

Module Descriptor Definitive Document

Module Code	HTMD05
Version	(completed by QASU)
Module Title	Rooms Division Management
Credits	20
Valid From	(completed by QASU)
Status	Proposed
Subject Board	(completed by QASU)
HECoS Code	100084
Academic Level (FHEQ)	5
Study Period	2
Prerequisites and co-requisites	None
Not available to students taking/having taken	N/A

Content (Indicative)

- Overview of range of front (and back) office services.
- Legal issues and statutory requirements.
- Front of house area.
- Accommodation service function and housekeeping services.
- Operational services.
- Management techniques.
- Sales Techniques.
- Forecasting and statistical data.

Teaching and Learning Experience

Lectures

Seminars

Guest Speaker

1-2-1 tutorials

Guided Independent Study

Students will be able to access on-line materials through the College virtual learning environment.

Module Learning Outcomes (MLOs)

On successful completion of this module students will be able to:

1. Evaluate the significance of the seasonal variations on the Rooms Division Management
2. Analyse the factors that contribute to effective management and business performance in the front of house areas.
3. Summarise the relevant forecasting and statistical data techniques for accommodation service function.
4. Compare different techniques to maximise and measure occupancy and rooms revenue.

Assessment

Assessment Task	Weighting	Module Learning Outcomes Assessed
Coursework	50%	1, 2
Presentation	50%	3, 4

Indicative reading (APA 7th edition referenced)

Core texts:

Josef Ransley, Hadyn Ingram, Debra Adams, *Developing Hospitality Properties and Facilities*, Routledge, 2022.

P. Abbott, S. Lewry, *Front Office: Procedures, Social Skills and Management*, Routledge, 1999.
Guillaume Warnery, *The Business of Hotels*, Independently Published, 2021.

Peter Cullen, *Economics for Hospitality Management*, Cengage Learning EMEA, 1997.

David Martin, *The A-Z of Facilities and Property Management*, Thorogood Publishing, 2011. Manoj Kumar Yadav, *Rooms Division Operations*, IK International Publishing House, 2019.

Supplementary Texts:

Roy C. Wood, *Hotel Accommodation Management*, Routledge, 2017.

Simon Hudson, Louise Hudson, *Customer Service in Tourism and Hospitality*, Goodfellow Publishers, 2022.

David Harper, *Valuation of Hotels for Investors*, Estates Gazette, 2009.

Richard E Musgrove, Lori E. Raleigh, A. J. Singh, *Hotel Asset Management: Principles & Practices*, Educational Institute, 2016.

Joan Branson, Margaret Lennox, *Hotel, Hostel & Hospital Housekeeping*, Hodder Education, 1988.