### Subject Overview

This subject investigates the most significant department in a hotel or resort, Rooms Division. In this subject current property management software, STR data and simulations are used to introduce students to the complexities of managing this area of a hotel or resort. Students will gain key knowledge required to manage this department including the principles and procedures involved in the provision of quality guest lodging with emphasis on front office, housekeeping and security and an introduction to yield management. The subject highlights the importance of clear and timely communication and collaboration both within the department and externally.

### Learning Outcomes

- Describe the key functions of each component of the rooms division in hotels & resorts and their role in providing quality guest service.
- Define the principles and procedures used in the delivery of safe and secure guest accommodation.
- Identify the needs of key market segments and the impact of each on rooms division and other departments.
- Calculate and interpret operational statistics and ratios used in assessing the performance of rooms division.
- Apply basic revenue management and cost control principals used to maximise profit in rooms division.

### Assessments

<table>
<thead>
<tr>
<th>Details</th>
<th>Weighting</th>
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<tbody>
<tr>
<td>Portfolio</td>
<td>15%</td>
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<tr>
<td>Mid-semester test</td>
<td>35%</td>
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<tr>
<td>Practical application of strategies (management group of 4)</td>
<td>20%</td>
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<tr>
<td>Management performance Report</td>
<td>30%</td>
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</tbody>
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### Graduate Attributes addressed in this subject

- Preparedness
- Systematic and coherent body of knowledge
- Cognitive skills to analyse and critique knowledge
- Scholarly skills
- Interpersonal and teamwork skills
- Communication skills
- Personal attributes - service focus