UNIVERSITY OF BRAWIJAYA
FACULTY OF ADMINISTRATIVE SCIENCE
DEPARTMENT OF BUSINESS ADMINISTRATION
TORISM STUDY PROGRAM

SEMESTER LEARNING PLAN

SUBJECT	CODE	COURSE CLUBS	WEIGHT (credits)	THEN SEMESTER	Date of Compilation
HOTEL AND RESORTS OPERATIONS MANAGEMENT	PAR61003	COMPULSORY	3	4	August 1, 2023

AUTHORIZATION	RPS Developer Lecturer	RMK Coordinator	Head of Study Program
	Deasy Chrisnia Natalia, SE., MM. Signature	Signature	Signature

Learning Outcomes	CPL PROGRAM	
	CPL1	Students are able to apply knowledge of global ethical and environmental values to tourism business practices.
	CPL2	Students are able to apply relevant information to support problem solving in the field tourism
	CPL3	Students are able to apply management concepts to overcome contemporary problems in the tourism business sector.
	CPL4	Students are able to demonstrate appropriate communication skills for tourism business services.
	CP – MK	
	After taking this course, students are able to:	

	CPMK1	understand the basic concepts of hotel and resort operations management (CPL2, CPL4)

	CPMK2	analyze the factors that influence the implementation of strategies in implementing management in hotels and resorts (CPL2, CPL4)
	CPMK3	designing and evaluating the implementation of hotel and resort operations management strategies (CPL2, CPL3, CPL4)

CPMK-CPL Weight Mapping

	CPL2	CPL3	CPL4
CPMK1	0.70	0	0.30
CPMK2	0.70	0	0.30
CPMK3	0.50	0.30	0.20

MK Brief Description	The Hotel and Resort Operations Management course is designed to provide an in-depth understanding of hotel and resort operational management, including Understanding the Hospitality Industry, Hotel Organizational Structure, Role of General Manager, Front Office Operations (Front Office Department), Housekeeping (Housekeeping Department), Food & Beverage Division, Sales and Marketing Division, Hospitality Industry, hospitality industry in various countries, hotel check-in process and Hotel Check-out Process. This course aims to provide an in-depth understanding of the key aspects involved in running a successful operation in the hotel and resort industry.

MaterialLearning / Topics	1. Understanding the Hospitality Industry 2. Hotel Organizational Structure 3. Role of General Manager 4. OFront Office Operations (Front Office) 5. Housekeeping (Housekeeping Department 6. Food & Beverage Division 7. Sales and Marketing Division 8. Hospitality Industry 9. hospitality industry in various countries		

	10.Check In Process at the Hotel 11.Check Out Process at Hotel 11.		
Library	**Main**		
	1. Denney G. Rutherford, Ph.D. , Michael J. O'Fallon, Ph.D., Hotel Management and Operations, Fourth Edition, John Wiley and Sons. Inch		
	Supporters		
	2. LV Knodel, 2019, Hotel Management, Third Edition, Kiev Kanduba		
Instructional Media	Software :	**Hardware :**LED Smart TV, Personal Computer (PC)/Laptop	
		LCD and Projector	
Team Teaching			
Course Requirements	-		

Week 2-	Sub-CP-MK (as the expected final capability)	Indicator	Assessment Criteria & Forms	Learning Methods (Lectures / Assignments / other forms of learning)	Time (Duration)	MaterialLearning / Study Materials [Library]	Assessment Weight (%)
1	Students are able to understand and explain Understanding the Hospitality Industry 1	Accuracy in explaining the concept of the Hospitality Industry	**Assessment criteria**: Understanding the concept of the hospitality industry **Assessment Form:** ▪ Non-exam basis: activeness in class discussions ▪ Test basis: UTS	▪ Lecture and Q&A	[TM for 2x50'] [BM for 1x50']	Understanding the Hospitality Industry -Hospitality Development Process -Customer Relationship Management Reference Material: No: 1	4.04
2	Students are able to understand and explain the Hotel Organizational Structure	Accuracy in explaining the Hotel Organizational Structure	**Assessment criteria**: Understanding Hotel Organizational Structure Assessment Form: ▪ Non-exam basis: activeness in class discussions ▪ Test basis: UTS	▪ Lecture and Q&A ▪ Case Based Learning	[TM for 2x50'] [BM for 1x50']	- StructureHotel Organization - Discussion **Reference Material**: No: 1	4.04

