

Name : Hotel and Resort Operations Management					
module/course code :	Student workloads:	Credits (ECTS):	Semester :	Frequency :	Duration :
PAR61003	510 minutes/week	4.53 ECTS	3	Odd	1 x per semester
	Types of courses :	Contact hours :	Independent study :	Class size X students :	
	Tutorial/Lecture/Response	150 minutes/week	360 minutes/week	30 students	
1	Prerequisites for participation : no prerequisites				
2	<p>Learning outcomes :</p> <p>CPL-PRODI (Learning Outcomes of Study Program Graduates)</p> <ol style="list-style-type: none"> 1. Fear God Almighty, uphold human values, contribute to improving the quality of life in society, nation, state, and the progress of civilization based on Pancasila. 2. Demonstrate a responsible attitude towards work in their field of expertise independently, internalize the spirit of independence, struggle, and entrepreneurship. 3. Mastering theoretical concepts and general operational technical knowledge about tourism, hotel & resort management. 4. able to independently and in groups provide excellent service in hotel operations (front office, housekeeping, cake management (baking and pastry), food management (culinary art), and cuisine, human resource management (HRD), accounting and finance Hotels, hotel engineering, in accordance with five-star hotel standards by paying attention to occupational safety and health, cultural diversity, local cultural wisdom, and cultural representation in the service process. <p>CPMK (Learning Outcomes of Graduates Charged on Courses)</p> <ol style="list-style-type: none"> 1. Understand the basic concepts of hotel and resort operations management. 2. Analyze the factors that influence the implementation of strategies in hotel and resort management. 3. Design and evaluate the implementation of operations management strategies for hotels and resorts. 				
3	<p>Description :</p> <p>This course contains concepts, principles, and procedures for operating hotel & resort hotels</p>				
4	<p>Teaching methods:</p> <ol style="list-style-type: none"> 1. practice 2. project work 3. case studies 				

	<ul style="list-style-type: none"> 4. lectures 5. discussions 6. seminars
5	Assessment methods: Presentation 10% Discussion 10% 3 Tasks 20% Quiz 10% MIDDLE SEMESTER EXAM 25% FINAL SEMESTER EXAM 25%
6	<p>Other information e.g. bibliographical references:</p> <ul style="list-style-type: none"> 1. Michael L. Kasavana and RichardM. Brooks. Managing Front Office Operations. AH&MA, 1995 2. Endar Sugiarto, Operasional Kantor Depan Hotel, Gramedia Pustaka Utama, Jakarta, 2004 3. Baker Sue, Pam Bradley and Jeremy Huyton, Principles of Hotel Front Office Operations 4. Jones, Peter and Andrew Lock Word. The Management of Hotel Operations 5. Gray, William. Hotel & Motel Management and Operations. 6. Dr. Adi Soenarno, Manajemen Front Office, Andi, Yogyakarta, 2000 7. Modul Upgrading Instruktur Perhotelan, BLKP, Denpasar.