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Course Unit	Accomodation Operations			Field of study	Tourism	
Bachelor in	Tourism			School	School of Public Management, Communication and Tourism	
Academic Year	2023/2024	Year of study	3	Level	1-3	ECTS credits 6.0
Type	Semestral	Semester	1	Code	9254-532-3103-00-23	

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)	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. Comprehend hospitality industry
2. Dominate the different concepts and forms of hospitality management
3. Apply the different operations of hospitality 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;
   - Competition analysis
   - Fare construction
   - Forecasting
   - Yield management
   - Interdepartmental communication
   - Welcome
4. Property Management System
   - Introduction, Menus and tables
   - Reservations
   - Planning accommodation and maintaining accommodation maintenance
   - Clients profile, Cardex File
   - Accounts registrations, debts transfer between accounts
   - Invoicing, Check-out
   - Overbooking
   - Group reservations
   - Selling
   - End of the day procedures, Records, Auditing, Reports

Recommended reading

1. Ai Quintas, Manuel (2006) "Organização e Gestão Hoteleira", Volume II, Ed. Oteltur
2. Mata, Américo (2003) "Front Office – Operação e Gestão". Edições Prefácio
3. Bardi, James A P. (2006). Hotel Front Office Management, Ed.: WILEY - ISBN: 780470073636
4. Sousa, T., & Costa, R. (2015). Gestão Comercial Hoteleira. Lisboa: Lider.
5. Nuno Abranja, M. A. (2020). Gestão Hoteleira - O produto, o serviço e as técnicas. Lisboa: Lidel.

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). The property management system software, practical exercises of application will be solved to promote greater students involvement in the acquisition of knowledge and skills.

Assessment methods

1. Final Evaluation - (Regular, Student Worker) (Final, Supplementary, Special)
   - Final Written Exam - 100% (Practical and theoretical exam (minimum mark 7))
2. Students in mobility - (Regular, Student Worker) (Final, Supplementary)
   - Practical Work - 100% (Practical work with the theme set by the teacher)

Language of instruction

1. Portuguese
2. English

Electronic validation

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25-10-2023	25-10-2023	25-10-2023	01-11-2023