



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

International Hotel Management

Operating Hotel Facilities

BMIH4006

Week One

*Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales*

www.uwtsd.ac.uk



Outcomes of the session



- Overview of the module
- Understand lecture expectations
- Review of the assignment
- For you to learn about me as your Module Tutor.



What you'll need



2022

January	February	March
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
April	May	June
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July	August	September
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
October	November	December
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

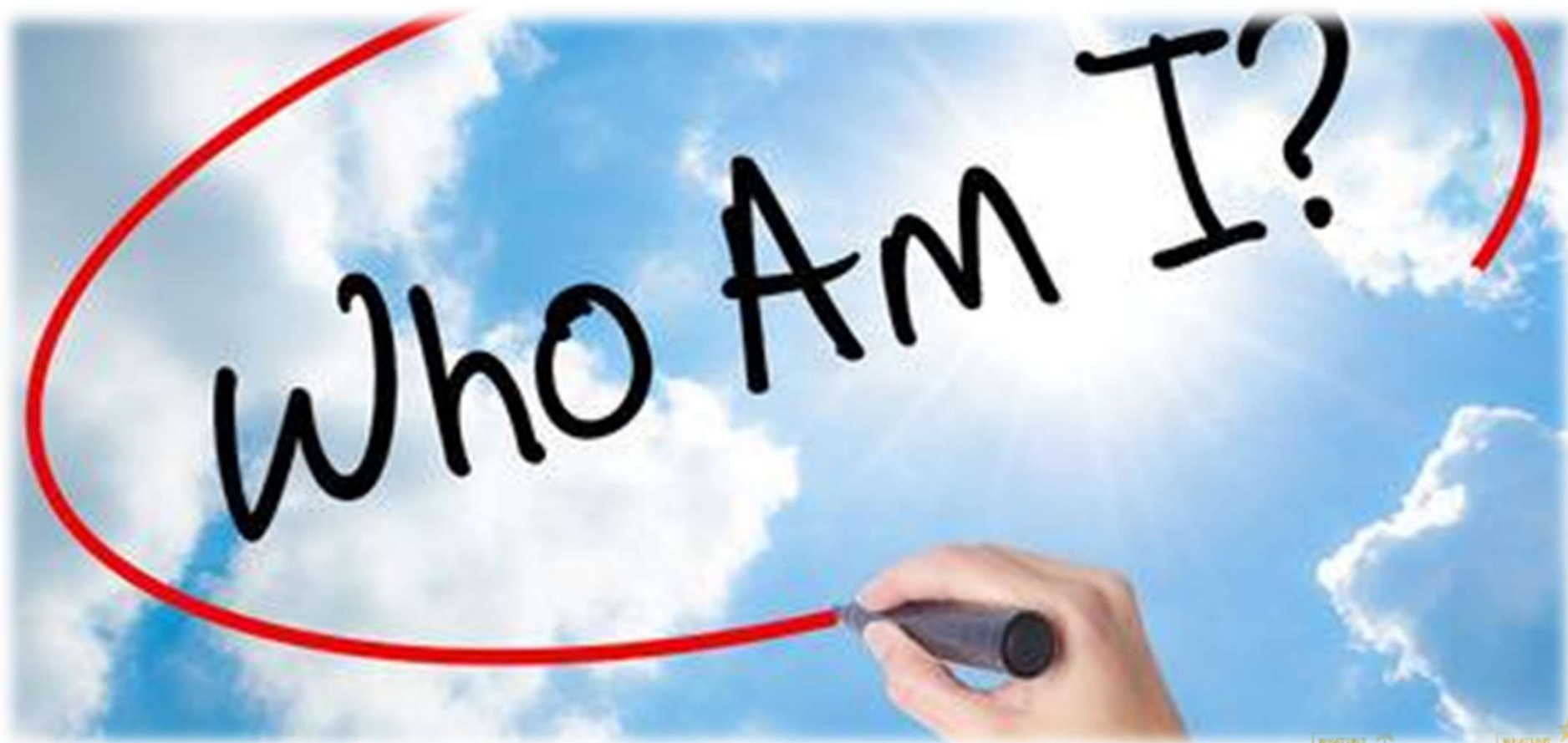


Week 1 Content

- Introduction to Tutor
- Self Introduction exercise
- Introduction to Module
- Module Outcomes
- Teaching Plan
- Assignment



Let me introduce myself.....



Laurence Blake BA (Hons) MSc

Email:

l.blake@uwtsd.ac.uk



Office Hours:
Monday-Friday
8:30am-5pm

Getting the most out of the module

- **Please join the lecture at 9.15am.**
- Please join **using a computer or laptop**, if you do not have a computer then please contact me immediately.
- **You should not be attending lectures using a phone or tablet during lectures.**
- Camera's are expected to be on throughout the lectures including registers, when asking or answering questions or during group work.
- If you are unable to join a lecture or may need to leave the lecture early due to a mandatory appointment then please notify me by email **before** the lecture.
- You should not join the lecture from work, doctors appointments, hospital visits or anywhere else where your focus may be impaired with other distractions.
- If you join late and miss the register being taken then you will be marked as absent.
- You must engage with the lectures and your fellow students in order to get the most out of this module.
- **Failure to comply with the values and standards may risk being withdrawn.**
- Remember that if there are any concerns there is support available

International Hotel Management Absence Policy

- Expects full-time students to attend all lectures and placement on a regular basis.
- The University does not sanction students taking holidays during term time.
- All absences must be reported in the first instance to their individual module tutor where possible at least 24 hours in advance, or in emergency circumstances prior to the start of the planned lecture.
- Students are expected to obtain medical evidence if absence is due to ill-health and to submit that evidence to the Module Tutor, copying in the Programme Manager.
- Any student who claims absence due to circumstances beyond their control **MUST** apply to the University by completing an ECP form (available on the Hwb). The decision as to whether an absence can be condoned will be made by the University **not** the module tutor nor the Programme Manager.
- Students who do not engage in lectures or miss the attendance register will be marked as absent.
- If students leave before the end of any timetabled session the module tutor will note that fact on the attendance register and the student will be deemed as not having attended that session.