3	Students are able to understand the role of General Manager	Accuracy in explaining the Role of the General Manager	**Assessment criteria**: Understanding the Role of the General Manager **Assessment Form:** • Non-exam basis: group presentations and active participation in class discussions Test basis: UTS	• Group presentations and class discussions • Structured tasks • Case Based Learning	[TM for 2x50'] [BM for 1x50']	Role of General Manager Reference Material: No: 1	8.21
4	Students are able to understand Front Office Operations	Abilityexplaining about Front Office Operations	**Assessment criteria**: Understanding of Front Office operations **Assessment Form:** • Non-exam basis: group presentations and active participation in class discussions • Test basis: UTS	• Group presentations and class discussions • Structured tasks • Case Based Learning	[TM for 2x50'] [BM for 1x50']	Front Office Operations **Reference Material**: No: 1	8.21

| 5 | Students are able to understand Housekeeping Department | Ability to explain Housekeeping Department | **Assessment criteria**: Housekeeping Department Explanation

Assessment Form:
• Non-exam basis: group presentations and active participation in class discussions

Test basis: UTS | • Group presentations and class discussions
• Structured tasks
• Case Based Learning | [TM for 2x50'] [BM for 1x50'] | Housekeeping (Housekeeping Department)

Reference Material: No: 1 | 8.21 |
| 6 | Students are able to understand and explain the Food & Beverage Division | Ability to explain the Food & Beverage Division | **Assessment criteria**: Understanding of Food & Beverage Division Assessment Form:
• Non-exam basis: group presentations and active participation in class discussions
• Test basis: UTS | • Group presentations and class discussions
• Structured tasks
• Case Based Learning | [TM for 2x50'] [BM for 1x50'] | Food & Beverage Division

Reference Material: No: 1 | 8.21 |

7	Students are able to understand case studies in the Food & Beverage Division	Ability to explain case studies in the Food & Beverage Division	**Assessment criteria**: case study in the Food & Beverage Division **Assessment Form:** ▪ Non-exam basis: group presentations and active participation in class discussion	▪ Group presentations and class discussions ▪ Structured tasks ▪ Case Based Learning	[TM for 2x50'] [BM for 1x50']	Case study in the Food & Beverage Division Reference Material: No: 1	4.88
			▪ Test basis: UTS				
8	UTS						
9	Students are able to understand the Sales and Marketing Division	Accuracy in explainingSales and Marketing Division	**Assessment criteria**: ▪ UnderstandingSales and Marketing Division**Assessment Form:** ▪ Non-exam basis: group presentations and active participation in class discussions ▪ Test basis: UAS	▪ Group presentations and class discussions ▪ Structured tasks ▪ Case Based Learning	[TM for 2x50'] [BM for 1x50']	Sales and Marketing Division**Material Reference**:No: 1	8.21

| 10 | Students are able to understand the hospitality industry | Accuracy in explaining the hospitality industry | **Assessment criteria**:
 • Understanding the hospitality industry

 • **Assessment Form:**

 • Non-exam basis: group presentations and active participation in class discussions
 • Test basis: UTS | • Group presentations and class discussions
 • Structured tasks
 • Case Based Learning | [TM for 2x50'] [BM for 1x50'] | hospitality industry

 Reference Material: No: 2 | 8.21 |

			Assessment criteria:					
11	Students are able to understand Hospitality Ethics in Practice	Accuracy in explaining Hospitality Ethics in Practice	**Assessment criteria**: ▪ Understanding Hospitality Ethics in Practice Forms of Assessment: ▪ Non-exam basis: group presentations and active participation in class discussions ▪ Test basis: UTS	▪ Group presentations and class discussions ▪ Structured tasks ▪ Case Based Learning	[TM for 2x50'] [BM for 1x50']	Presentation of Tourism Innovation Ideas and Plans **Reference Material**: No: 2	8.21
12	Students are able to understand the hospitality industry in various countries	Accuracy in explaining the hospitality industry in various countries	**Assessment criteria**: hospitality industry in various countries **Assessment Form:** ▪ Non-exam basis: group presentations and active participation in class discussions ▪ Test basis: UTS	▪ Group presentations and class discussions ▪ Structured tasks ▪ Case Based Learning	[TM for 2x50'] [BM for 1x50']	industryHospitality in various countries Reference Material: No: 2	8.21

