

The Hong Kong Polytechnic University

Subject Code	HTM2303
Subject Title	Hotel Operations
Credit Value	3
Level	2
Pre-requisite / Co-requisite/ Exclusion	Nil
Objectives	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 front office operations and housekeeping operations and 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 the operations of hotel.
Intended Learning Outcomes	<p>Upon completion of the subject, students will be able to:</p> <p>A. Competent professional:</p> <ul style="list-style-type: none"> • Explain the roles and responsibility of different departments within a hotel operation. • Identify how to ensure a high standard of maintenance, safety and security in the facility. • Possess and be able to apply the skills, knowledge and abilities relevant to different operational areas of integrated hotel and food service management. • Acquire knowledge of food and beverage management systems. • Demonstrate knowledge and intellectual skills needed for operational competence (professional, business, human, management and social skills) in food and beverage operations. • 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 in/out procedures.

	<p>B. Critical thinker:</p> <ul style="list-style-type: none"> Analyze and discuss the key hotel operating processes used to ensure a high standard of maintenance, safety and security within the hospitality environment. Demonstrate creativity, strategic thinking and critical thinking to inform sound judgment in an HTM/Hotel environment. <p>C. Innovative problem solver:</p> <ul style="list-style-type: none"> Identify, define, and resolve problems relevant to HTM/Hotel ICON management and operational areas. Explain and justify current trends in hotel operations and be able to interpret various operational roles in housekeeping operations within a hotel context. <p>D. Effective communicator:</p> <ul style="list-style-type: none"> Communicate effectively using a variety of media/technologies in a variety of situations to express clear ideas. Interpret and use data related to hotel operations management. Apply a wide range of routine applications and demonstrate individual and group dynamics in communication. <p>E. Lifelong Learners (not applicable)</p> <p>F. Ethical leader:</p> <ul style="list-style-type: none"> Understand personal and corporate social responsibility expected of professionals working in HTM/Hotel ICON. Demonstrate ethical practice in professional and day-to-day operation in HTM/Hotel environment. <p>G. Socially responsible global citizen:</p> <ul style="list-style-type: none"> Appreciate others' views on sustainability, diversity, and see a situation from another's perspective. Identify sustainable indicators from HTM/Hotel ICON that have a local and global relevance.
<p>Subject Synopsis/ Indicative Syllabus</p>	<p>Topics and Indicative Contents</p> <ol style="list-style-type: none"> Introduction to Hotel ICON, its structure and staff. The Guest cycle. The basic function of Front Office. Basic reservation activities and the registration process. Room sales and upselling.

	<ul style="list-style-type: none">c. Hotel front office accounting and the checkout procedures.d. The basic function of Housekeeping Department. Areas of responsibility. Cleaning and maintenance, supply and equipment, employee training.e. Cleaning guestrooms and public areas.
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