

Applied Learning (Senior Secondary Level)

2016-18 Cohort

Learning and Teaching

Subject Title : **Hotel Operations**
Area of Studies : **Services**
Course Provider : **Vocational Training Council**

In Hotel Operations, student-centred learning and teaching activities are designed to enable students to understand fundamental theories and concepts, develop their generic skills, and address their career aspirations in hotel and hospitality industry.

Different modes of activities are employed to provide students with a systematic understanding about the context (e.g. lectures to grasp the basic concept about hotel and hospitality industry, including knowledge for a hotel personnel, and organisation and co-operation of different departments in a hotel) and eye-opening opportunities to experience the complexity of the context (e.g. hotel visits to explore and experience the operations of a hotel, in particular the backstage areas and the latest trend of hotel operations).

Students acquire an understanding of the requirements, fundamental knowledge and skills essential for further learning within the area through learning-by-practising opportunities in an authentic or near-authentic environment (e.g. role-play exercise as hotel frontline staff and guest to apply principles of customer services; hands-on activities in performing basic tasks in the various departments in a hotel including front office, housekeeping and food & beverage).

Students are also encouraged to develop and apply conceptual, practical and reflective skills to demonstrate innovation and entrepreneurship (e.g. analyse specialty hotels from different perspectives including design, services and guest culture). Students are given opportunities to integrate the knowledge and skills acquired and consolidate their learning (e.g. the integrated project provides students with a learning opportunity to analyse and discuss a chosen topic on sustainable development of the hotel industry, and to research on the impact of such development on the operations of various hotel departments).

Applied Learning (Senior Secondary Level)

2016-18 Cohort

Curriculum Pillars of Applied Learning in Context – Hotel Operations

Upon completion of the subject, students should be able to:

- analyse the profile and trend of development of the field of hospitality and tourism;
- apply knowledge and skills of hotel operations including front office, housekeeping as well as food and beverage and develop positive attitude towards the service industry;
- demonstrate work ethics and service culture through the practical work in hotel operations;
- rate and appraise the importance of hygiene and safety in the hotel industry;
- evaluate the development and challenges of the hotel industry and analyse their impacts on hotel industry;
- develop self-discipline and team building skills in a simulated hotel operations environment; and
- develop self-understanding for further studies and career development in the related field.

Through the specific contexts related to the subject, students have different learning opportunities, for example:

1. Career-related Competencies

- identify the ethical issues and responsibilities in the provision of hotel services with a view to striking a balance between social responsibility, company benefits, guests' right and needs;
- observe the principles and underlying values of quality hotel services (e.g. observing and protecting guests' privacy);
- employ the terminology and professional language unique to hotel industry and other related service industries properly;
- demonstrate personal attributes essential to the service industry (e.g. building up professional image as hotel personnel when serving guests);
- apply a range of technical knowledge and skills in hotel services such as managing the front office, housekeeping and food and beverage services; and
- identify the aptitudes and abilities required in service industry and plan a personal roadmap for further studies and career development.

2. Foundation Skills

- demonstrate effective communication skills to interact with hotel guests and other hotel personnel through participation in role play, peer sharing, group discussions, presentation and brainstorming sessions;
- apply information technology skills related to the operations of a hotel (e.g. verifying the room status and guest information in the Property Management System); and
- apply numeracy skills in the calculation of profit of room selling.

3. Thinking Skills

- apply problem-solving skills and creative thinking skills in different scenarios, e.g. handling customer requests, satisfying guests with different needs and expectations, and selling hotel products to different types of guests;
- demonstrate analytical and decision-making skills in, e.g. the handling of accidents in housekeeping services;
- apply analytical and problem-solving skills in handling crisis in food servicing;
- apply green concepts and technology in hotel operations and management to achieve sustainable development of hotel industry; and
- apply analytical thinking skills in selecting appropriate services for customers with different cultural backgrounds.

4. People Skills

- illustrate self-reflection skills through, e.g. incorporating feedback from tutors and classmates to improve the design and presentation of the project on sustainable development of hotel industry;
- demonstrate good interpersonal skills when working with peers in accomplishing different tasks; and
- demonstrate self-management skills in keeping a professional image as a hotel personnel, and in planning a personal work schedule.

5. Values & Attitudes

- show honesty and integrity, as well as respect for others and law and authority, e.g. protecting guest privacy in handling customers' personal particulars (for example during guests' registration procedures);
- appreciate the importance of environmental protection and its implication on the sustainability and social responsibilities of the hotel industry;
- demonstrate positive attitudes, e.g. enthusiasm, motivation and willingness to learn through hands-on practices in hotel operations; and
- demonstrate self-confidence and sense of responsibility in, e.g. receiving guests, providing quality services to customers.