

Module code	LHM404	Level	4
Module title	Rooms Division Management		
Status	Core		
Teaching Period	Autumn		
Courses on which the module is taught	BA (Hons) Luxury Hospitality Management		
Prerequisite modules	None		
Notional learning hours	300	Credit value	30
		ECTS Credits	15
Field trips	This course will involve compulsory visits to various locations around London to explore the industry in action.		
Additional costs	None		
Content notes	The lab portion of this course requires students to be able to stand for extended periods, lift and carry at least 10kg.		

1. Module description

Develop your understanding of hotel operations, department structure, business practice and market strategy. This module involves a Rooms Division Lab, providing you with the opportunity to work in industry and apply what you've learned in class. Through this immersive learning environment, you'll not only learn theoretical concepts but also apply them directly in industry settings. Working alongside professionals in the field, you'll gain insights into the day-to-day operations of hotel management, from front desk procedures to housekeeping management. By actively participating in the Rooms Division Lab, you'll enhance your problem-solving skills, adaptability, and teamwork abilities, all of which are essential for success in the dynamic and fast-paced world of hotel operations. This practical experience not only enriches your learning journey but also prepares you for the challenges and opportunities that await in your future career in the hospitality industry.

2. Learning Outcomes

Upon successful completion of this module, you will be able to:

Collaboration (MLO 01)

Explore collaboration and network opportunities within the context of your practical learning experience to generate ideas for your future career pathing.

Professional Development (MLO 03)

Identify opportunities for your learning and personal and professional development.

Discipline Knowledge (MLO7)

Explain the principles of hotel operations, hotel operational hierarchy, front office management and housekeeping in the context of a luxury hospitality environment.

Discipline Skills (MLO8)

Use proper service technique for guest services and housekeeping at a standard appropriate for a luxury hospitality environment.

3. Learning and teaching methods, and reasonable adjustments

In this module, you will engage in a multifaceted learning experience through practical sessions, lectures, site visits, and workshops. Practical sessions provide hands-on experience in various aspects of hospitality operations, while workshops offer theoretical foundations and industry insights. By integrating these diverse teaching methods, you will be equipped with the skills, knowledge, and mindset needed to excel in delivering exceptional service and creating memorable guest experiences in the luxury hospitality industry. You will experience hands-on learning throughout the module, with opportunities to work at some of London's most prestigious properties – applying skills practically while developing institutional intelligence and a network of contacts. Lab work for this course will consist of study two days a week at the partner properties – supported by reflective on-campus study. The labs will occur on two sequential eight-hour days each week, Monday to Friday, for 12-week periods that align with the University's academic calendar.

Learning hours			300
Directed learning			
Workshops/classes/ Seminars/ lead events	Practical	Studio time	Other
24	192		
Guided/Self-guided learning			84

4. Assessments and weighting, reasonable adjustment, and feedback methods

Assessment component 1: Portfolio

Weight: 100%

Word Count or Equivalent: 5000 words or equivalent

This portfolio will consist of a collection of materials that will highlight, your performance, reflection, and growth over the course of this module. Comprised of the content of your regular performance reviews which will be conducted by trainers or supervisors every 4 weeks to provide feedback on your progress. You will then present a reflective analysis of your learning experience during your practical learning experience. This can include a pre and post placement skills audit, identification of new knowledge and skills gained; a strategy to further enhance your professional identity, values, and practice.

Mapping of assessment tasks:

Assessment components	MLO1	MLO3	MLO7	MLO8
Portfolio	x	x	x	x

The summative assessment will be preceded by an opportunity of formative assessment accompanied by formative feedback.

Reasonable adjustments for the assessments will be confirmed with students that have a support plan in place.

5. Indicative resources

Diener, M.E. et al. (2013) *High Performance Hospitality: Sustainable Hotel Case Studies*. Educational Institute.

Kasavana, M.L. and Brooks, R.M. (2009) *Managing Front Office Operations*. Educational Institute of American Hotel & Motel Association.

Venison, P. (2005) *100 Tips for Hoteliers: What Every Successful Hotel Professional Needs to Know and Do*.

Wood, R.C. (2017) *Hotel Accommodation Management*. Routledge.