Course Outline (Higher Education)

School / Faculty:	Federation Business School
Course Title:	ACCOMMODATION SERVICE PRINCIPLES
Course ID:	BSHSP1016
Credit Points:	15.00
Prerequisite(s):	Nil
Co-requisite(s):	Nil
Exclusion(s):	Nil
ASCED Code:	080307

Grading Scheme:

Program Level:

AQF Level of Program						
	5	**6**	**7**	**8**	**9**	**10**
Level						
Introductory			✔			
Intermediate						
Advanced						

Learning Outcomes:

Knowledge:

K1. Compare and contrast the physical and service characteristics of a diverse range of commercial accommodation establishments

K2. Explain the nature of the relationships between the Front Office Department and other operational and functional departments

K3. Distinguish between the different sources of accommodation reservations and assess their importance to the accommodation business

K4. Determine the documentation required and explain the processes to be followed in maximizing guest satisfaction

K5. Outline the role of Night Audit and its contribution to the service provision and financial management of the accommodation establishment

Skills:

S1. Prepare and review the accuracy of guest documentation for arrivals and departures using industry-appropriate technology

S2. Apply organizational policies and procedures to the arrival and departure of all guests

S3. Examine and reconcile financial transactions, confirm balances and investigate any discrepancies

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S4. Compile reports to communicate guest and accounting information to other operational and functional departments

Application of knowledge and skills:

A1. Interpret and apply established policies and procedures to the Front Office functions of check-in, check-out and night audit, in a range of accommodation establishments

A2. Exercise discretion, judgment and problem-solving skills in anticipating and meeting the needs of diverse guests

Course Content:

Topics may include:

- The accommodation sub-sector

- Accommodation services terminology

- Preparing for and processing guest arrivals

- In-house guest accounting

- Guest departures

- Front office systems and reports

- Night audit

- Accommodation and sustainability

Values and Graduate Attributes:

This course will help students to develop values and attributes that will enable them to:

Values:

V1. Organise themselves and others to deliver service in a dynamic accommodation environment

V2. Be valued highly by employers for their ability to seek out current knowledge to apply to accommodation management

Graduate Attributes:

FedUni graduate attributes statement. To have graduates with knowledge, skills and competence that enable them to stand out as critical, creative and enquiring learners who are capable, flexible and work ready, and responsible, ethical and engaged citizens.

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Attribute	Brief Description	Focus
Knowledge, skills and competence	This course will provide students with the opportunity to develop knowledge and skills that will assist them to remain abreast of current developments in their industry	Medium
Critical, creative and enquiring learners	This course will broaden the student's capacity to independently contribute to the management of a hospitality organisation	Low
Capable, flexible and work ready	This course will enable students to develop an understanding of current and emerging issues as they apply to the provision of accommodation	Medium
Responsible, ethical and engaged citizens	This course will encourage students to consider issues of sustainability that can be embraced in the management of accommodation businesses	Medium

Learning Task and Assessment:

Learning Outcomes Assessed	Assessment Task	Assessment Type	Weighting
K1, K2	Current issues & developments in the accommodation industry	Report	20 - 30%
K3 – K5 S1, S2, S3, S4 A1, A2	Provision of Front Office services	Practical tests (6)	40 – 50%
K2, K3, K5 S3, S4	Examination to assess attainment of required learning outcomes	Examination	30 – 40%

Adopted Reference Style:

APA