

Faculty of Higher Education

Subject Code	HOH809
Subject Name	International Hotel Operations Management
Credit points	6
Study Level	Year 1 (AQF8)
Delivery mode	Blended
Location	Melbourne
Prerequisites	N/A

Subject Coordinator
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Subject Overview	<p>This subject introduces students to international hotel operations and investigates the ownership models, organisational structure and departments of hotels. Students will gain fundamental knowledge of the operations and management of the various hotel departments including the policies and procedures. The subject highlights the significance of clear and timely communication and collaboration between the various departments of the hotels. The students analyse and evaluate key metrics and key performance indicators employed by managers to monitor the performance of hotels.</p>
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Learning Outcomes	Analyse key metrics and key performance indicators employed by managers to monitor hotel performance
	Critique communication strategies to improve collaboration between hotel departments
	Integrate fundamental knowledge of the operations of the various departments to develop appropriate policies and procedures
	Categorise hotel ownership models, organisational structure and hotel departments

Assessments	Details	Weighting
	Essay	30%
	Test	30%
	Report	40%

Graduate Attributes addressed in this subject	Systematic and coherent body of knowledge
	Interpersonal skills
	Sustainability literacy
	Cognitive skills to synthesise and consolidate knowledge
	Scholarly skills
	Communication skills