



Table 2

Basic description		
Course coordinator	Ph. D. Vlado Galičić, Associate Professor	
Course title	ACCOMMODATION MANAGEMENT	
Study programme	HOSPITALITY MANAGEMENT	
Course status	COMPULSORY	
Year	1 st (Graduate University Studies)	
ECTS credits and teaching	ECTS student 's workload coefficient	6 ECTS
	Number of hours (L+E+S)	60 (30+30+0)

1. COURSE DESCRIPTION

1.1. Course objectives

To teach students the basics of marketing and selling (negotiation and booking procedures) accommodation capacities, consumable capacities and other capacities; to master the fundamental activities in receiving guests and checking them in, overseeing their stay, and checking guests out and seeing them out of the hotel; to create preconditions for properly managing reception department staff and performance.

1.2. Course enrolment requirements

No special requirements.

1.3. Expected course learning outcomes

After passing the examination, students should be able to sell capacities and carry out all activities involved in organizing work relating to booking. They should be knowledgeable in all activities involved in receiving guests and overseeing their stay at a hotel, as well as activities involved in the departure of guests from a hotel. They should be able to carry out basic activities involved in managing human resources and the performance of the reception department.

1.4. Course content

Types of hotels, services and guests. Hotel marketing. Hotel selling. Booking. Defining the process functions of accommodation. Activities involved in receiving and checking in guests. Activities carried out during the stay of guests. Activities involved in the departure of guests. Equipment and devices in the reception department. Managing human resources in the reception department. Managing performance in the reception department.

1.5. Teaching methods

- | | |
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| <input checked="" type="checkbox"/> lectures | <input type="checkbox"/> individual assignment |
| <input type="checkbox"/> seminars and workshops | <input type="checkbox"/> multimedia and network |
| <input checked="" type="checkbox"/> exercises | <input type="checkbox"/> laboratories |
| <input type="checkbox"/> long distance education | <input type="checkbox"/> mentorship |
| <input type="checkbox"/> fieldwork | <input type="checkbox"/> other |

1.6. Comments

1.7. Student's obligations

Regular course attendance, exercises and final written exam.

1.8. Evaluation of student's work

Course attendance	2,4	Activity/Participation		Seminar paper		Experimental work	
Written exam	1,1	Oral exam		Essay		Research	
Project		Sustained knowledge check	1,7	Report		Practice	
Portfolio		Exercises	0,8				



1.9. Assessment of learning outcomes in class and at the final exam (procedure and examples)

Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on evaluation of students at the Faculty of tourism and hospitality management.

For each course it is made a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.

1.10. Assigned reading (at the time of the submission of study programme proposal)

Galičić, V., Poslovanje hotelskoga odjela smještaja, Fakultet za menadžment u turizmu i ugostiteljstvu Opatija, Sveučilište u Rijeci, (e-udžbenik), Opatija, 2017.

1.11. Optional / additional reading (at the time of proposing study programme)

1. Baker, S., Bradley, P., Huyton, J., Principles of Hotel Front Office Operations, Continuum, London, 2000.
2. Kasavana, M., Brooks, R., Managing Front Office Operations, Educational Institut, American Hotel & Motel Association, 1998.

1.12. Quality monitoring methods which ensure acquirement of output knowledge, skills and competences

The quality of the programme, teaching process, *teaching* skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management.