



UNIVERSITY OF WALES: TRINITY SAINT DAVID
PRIFYSGOL CYMRU: Y DRINDOD DEWI SANT

School of Business

London Campus

**Business Skills for the International
Hotel Industry
M4X01917**

MODULE CODE: M4X01917

TITLE: Business Skills for the International Hotel Industry

DATED: 22/06/2015

LEVEL: 4

CREDITS: 20

JACS CODE: N700

AIM(S)

- To provide students with the underlying communication skills to prepare them for the range of written and oral presentations required by the hotel industry by studying a range of business-related material that has been especially designed to develop their knowledge and reading and writing skills.
- To provide students with the underlying numeracy and IT skills to prepare them for the range of work that will be required by the hotel industry
- To outline and provide students with an understanding of key legislation affecting the operation of a hotel.

LEARNING OUTCOMES

Upon the successful completion of this module, the student should be able to demonstrate the ability to:

1. Apply the written, numeracy and IT skills necessary to fulfil all that will be required of them during their placement in the hotel;
2. Understand the main legal risks that the hotel industry faces.

INDICATIVE CONTENT

- Communicating and presenting information (eg. presentation techniques, styles)
- Developing an appropriate writing style (.g. planning and structuring essays and reports, linking ideas together, using facts, opinions or arguments, analytical thinking, problem solving, etc.)
- Referencing convention (eg. the Harvard System, the numeric system)
- Using computers and e-learning to support learning (eg. the VLE, Internet search techniques)
- Organising study / work (eg. time management, organising space, organising resources)
- Gathering relevant information (eg. effective note taking, using library and internet resources, reflecting on experience)
- Key research skills/data collection methods (eg. primary and secondary sources, interview, questionnaire, observation, focus groups, questionnaire design, sampling methods)
- Presentation of data using varied formats such as; charts, diagrams and graphs.
- Developing and enhancing numerical competency
- Using varying word-processing software for document compilation (eg. – formal reports, essays, presentations, minutes, letters, CVs, recruitment and selection pro-forma / templates)
- Develop the skills to read and understand Key legislation affecting the operation of a hotel: liability, health and safety, food hygiene, risk management, licensing, including key provisions within Hotel Proprietors Act 1956.
- Using spreadsheet software such as; Excel for statistical analysis - use of formulae to include; min, max, sum, autosum, autofill, function wizard, relative and absolute cell referencing, sorting and filtering data, generating charts from data sets
- Using presentation software (eg. slide design, slide masters, importing images, animation).

LEARNING AND TEACHING STRATEGY

This is a practical skills development module with numerous activities aimed at practising reading, writing and numeracy skills for the hotel industry. The focus of the module is on written English, numeracy and on legal risk.

Issues relating to the concepts and principles associated with these skills are suited to delivery during weekly lectures. However for their application computer room workshops/tutorials are the most appropriate strategy. This provides students with the opportunity to integrate the theory and practice of study skills and to use case studies to enhance those skills by providing realistic scenarios for the students to experience and develop their skills.

The allocation of teaching to deliver the module is:

Activity type	Hours	Percentage
Scheduled learning	50	25%
Independent learning	150	75%
Placement learning		
TOTAL	200	100%

ASSESSMENT

Description of each assessment component and its weighting, together with an example for new forms of assessment:

Assessment Component 1 – 100%

Written Portfolio (3000 words)

Exemplar:

This assessment requires that the student produces a portfolio of work on a range of topics that demonstrates their ability to write reports, use their mathematical and IT skills to interpret and present basic data to support their written report. Students will be asked to comment on the legal risk of a number of scenarios related to the hotel industry.

Assessment Summary

Activity type	Percentage
Written exam	
Coursework	100%
Practical	
TOTAL	100%

EDUCATION FOR SUSTAINABLE DEVELOPMENT (ESD)

Does the module contribute to ESD?	Yes
	No
If yes please provide brief details (no more than 100 words): Influence of fundamental business skills to sustain viability and profitability. Knowledge and competency within this subject is key for sustainable development.	

BIBLIOGRAPHY

Essential

Cottrell, S. (2008) Study Skills Handbook, 3rd Ed., Palgrave Macmillan: Basingstoke

Migdal, N. Taylor & Francis (2015) Hotel Law: Transactions, Management and Franchising, Abingdon Press

Sherman, J. (2009) IT Skills for Office, Hodder Education

Recommended

Cottrell, S. (2003) Skills for Success: The Personal Development Planning Handbook (Palgrave Study Guides), Palgrave Macmillan: Basingstoke

Cox, J., Frye C. & Preppernau, J. (2008) Microsoft Office Home and Student 2007 Step by Step Book/CD Package

McMillan, K. & Weyers, J. (2007) The Smarter Student: Study Skills & Strategies for Success at University, Prentice Hall: Harlow

Piscitelli, S.V. (2009) Study Skills: Do I Really Need This Stuff? 2nd Ed., Prentice Hall: Harlow

Price, G. & Meier, P. (2007) Effective Study Skills: Essential skills for academic and career success, Prentice Hall: Harlow

Sinfield, S & Burns, T. (2008) Essential Study Skills: The Complete Guide to Success at University, 2nd Ed., Sage Publications Ltd

Background

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Journals

International Journal of Educational Development
International Journal of Training & Development
Assessment & Evaluation in Higher Education
Computers & Education

Websites

www.skills4study.com/
www.palgrave.com/skills4study/
www.ltscotland.org.uk/studyskills/
www.bized.co.uk/reference/studyskills/index.htm
www.how-to-study.com/
www.brunel.ac.uk/~mastmmg/ssguide/sshome.htm