being a priority.

#### Preparation and Participation in Class

In order to enhance learning, prepare before lectures and tutorials. Read the relevant section of your text book before a lecture, and for a tutorial read both the textbook and the relevant lecture notes. If you have been given tutorial exercises, make sure you complete them. Active participation in lectures and tutorials will improve your learning. Ask questions when something is unclear or when you want to bring some issue to your lecturer or tutor's attention; respond to questions to test your knowledge and engage in discussion to help yourself and others learn.

#### Consultation Sessions

Teachers offer extra time each week to assist students outside the classroom. This is known as 'consultation time.' You may seek assistance from your teacher on email or in person according to how the teacher has explained this to the class. Attendance during consultation time is optional but you are encouraged to use this extra help to improve your learning outcomes.

**Course Materials**

Lecture notes will be made available to you in MyStudy on the Griffith College Portal and you are advised to either print these out and bring them to each class so that extra notes can be added or BYOD (bring your own device) and add extra notes digitally.

**Self-Directed Learning**

You will be expected to learn independently. This means you must organise and learn the course content even when you are not specifically asked to do so by your lecturer or tutor. This involves revising the weekly course material. It also means you will need to find additional information for some assessment items beyond that given to you in textbooks and lecture notes, and to construct your own response to a question or topic. All of this requires careful planning of your time. Expect to spend, on average, at least 10 hours per week including class time for each of your courses.

**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 [please see Griffith College Policy Library - Program Progression Policy - for more information].

**Teacher and course Evaluation**

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 via Griffith College's evaluation tool whenever these are available.

## 4. Learning and Teaching Activities

### 4.1 Weekly Learning Activities

<b>Week</b>	<b>Topic</b>	<b>Activity</b>	<b>Readings</b>	<b>Learning Outcomes</b>
1	The Rooms Division – Structure and Analytics (Part 1)	<i>Lecture</i> <i>Ice-Breaker</i> <i>Discussion Questions</i>	Bardi (2011), Ch. 1	<b>1,2</b>
2	The Rooms Division – Structure and Analytics (Part 2)	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	Bardi (2011), Ch. 1 Opera Instruction Manual (Module 1)	<b>1,2,3</b>
3	Guest Service	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	Kasavana (2005), Ch. 6 Opera Instruction Manual (Module 2)	<b>1,2,3</b>
4	System Wide Reservations	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	O'Shannessy (2009), Ch. 2 Opera Instruction Manual (Module 3)	<b>1,2,3</b>
5	Revenue Management and Distribution	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	Fitzsimmons (2011) pp. 278-285 Anderson (2011) Ch. 11 Opera Instruction Manual (Module 4)	<b>1,2,3</b>
6	Forecasting, Availability and Overbooking	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	Kasavana (2007), pp. 431-441; Fitzsimmons (2011), pp. 265-278 Opera Instruction Manual (Module 5)	<b>1,2,3</b>
7	MID-TRIMESTER EXAM	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	Mid-Trimester Exam Taken from lecture notes Weeks 1-6 Opera Instruction Manual (Module 6)	<b>1,2,3</b>
8	Room Rate Structures	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	Tewari (2009), Ch.6 Opera Instruction Manual (Module 7)	<b>1,2,3</b>
9	Financial Management for Front Office	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	Bardi (2011), Ch 10; Tewari (2009), Ch. 11 Opera Instruction Manual (Module 8)	<b>1,2,3</b>
10	Housekeeping, Engineering and Environmental Sustainability  OPERA EXAM	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	Stutts (2006), Ch. 4 Opera Modules 1, 2, 3, 4, 5, 6, 7 and 8	<b>1,2,3</b>
11	Hotel Technology, Safety and Security	<i>Lecture</i> <i>Discussion Questions</i> <i>Opera</i>	Vallen (2013), Ch. 14 Hayes (2007), Ch. 12	<b>1,2</b>
12	Revision for Final exam	<i>Revision</i>	Review of lecture notes and discussion	<b>1,2</b>

## 5. Assessment Plan

### 5.1 Assessment Summary

Item	Assessment Task	Weighting	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	1-12
4	Final Exam	35%	1,2	Exam period

### 5.2 Assessment Detail

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 readings. 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, problem solving skills and ask them to interpret operational data within the Rooms Division of a hotel or resort. This exam may contain multiple choice, short answer and/or 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. 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.

#### 3. 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, problem solving skills and ask them to interpret operational data 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.



## 5.3 Late Submission

An assessment item submitted after the due date, without an approved extension from the Course Coordinator, will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 5% of the maximum mark applicable for the assessment item, for each working day or part working day that the item is late. Assessment items submitted more than five working days after the due date are awarded zero marks.

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

## 5.4 Other Assessment Information

### 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.

### Requests for extension

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 Student Medical Certificate](#)]. Please refer to the Griffith College website - Policy Library - for guidelines regarding extensions and deferred assessment.

### Return of Assessment Items

1. Marks awarded for in-trimester assessment items, except those being moderated externally with Griffith University, will be available on the Student Portal within fourteen [14] days of the due date. This does not apply to the final assessment item in this course (marks for this item will be provided with the final course result).
2. Students will be advised of their final grade through the Student Portal. Students can review their exam papers after student grades have been published (see relevant Griffith College Fact Sheet for allocated times at Support> Factsheets). Review of exam papers will not be permitted after the final date to enrol.
3. Marks for **all** assessment items including the final exam (if applicable) will be recorded in the Moodle Course Site and made available to students through the Moodle Course Site.

*The sum of your marks overall assessment items in this course does not necessarily imply your final grade for the course. Standard grade cut off scores can be varied for particular courses, so you need to wait for the official release of grades to be sure of your grade for this course.*

## 6. Policies & Guidelines

Griffith College assessment-related policies can be found in the [Griffith College Policy Library](#) which include the following policies:

Assessment Policy, Special Consideration, Deferred Assessment, Alternate Exam Sitting, Medical Certificates, Academic Integrity, Finalisation of Results, Review of Marks, Moderation of Assessment, Turn-it-in Software Use. These policies can be accessed using the 'Document Search' feature within the [Policy Library](#)

**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.

In the case of an allegation of a breach of academic integrity being made against a student he or she may request the guidance and support of a Griffith College Student Learning Advisor or Student Counsellor.

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 Griffith College website - Policy Library > Academic Integrity Policy

### **Reasonable Adjustments for Assessment – The Disability Services policy**

The Disability Services policy (accessed using the Document Search' feature with the [Policy Library](#)) outlines the principles and processes that guide the College in making reasonable adjustments to assessment for students with disabilities while maintaining academic robustness of its programs.

### **Risk Assessment Statement**

There are no out of the ordinary risks associated with this course.

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