

## Faculty of Higher Education

<b>Subject Code</b>	HOC609
<b>Subject Name</b>	Facility Operations Management
<b>Credit points</b>	6
<b>Study Level</b>	Year 2
<b>Delivery mode</b>	On campus
<b>Location</b>	Melbourne
<b>Prerequisites</b>	None

<b>Subject Coordinator</b>
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<b>Subject Overview</b>	<p>There are a range of service models adopted by the corporate hospitality industry ranging from highly standardised through to customised service delivery. In this subject students will examine the relationship between service model design and the nature of available resources. Students will consider categories of resources such as staffing, space and finance to determine efficient levels of operation. This will require examination of the flexibility and tolerance in each category of resource.</p>
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<b>Learning Outcomes</b>	Identify operating capacity and constraints within a range of corporate hospitality contexts.
	Explore the implications of customised and standardised service models for resource allocation.
	Identify the flexibility and tolerance levels of resources to inform decision making.
	Determine the optimal level of operations based on capacity and constraints of specific business models.

<b>Assessments</b>	<b>Details</b>	<b>Weighting</b>
	Summary report	20%
	Resource investigation (groups of 2)	30%
	Report	50%

<b>Graduate Attributes addressed in this subject</b>	Preparedness
	Systematic and coherent body of knowledge
	Cognitive skills to analyse and critique knowledge
	Scholarly skills
	Interpersonal and Teamwork skills
	Communication skills
	Personal attributes – systems thinking