Subject Code	HOS704
Subject Name	Managing Service Environments
Credit points	6
AQF Level	7 (Year 3)
Delivery mode	On campus
Prerequisites	None

Subject Overview	In this subject, students build on previous studies or industry experience to critically analyse the design and management of hospitality services, comparing theoretical knowledge with current management practices. The course emphasizes the dynamic nature of the hospitality industry, exploring key influences such as workforce diversity, customer engagement, and emotional intelligence. Drawing on management theories, students will explore contemporary trends in hospitality communication, including effective communication skills, employee training and development, and the role of emerging technologies. By examining best practice examples and industry case studies, students will apply theory to their own management practices, enhancing their understanding of performance and operational management in the broader hospitality sector.

Learning Outcomes	Examine current and emerging trends and developments in commercial and non-commercial food and beverage operations.
	Critique principles of food and beverage service management and appropriateness to specified service contexts within industry.
	Evaluate the internal and external factors that affect food and beverage service organisations.
	Determine best practice for appropriate service contexts by correlating appropriate theoretical concepts and experience.

Assessments	**Indicative assessments**	**Weighting**
	Board Game	30%
	Industry encounter field notes	30%
	Blog	40%

Graduate Attributes addressed in this subject	Preparedness
	Ethical and social understanding and sustainability literacy
	Systematic and coherent body of knowledge
	Cognitive skills to analyse, critique, and consolidate knowledge
	Interpersonal skills
	Communication skills
	Personal attributes - Networking

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