



UNIVERSITY OF BRAWIJAYA
FACULTY OF ADMINISTRATIVE SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
S1 TOURISM STUDY PROGRAM

SEMESTER LEARNING PLAN

SEMESTER LEARNING PLAN							
SUBJECT		CODE	COURSE CLUBS		WEIGHT (credits)	SEMESTER	Date of Compilation
MICE Management		PAR69007	Elective Courses		3 credits	Odd	2023
AUTHORIZATION		RPS Developer Lecturer		RMK Coordinator		Head of Study Program	
		Signed Rudianto, S.Tr.Par,MM		Signed		Signed EDY YULIANTO, Dr., Drs., MP	
Learning Outcomes	CPL PROGRAM						
	CPL1	Students are able to integrate nationalistic attitudes, behavioral values and ethics both in the community and work environment.					
	CPL2	Students are able to produce critical and innovative thinking to support business decision making in the tourism sector.					
	CPL3	Students are able to produce scientific studies to answer current issues in the tourism sector.					
	CPL4	Students are able to practice communication skills, both oral and written, effectively.					
	CPL5	Students are able to manage businesses in the tourism sector by prioritizing entrepreneurial values.					
	CP - MK						
	CPMK 1	Understand hotel operational standards, especially Food and Beverage Service (support CPL 2, CPL 3)					
	CPMK 2	Understanding work culture in the hotel and resort industry (support CPL 1, CPL 2)					
	CPMK 3	Understanding ethics in the hotel and resort industry (support CPL 1, CPL 4)					
MK Brief Description	This course discusses MICE operations in Food and Beverage Service in Hotels. In-depth material on MICE activities starting from planning, implementation to marketing of Meetings, Incentives, Conferences and Exhibitions in Tourism activities.						

Learning Materials / Topics	1) Understanding the scope of the hotel department 2) Understanding the scope of operationsMICE operations in hotels 3) Understanding the scopelImplementation of MICE as a support for tourism activities	
Library	Main	
	1) MICE Management2005 publisherAndi,Bandung Authors: I Putu Hardanti, Dr. Saryani, Fultry Untari 2) Globalization of the MICE Industry2021 publisherAlpha Beta, Bandung Writer :Any Noer	
	Supporters	
	1)Hotel Room Division Management .1962. Dr. Ira Meirina Chair, M.Pd.,	
Instructional Media	Software :	Hardware :
	1) Gmeet, Zoom, GCR, VLM	1) Computer/laptop 2) Switch 3) Router 4) LCD 5) Projector
Team Teaching	-	
Course Requirements	-	

Week 2-	Sub-CP-MK (as the expected final capability)	Indicator	Assessment Criteria & Forms	Form / Method / Learning Experience (Lectures / Assignments / other forms of learning)	Time (Duration)	Learning Materials / Study Materials [Library]	Assessment Weight (%)
1	Students are able to know and explain about <ul style="list-style-type: none"> - Understanding MICE - Objectives and Benefits of MICE 	Ability explain the understanding of the material about <ul style="list-style-type: none"> - The development of MICE in the current era - The goals and benefits of MICE development 	a. Participation in class b. Individual assignments c. Presentation With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	<ul style="list-style-type: none"> • Understanding MICE • MICE development • <i>The goals and benefits of MICE for tourism development</i> 	5%
2	Students know and are able to explain about <ul style="list-style-type: none"> - tourism industry and its relationship with the hospitality world - hotel industry - hotel history - definition of hotel chain 	Ability explain the understanding of the material about <ul style="list-style-type: none"> - tourism industry and its relationship with the hospitality world - hotel industry - hotel history - definition of hotel chain 	a. Participation in class b. Individual assignments c. Presentation With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	<ul style="list-style-type: none"> • Tourism industry • Types of accommodation • Hotel industry • History of the hotel • Hotel chain 	5%

3	Students are able to understand and explain the types of hotels and resorts	Ability explain the understanding of the material about types of hotels and resorts	a. Participatio n in class b. Individual assignments c. Presentatio n With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	<ul style="list-style-type: none"> • Definition of hotel • Definition of resort • Hotel Type Hotel and resort star class	5%
4	Students can identify the classification of starred hotels and resorts. Students are able to explain the meaning, duties and culture of hotel departments.	<ul style="list-style-type: none"> • Ability identify the classification of starred hotels and resorts • Ability explain the understanding of the material about Definition, duties and culture of hotel departments 	a. Participatio n in class b. Individual assignments c. Presentatio n With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	<ul style="list-style-type: none"> • Understand Hotel and Resort Types • Understand the classification of starred hotels & resorts Understanding hotel and resort departments	5%
5	Students are able to know and explain the security system in hotels & resorts	Ability	a. Participatio n in class	a. Learning based on Problems	3 x 50 minutes	<ul style="list-style-type: none"> • Understand 	5%

		explain the understanding of the material about security system in hotel & resort	b. Individual assignments c. Presentation With a numerical scale of 1 - 100	(Problem Based Learning) b. Lectures & presentations c. Case study		<ul style="list-style-type: none"> Types of hotel keys Room keysystem Safe Deposit Box Hotel security system Resort security system 	
6	Students know and explain the operational work & culture of hygiene and sanitation in the hotel & resort industry.	Ability explain the understanding of the material about hygiene and sanitation in the hotel & resort industry	a. Participation in class b. Individual assignments c. Presentation With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	<ul style="list-style-type: none"> Definition of hygiene Definition of sanitation Hygiene and sanitation standards for the hospitality industry 	5%

