

## The Hong Kong Polytechnic University

<b>Subject Code</b>	HTM3207
<b>Subject Title</b>	Lodging and Accommodation Management
<b>Credit Value</b>	3
<b>Level</b>	3
<b>Pre-requisite / Co-requisite/ Exclusion</b>	HTM2303 Hotel Operations
<b>Objectives</b>	The aim of this subject is to integrate knowledge with front office, housekeeping and facility planning concepts and apply them to problem solving in the areas of lodging and accommodation management. It helps students analyze the hotel environment in terms of maintenance, hygiene and security, sustainability, overbooking and club floor management and apply these concepts to problem solving in the areas of lodging and accommodation operations. At the end of the subject, students will be able to identify the principle problems and challenges of lodging and accommodation management in a hotel, and be able to anticipate future trends and prospects in this area.
<b>Intended Learning Outcomes</b>	<p>Upon completion of the subject, students will be able to:</p> <p><b>A. Competent Professional</b></p> <ul style="list-style-type: none"> <li>• Explain the basic concepts and principles related to lodging and accommodation management.</li> <li>• Possess and be able to apply the skills, knowledge and abilities relevant to lodging and accommodation areas of integrated hotel management</li> </ul> <p><b>B. Critical Thinkers</b></p> <ul style="list-style-type: none"> <li>• Critically assess the advantages and disadvantages of applying the concepts and principles related to lodging and accommodation management in a hotel.</li> <li>• Demonstrate creativity, strategic thinking and critical thinking to inform sound judgment in an HTM/Hotel environment</li> </ul> <p><b>C. Innovative Problem Solvers</b></p> <ul style="list-style-type: none"> <li>• Be able to identify, define, and resolve problems relevant to HTM/Hotel Icon lodging and accommodation areas</li> <li>• Apply knowledge in lodging and accommodation management in solving real-life lodging and accommodation problems through conducting an investigative activity at the Hotel ICON.</li> </ul>

<p><b>Intended Learning Outcomes</b></p>	<p><b>D. Effective Communicators</b></p> <ul style="list-style-type: none"> <li>• Be able to communicate effectively using a variety of media/technologies in a variety of situations to express clear ideas</li> <li>• Demonstrate team-working and communication skills through the group project and in-class activities.</li> <li>• Apply a wide range of routine applications and demonstrate individual and group dynamics in communication.</li> </ul> <p><b>E. Lifelong Learners (not applicable)</b></p> <p><b>F. Ethical Leader</b></p> <ul style="list-style-type: none"> <li>• Understand personal and corporate social responsibility expected of professionals working in HTM/Hotel ICON.</li> <li>• Demonstrate a global outlook by analyzing customer feedback from different hotel operation.</li> </ul> <p><b>G. Socially Responsible Global Citizen (not applicable)</b></p>
<p><b>Subject Synopsis/ Indicative Syllabus</b></p>	<p>a. Roles, cost, and management of lodging and accommodation facilities</p> <p>b. Maintenance management systems</p> <p>c. Infection control and hygiene policy</p> <p>d. Inventory and control in housekeeping</p> <p>e. Controlling the front office operations</p> <p>f. Emergency management</p> <p>g. Sustainable rooms division</p> <p>h. Maximizing profits in rooms division</p> <p>i. Managing overbooking</p> <p>j. Club floor management</p> <p>k. Hotel renovation</p> <p>l. Innovations in lodging management</p> <p>m. Examples of Hotel ICON will be used for illustration</p>