Faculty of Higher Education

Subject Code	HOH509
Subject Name	Rooms Division Operations
Credit points	6
AQF Level	5 (Year 1)
Delivery mode	On campus
Prerequisites	None

Subject Overview	This subject delves into the most significant department in a hotel or resort, namely Rooms Division. Through the utilisation of current property management software, STR data and simulation exercises, students are introduced to the multifaceted challenges inherent in managing the operations of this department within a hotel or resort. Students will gain key knowledge of the principles and procedures involved in the provision of high-quality guest service with emphasis on front office operations, housekeeping, 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

	Indicative assessments	**Weighting**
Assessments	Portfolio	25%
	Test and Practical	45%
	Report and Presentation	30%

Graduate Attributes addressed in this subject	Preparedness
	Sustainability literacy
	Systematic and coherent body of knowledge
	Cognitive skills to analyse, critique, and consolidate knowledge
	Scholarly skills
	Interpersonal and Teamwork skills
	Communication skills
	Personal attributes - Service focus

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