Subject Code	HOH501	**Subject Coordinator**	
Subject Name	Fundamentals of the Resort and Hotel Industry	Lynn Richardson	
Credit points	6	LynnR@angliss.edu.au	
Study Level	Year 1		
Delivery mode	On campus		
Location	Melbourne		
Prerequisites	None		

Subject Overview	This subject introduces students to the nature and structure of the resort and hotel industry. Knowledge of the industry is developed through the investigation of regulatory bodies and star rating systems, changing ownership and business models and operational departments. Students explore the concept of service and the creation of the service experience in the context of the host guest relationship within a commercial environment.
	Students will commence their self-identification as a professional in the industry though exposure to and interpretation of the meta language used by managers.

Learning Outcomes	Define key terms used within the resort and hotel industry and their application to operational departments
	Identify relevant regularity bodies, accreditation guidelines and star ratings specific to resorts and hotels in varied environments (locations/countries/sectors)
	Interpret the impact of the host guest relationship and guest service cycle on a variety of operating departments within the resort and hotel industry
	Analyse a range of industry KPI data to determine how these influence management functions and decision making.

Assessments	**Details**	**Weighting**
	Glossary	10%
	Test	25%
	Infographic	25%
	Exam	40%

Graduate Attributes addressed in this subject	Preparedness
	Ethical and social understanding
	Systematic and coherent body of knowledge
	Cognitive skills to analyse and critique knowledge
	Scholarly skills
	Communication skills
	Personal attributes - service mindset, professional identity