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| Course Unit | Acomodation Operations | | Field of study | Tourism | |
| Bachelor in | Tourism | | School | School of Public Management, Communication and Tourism | |
| Academic Year | 2019/2020 | Year of study | 3 | Level | 1-3 |
| Type | Semestral | Semester | 1 | ECTS credits | 6.0 |
| Code | 9254-532-3103-00-19 | | | | |
| Workload (hours) | 162 | Contact hours | T - | TP 60 | PL - |
| | | | TC - | S - | E - |
| | | | OT - | O - | |

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Antonio Luis Gomes Goncalves

Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Understanding the industry of tourist accommodation.
2. Mastering concepts, typologies and classifications of the tourist accommodation.
3. Apply the different classifications linked to the tourist accommodation management.
4. Learn about a property management system for hotel management in what concerns front office management functions

Prerequisites

Not applicable

Course contents

The hospitality industry: concepts and classifications; Forms of hospitality management; Operations of hotel units; Property management system.

Course contents (extended version)

1. The hospitality industry
 - Concepts and classifications
2. Forms of hospitality management
3. Operations of hotel units
 - Front office management: financial management, competition, tariffs, communication and service
4. Property management system.
 - Reservations
 - Yield Management
 - Registration and Room Status
 - Posting and Call Accounting
 - Checkout and Night Audit
 - Inquiries/Reports and Back Office
 - Housekeeping and Food and Beverage
 - Maintenance and Security
 - Marketing, Sales and Personnel
5. NewHotel software

Recommended reading

1. Mata, Américo (2003). Front Office – Operação e Gestão. Edições Prefácio, ISBN: 972-8563-89-2.
2. Marques, J. Albano (2007). Introdução à Hotelaria. Lisboa: Civilização, ISBN: 9789722625548
3. Bardi, James A. (2003). Hotel Front Office Management (3ª ed.). New Jersey, ISBN: 0-471-01396-X
4. Blasco, A. (2006). Manual de gestión de producción de Alojamiento y Restauración. Madrid: Editorial Síntesis, S. A. Madrid, ISBN: 84-9756-410-3
5. Ai Quintas, Manuel (2006) Organização e Gestão Hoteleira, Vol. I e II, Oteluit Editores, Lisboa ISBN: 972-99958-0-X

Teaching and learning methods

The course unit will be taught through the theoretical contents exhibition (expositive method), followed by the analysis and discussion, through written questions, of oriented readings in classes (demonstrative method). Handling hotel management software to solve practical cases.

Assessment methods

1. Continuous Evaluation - (Regular) (Final, Supplementary)
 - Final Written Exam - 75%
 - Practical Work - 25%
2. Final Exam - (Regular, Student Worker) (Final, Supplementary, Special)
 - Final Written Exam - 100%
3. Students in mobility - (Regular) (Final)
 - Practical Work - 100% (Practical work with the theme set by the teacher)

Language of instruction

English

Electronic validation

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| Antonio Luis Gomes Goncalves | Aida Maria Oliveira Carvalho | Catarina Alexandra Alves Fernandes | Luisa Margarida Barata Lopes |
| 14-01-2020 | 14-01-2020 | 14-01-2020 | 15-01-2020 |