

Name : International Hospitality Management					
module/course code :	Student workloads:	Credits (ECTS):	Semester :	Frequency :	Duration :
PAR69006	510 minutes/week	4.53 ECTS	4	Even	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	Learning outcomes : <ol style="list-style-type: none"> <li>1. Demonstrate an attitude of responsibility for work in their field of expertise independently.</li> <li>2. Demonstrate a trusted attitude (integrity), responsive, professional in accordance with the Global Code of Ethic of Hotel and Tourism, and have an Indonesian personality</li> <li>3. Mastering knowledge of theoretical concepts in general about tourism, hotel management.</li> <li>4. Mastering knowledge of principles and procedural knowledge in each department in hotel management (Front Office Department, Housekeeping Department, Food and Beverage Department, HRD Department, Marketing Department, Accounting Department, Engineering Department, Security Department)</li> <li>5. Able to implement operations and manage hotels properly in accordance with the organizational structure and job descriptions and responsibilities in each department in accordance with five-star hotel standards and meet the standard operating procedures requirements in each existing department.</li> </ol>				
3	Description : This course contains concepts, principles, and procedures for the implementation of hotel management including departmentalization and their duties and responsibilities, categories of hotel rooms and facilities, classification of star hotels, table manners, discipline of hotel employees, work safety, handling of hotel guest complaints.				
4	Teaching methods: <ol style="list-style-type: none"> <li>1. project work</li> <li>2. case studies</li> <li>3. group work</li> <li>4. lectures</li> <li>5. discussions</li> <li>6. seminars</li> </ol>				
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> <ol style="list-style-type: none"> <li>1. Hatt, Gunther. 1987. <i>Panduan Pelaksanaan Operation Hotel di Ala Moana Hotel Hawaii.</i></li> <li>2. Michael L. Kasavana and RichardM. Brooks. <i>Managing Front Office Operations.</i> AH&amp;MA, 1995</li> <li>3. Endar Sugiarto, <i>Operasional Kantor Depan Hotel</i>, Gramedia Pustaka Utama, Jakarta, 2004</li> <li>4. Barnet, E.M. 1986. Makalah pada Seminar of Orientation for Executive of Medium Sized Hotel di Jakarta.</li> <li>5. Lundberg, Donald. E. 1989. <i>The Hotel and Restaurant Business</i>, Fifth Edition. England: US International University.</li> <li>6. Steadmon, Charles E. 1987. <i>Managing Front Office Operations.</i> The Educational Institute of The American Hotel &amp; Motel Association.</li> <li>7. Tucker, Georgina dan Madelin Schneider. 1987. <i>The Professional House-keeper.</i></li> <li>8. Materi Kuliah Hotel Manajemen Sekolah Tinggi Ilmu Ekonomi Pariwisata Indonesia (STIEPARI) Semarang</li> <li>9. Echols, John. M dan Hassan Shadily. 1990. <i>Kamus Inggris Indonesia</i>, Jakarta: Penerbit PT Gramedia.</li> </ol>
---	---