

Course Unit	Acomodation Operations	Field of study	Tourism
Bachelor in	Tourism	School	School of Public Management, Communication and Tourism
Academic Year	2022/2023	Year of study	3
Type	Semestral	Semester	1
Workload (hours)	162	Contact hours	T - , TP 60, PL - , TC - , S - , E - , OT - , O -
		Level	1-3
		ECTS credits	6.0
		Code	9254-532-3103-00-22

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) Amavel da Silva Fernandes, 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, New Hotel, Host, E-GDS.

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
 - Electronic Mail and Time Clock
5. New Hotel, Host, E-GDS.

Recommended reading

1. Mata, A (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, 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

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, New Hotel, Host, E-GDS to solve practical cases.

Assessment methods

1. Distributed Evaluation - (Regular, Student Worker) (Final, Supplementary)
 - Intermediate Written Test - 100% (The evaluation will have a practical component and a theoretical component)
2. Final Exam - (Regular, Student Worker) (Final, Supplementary, Special)
3. Students in mobility - (Regular) (Final)
 - Practical Work - 100% (Practical work with the theme set by the teacher)

Language of instruction

1. Portuguese
2. Portuguese, with additional English support for foreign students.

Electronic validation

Amavel da Silva Fernandes, Antonio Luis Gomes Goncalves	Catarina Antónia Martins	Catarina Alexandra Alves Fernandes	Luisa Margarida Barata Lopes
13-10-2022	13-10-2022	13-10-2022	18-10-2022