						Hospitality industry K3 standards	
7	Students learn and explain the operational work & culture in the Front Office Department	Ability explain the understanding of the material about Operational work at the Front Office Department	a. Participation in class b. Individual assignments c. Presentation With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	<ul style="list-style-type: none"> • Introduction to the concept of room division • Definition of Front Office Department • Organizational structure • <i>Job description Front Office Department</i> • Relationship between Front Office Department and other departments 	5%

						<ul style="list-style-type: none"> Definition and responsibilities of Front Office Manager 	
8	UTS				3 x 50 minutes		Mid-term exam scores
9	Students know and explain the operational work & culture in the Housekeeping Department	Ability explain the understanding of the material about Operational work and culture in the Housekeeping Department	a. Participation in class b. Individual assignments c. Presentation With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	<ul style="list-style-type: none"> Housekeeping department organizational structure Jobdesk in housekeeping department Case study	5%
10	Students know and explain the operational work & culture in the Food and Beverage Department	Ability explain the understanding of the material about	a. Participation in class b. Individual assignments	a. Learning based on Problems (Problem Based Learning)	3 x 50 minutes	<ul style="list-style-type: none"> Knowledge of hotel food and 	5%

		Operational work and culture in the Food and Beverage Department	c. Presentation With a numerical scale of 1 - 100	b. Lectures & presentations c. Case study		beverage products • Knowledge of food and beverage service/serving in hotels Case study	
11	Students learn and explain the operational work & culture in the laundry section at the hotel.	Ability explain the understanding of the material about Operational work and culture in the laundry section at the hotel	a. Participation in class b. Individual assignments c. Presentation With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	• Laundry section organizational structure • Jobdesk laundry section • Laundry equipment section • Hotel laundry industry Case study	5%
12	Students know and explain the operational work &	Ability	a. Participation in class	a. Learning based on Problems	3 x 50 minutes	• Accounting	5%

	culture in the accounting department	explain the understanding of the material about operational work and culture in the accounting department	b. Individual assignments c. Presentation With a numerical scale of 1 - 100	(Problem Based Learning) b. Lectures & presentations c. Case study		departme nt organizational structure <ul style="list-style-type: none"> • Jobdesk in accounting departme nt • Case study 	
13	Students know and explain the operational work & culture in the human resource department	Ability explain the understanding of the material about operational work and culture in the human resource department	a. Participatio n in class b. Individual assignments c. Presentatio n With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	<ul style="list-style-type: none"> • Human resource departme nt organizational structure • Jobdesk in human resource departme nt • Case study 	5%
14	Students know and explain the operational work & culture in the sales marketing department	Ability explain the understanding of the material about	a. Participatio n in class b. Individual assignments	a. Learning based on Problems (Problem Based Learning)	3 x 50 minutes	<ul style="list-style-type: none"> • Sales marketing departme nt 	5%

		operational work and culture in the sales marketing department	c. Presentation With a numerical scale of 1 - 100	b. Lectures & presentations c. Case study		organizational structure • Jobdesk in sales marketing department • Case study	
15	<ul style="list-style-type: none"> Students learn about hotel services and complaints Students learn about the stages of internship in the hospitality industry 	<ul style="list-style-type: none"> Ability explain the understanding of the material about hotel services and complaints Ability explain the understanding of the material about Internship Stages in the Hospitality Industry 	a. Participation in class b. Individual assignments c. Presentation With a numerical scale of 1 - 100	a. Learning based on Problems (Problem Based Learning) b. Lectures & presentations c. Case study	3 x 50 minutes	<ul style="list-style-type: none"> Complaint Handling Sequence Heat Method Internship stages and steps to be taken 	5%
16	UAS					UAS	Final Exam Score

CPL PS Tourism

The learning outcomes of graduates (CPL) of the UB Tourism Study Program are as follows.

CPL1. Students are able to integrate nationalistic attitudes, behavioral values and ethics both in the community and work environment.

CPL2. Students are able to produce critical and innovative thinking to support business decision making in the tourism sector.

CPL3. Students are able to produce scientific studies to answer current issues in the field of tourism.

CPL4. Students are able to practice communication skills, both oral and written, effectively.

CPL5. Students are able to manage a business in the tourism sector by prioritizing entrepreneurial values.

CPL6. Students are able to implement science and technology in solving tourism problems.

ASSIGNMENT DESIGN

The assignments carried out in this lecture are in the form of Structured Assignments and Independent/Group Assignments.

- Structured lecture assignments are independent assignments, namely students submitting a written review of the results of the lecture at that meeting, and then presenting it at the next meeting.
- Independent/group assignments consist of creating individual/group papers in the form of reviews of each material, and presented in class.

Percentage of Assessment

Types of Assessment	Weight
UTS	20%
Case Base	50%
UAS	30 %

DETERMINATION OF FINAL VALUE

Final Value Range (NA)	Quality Letters	Quality Score
> 80	A	4
$75 < NA \leq 80$	B+	3.5
$69 < NA \leq 75$	B	3
$60 < NA \leq 69$	C+	2.5
$55 < NA \leq 60$	C	2
$50 < NA \leq 55$	D+	1.5
$44 < NA \leq 50$	D	1
$0 < NA \leq 44$	E	0