

Hospitality Management 2012

Subject	Name	Description	Credits	Hours
CPTS	Hotel Management Simulations	Test your hotel management and decision-making skills in a simulated but highly realistic environment. This course is taught using a computer program that simulates the operation of a hotel, allowing you to experience many of the vital issues you will face as you progress into management. Explore issues associated with front office operations, the lodging cycle and the application of yield management principles in forecasting demand. A business plan and periodic reports will assess the performance of your team as you compete to out-manage the other groups in your class.	3	45

HOSP	Hospitality Operations I	<p>Gain the basic knowledge and experience you need in hotel operations as you concentrate on developing practical skills in food and beverage management. A theoretical base and the application of industry scenarios combine to make this unit an exciting, practical and memorable learning experience. In this course you will experience service in the Grand Dining Room (GDR), Court Yard Café (CYC) and at gala functions. You will also learn more about Australian wine. Guest lecturers associated with food and beverage operations add depth and currency to this course as they highlight the latest industry trends.</p> <p><i>You will also complete specialised training to obtain your NSW Certified Responsible Service of Alcohol Registration. (Note: It is compulsory to have an RSA Card to legally serve alcohol at licensed venues in NSW.) You will need a current RSA card to be able to complete your event units and work in the industry. A cost of \$120.00 applies to cover your specialised training and certification.</i></p>	6	180
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HOSP	<i>Hospitality Operations II</i>	<p>Learn more about beverage and bar management as you further develop your service skills. In this course you will concentrate on the study and practical application of operational procedures and the basic concepts, styles and operations found in a variety of beverage, bar and dining room operations. Your understanding of best practice beverage and bar operations methodology will be enhanced by the practical application of the theoretical knowledge you have acquired in the classroom. The practical labs will enable you to achieve the competency required to operate successfully in a management context.</p> <p><i>You will also complete specialised training to obtain your NSW Certified Responsible Service of Alcohol Registration. (Note: It is compulsory to have an RSA Card to legally serve alcohol at licensed venues in NSW.) You will need a current RSA card to be able to complete your event units and work in the industry. A cost of \$120.00 applies to cover your specialised training and certification.</i></p>	3	45
HOSP	Introduction to Hospitality	<p>Examine the field of hospitality management as you explore the development of the industry, evaluate the industry of today, and forecast future trends. The course also provides you with the information and management principles in many key sectors of the industry, including hotels and lodging, business ownership and development, food and beverage, recreation and leisure, gaming, meetings and conventions. You will also gain an overview of employment opportunities, management structures and key departments of large hotel operations.</p>	3	45

HOSP	Globalisation in Hospitality	Learn more about the globalisation issues as they relate to the hospitality industry. Develop an understanding of the major influences affecting the international hospitality business environment, while gaining the insight to assess the strategic issues resulting from globalisation.	3	45
RDM	Rooms Division Operation	Enhance your understanding of best practice front office and housekeeping operations and is greatly enhanced by the practical application of the theoretical knowledge that you acquire in the classroom to a range of front office and housekeeping tasks and situations in a commercial environment.	3	45
RDM	Rooms Division Management	This flexible, student-centred and academically rigorous program, will develop your competencies and encourage your intellectual skills. Extend your knowledge you have developed in basic front office and housekeeping operations and concentrates on key elements of effective rooms division management, particularly managing high-quality guest services and managing revenue. These key areas are studied in depth.	3	45
MGMT	Operational Management and Cost Control	How do you deal with the need to balance issues such as the mix of permanent and casual labour, fluctuating levels of business and the perishability of food, in order to run a profitable business? In this course you will learn more about the need to set and control standards at all levels of the operation in order to ensure optimum profitability while maintaining levels of quality and service for the customer.	4	90