13	Students are able to understand the Check-in Process at a Hotel	Ability to explain the Check in Process at a Hotel	**Assessment criteria**: Understanding the Check-in Process at a Hotel Assessment Form: ▪ Non-exam basis: group presentations and active participation in class discussions ▪ Test basis: UTS	▪ Group presentations and class discussions ▪ Structured tasks ▪ Case Based Learning	[TM for 2x50'] [BM for 1x50']	Hotel Check-in Process Reference Material: No: 2	8.21
14	Students are able to understand the Check Out Process at Hotels	Ability to explain the Check Out Process at a Hotel	**Assessment criteria**: Understanding the Check Out Process at a Hotel Assessment Form: ▪ Non-exam basis: group presentations and active participation in class discussions ▪ Test basis: UTS	▪ Group presentations and class discussions ▪ Structured tasks ▪ Case Based Learning	[TM for 2x50'] [BM for 1x50']	Presentation of Tourism Ideas and Innovations **Reference Material**: No: 2	8.21

15	Review all lessons	Review all lessons	▪ Test basis: UTS	▪ Case Based Learning	[TM for 2x50'] [BM for 1x50']	**Reference Material**: No: 1, 2	4.94
16	UAS						

CPL PS S1 Tourism

The graduate learning outcomes (CPL) of the UB Bachelor of Business Administration Study Program are as follows.

CPL1. Students are able to integrate behavioral and ethical values 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 verbally and in writing 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.

TASK 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 for students in the form of homework according to the topics presented in lectures, which are done individually and can be presented/discussed in class during face-to-face meetings.
- Independent/group assignments in the form of writing individual/group papers in the form of reviews of scientific articles in international journals with a writing format adjusted to the applicable writing guidelines, and presented in class.

Percentage of Assessment

TypeEvaluation	Weight
Project Based	**50**
Quiz	10

UTS	20

UAS	20

CPL assessment and evaluation table at MK

Week to:	CPL	CPMK	Questions (Weight%)	Assessment Weight (test/non-test)	Weight (%)
1	1, 2, 4	1	Activeness in class discussions Mid-term exam questions (Question 1)	0.71 3.33	4.04
2	1, 2, 4	1	Activeness in class discussions of mid-term exam questions (Question 2)	0.71 3.33	4.04
3	1, 2, 4	2	Project-Based Learning (PBL) Assignment Activeness in class discussions Mid-term exam questions (Question 3)	4.17 0.71 3.33	8.21
4	1, 2, 4	2	Project-Based Learning Activeness in class discussions Mid-term exam questions (Question 4)	4.17 0.71 3.33	8.21
5	1, 2, 4	3	Project-Based Learning (PBL) Assignment Activeness in class discussions Mid-term exam questions (Question 5)	4.17 0.71 3.33	8.21
6	1, 2, 4	3	Project-Based Learning (PBL) Assignment Activeness in class discussions Mid-term exam questions (Question 6)	4.17 0.71 3.33	8.21
7	1, 2, 4	6	Project-Based Learning (PBL) Assignment Activeness in class discussions	4.17 0.71	4.88
8	UTS (Questions 1 to 6)				
9	1, 2, 4	4	Project-Based Learning (PBL) Assignment Activeness in class discussions Final Exam Questions (Question 1)	4.17 0.71 3.33	8.21

10	1, 2, 4	4	Project-Based Learning (PBL) Assignment Activeness in class discussions Final Exam Questions (Question 2)	4.17 0.71 3.33	8.21
11	1, 2, 3, 4	5	Project-Based Learning (PBL) Assignment Activeness in class discussions Final Exam Questions (Question 3)	4.17 0.71 3.33	8.21

12	1, 2, 3, 4	5	Project-Based Learning (PBL) Assignment Activeness in class discussions Final Exam Questions (Question 4)	4.17 0.71 3.33	8.21
13	1, 2, 3, 4	5	Project-Based Learning (PBL) Assignment Activeness in class discussions Final Exam Questions (Question 5)	4.17 0.71 3.33	8.21
14	1, 2, 3, 4	6	Project-Based Learning (PBL) Assignment Activeness in class discussions Final Exam Questions (Question 6)	4.17 0.71 3.33	8.21
15	1, 2, 3, 4	6	Project-Based Learning (PBL) Assignment Activeness in class discussions	4.23 0.71	4.94
16	**Final Semester Exam (UAS):**Questions 1 to 6				
	Total weight (%)			**100**	**100**

DETERMINATION OF FINAL VALUE

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

$0 < NA \leq 44$	E	0

ASSESSMENT WEIGHT MAPPING - CPMK

Assessment	CPMK1	CPMK2	CPMK3	CPMK4	CPMK5	CPMK6
Project Based Learning (PBL)	0	0	0.25	0.25	0.25	0.25

	CPMK1	CPMK2	CPMK3	CPMK4	CPMK5	CPMK6
Activeness/Participation	0.16	0.16	0.17	0.17	0.17	0.17
UTS	0.33	0.33	0.34	0	0	0
UAS	0	0	0	0.5	0.5	0