Hotel Operations Management

Critically understand the nature, scope and diversity of the hotel industry, and to interpret the key components of hotel operations and the best practice in management. Trends and developments in Hotel operations will also be considered. The responsibilities of a hotel general manager, and procedures used to be an effective manager.

In addition students will be introduced to the key elements of the MICROS-Fidelio OPERA software.

Learning Outcomes

- Critically understand the nature, scope and diversity of the hotel industry
- Appraise and differentiate the fundamental components of hotel operations
- Interpret and evaluate best practice in the management of hospitality operations
- Develop an analytical awareness and understanding of the management of hotel operations
- Demonstrate skills and knowledge required to make productive use of the OPERA software

Key topics
- Introduction to hospitality operations
- Key elements including room division
- Accommodation provision as a system
- Management of productivity and the use of OPERA
- Management of staff
- Key challenges

Books
International Journal of Contemporary Hospitality Management