

Faculty of Higher Education

Subject Code	HOH509
Subject Name	Rooms Division Operations
Credit points	6
Study Level	Year 1
Delivery mode	On campus
Location	Melbourne
Prerequisites	None

Subject Coordinator
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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.
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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	Details	Weighting
	Portfolio	15%
	Mid-semester test	35%
	Practical application of strategies (management group of 4)	20%
	Management performance Report	30%

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