

Applied Learning (Senior Secondary Level)

2020-22 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 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 latest development of hotel operations, in particular the backstage).

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 and beverage).

Students are also encouraged to develop and apply conceptual, practical and reflective skills to demonstrate entrepreneurship and innovation (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 a chosen topic on future development of the hotel industry, and the impact on various operations in hotels).

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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 the development of the hospitality industry;
- apply knowledge and skills of hotel operations including front office, housekeeping as well as food and beverage and develop positive attitude;
- demonstrate work ethics and service culture through the practical work in hotel operations;
- rate and appraise the importance of safety and hygiene in the hotel industry;
- evaluate the development and challenges of the hotel industry and analyse their impacts;
- 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' rights 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 the hotel industry;
- demonstrate the personal attributes essential to the hospitality industry (e.g. building up a professional image when serving guests);
- apply a range of technical knowledge and skills in hotel operations such as managing the front office, housekeeping and food and beverage services;
- apply interpersonal skills to cooperate with team members and with other departments in a hotel, and to build team spirit (e.g. communication and co-operation between the front office and housekeeping departments when serving guests); and
- identify the aptitudes and abilities required in the hospitality 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; and
- 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).

3. Thinking Skills

- apply problem-solving skills and creative thinking skills in, e.g. handling customer requests in different scenarios, 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. handling of incidents in housekeeping services;
- apply green concepts and technology in hotel operations and management for sustainable development; and
- apply analytical thinking skills in selecting appropriate services for customers with different cultural backgrounds.

4. People Skills

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

5. Values and 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);
- appraise 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.