Who should I contact?

- **Module related queries**

Contact your module tutor, for this module it's me, you can contact me via email: l.blake@uwtsd.ac.uk

- **Course queries**

Contact the admin team: Student Hwb

- **IT issues**

You can log any IT issues on via the IT Help Desk on the university website.

They also provide telephone support 24 hours a day, 365 days a year. Simply call our IT Service Desk number to speak to a specialist on **0300 500 5055**.



Frequently asked questions: <https://uwtsd.ac.uk/ithelp/student-faqs/>



Academic Support

InfoSkills

- Finding and using information
- Referencing and plagiarism

infoskills@uwtsd.ac.uk

Study skills support is available to all University of Wales Trinity Saint David students who need assistance with their studies.

- Academic writing
- Avoiding plagiarism
- Critical thinking
- Exam revision
- Planning and organisation
- Presentation skills
- Referencing
- Researching

studyskillsdistance@uwtsd.ac.uk

Any Questions?



Lets learn something about each other.....

In groups, and find out:



- *Who they are?*
- *Favourite Hotel Department?*
- *Why?*

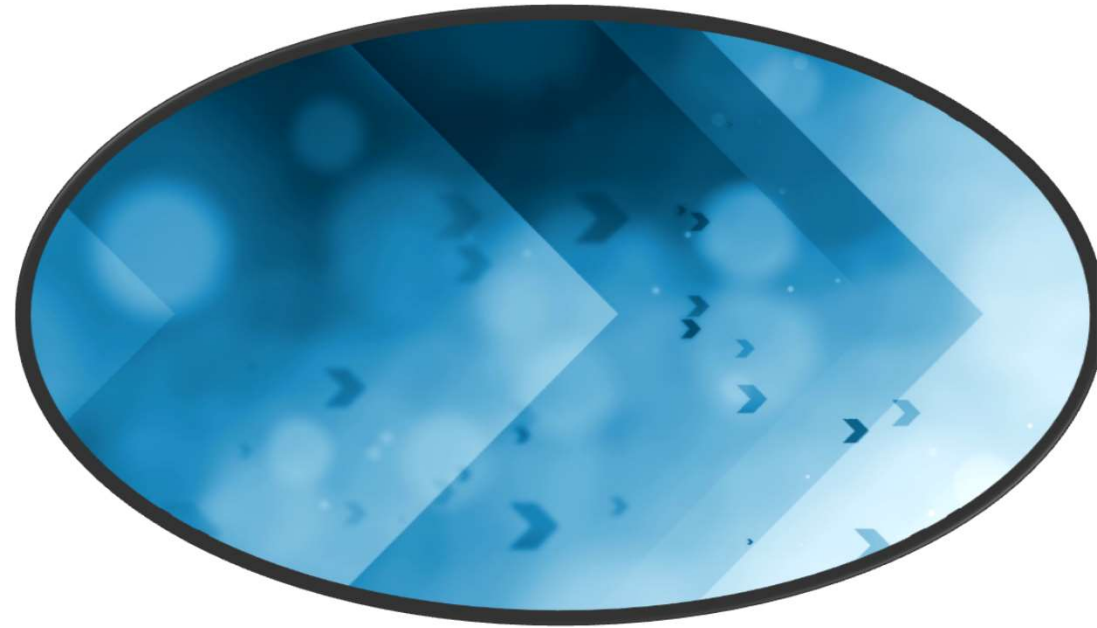
Introduction to Operating Hotel Facilities BMIH4006



Aims of the module

Operating Hotel Facilities:

- What do you think you might learn?
- What would you like to learn about?



Teaching Plan



11 week teaching plan

Week	Time	Lecture content	Supporting material	Assessment	Assessment submission date
1 w/c 9 th Jan	9am-1pm	Introduction Week - Welcome back - Learning outcomes of this module. - Overview of assignments 1, 2 and 3		Component 1, 2 & 3	Friday 10 th of March 2023 by 23h55
2 w/c 16 th Jan	9am-1pm	Managing Sustainability	Presentation – Sustainability Marriott – Serve 360 Hilton – Travel With Purpose Premier Inn – Force For Good		
3 w/c 23 rd Jan	9am-1pm	Health & Wellbeing	Presentation – Health & Wellbeing		
4 w/c 30 th Jan	9am-1pm	Health & Wellbeing continued:	Presentation – Health & Wellbeing		
5 w/c 5 th Feb	9am-1pm	Housekeeping: Introduction	Presentation – Housekeeping		
6 w/c	9am-1pm	Housekeeping continued: Technology Bed Bugs	Presentation – Housekeeping		

Teaching plan continued:

7 w/c 20 th Feb		No Lecture / Reading Week		
8 w/c 27 Feb	9am-1pm	Employee Engagement	Presentation – Employee Engagement	
9 w/c 06 March	9am-1pm	Engaging the Team & Presentation skills	Presentation – Employee Engagement & Presentation Skills	Component 1, 2 & 3 Assignment Deadline: Friday 10 th of March 2023 by 23h55





Industry Week:

Speakers from
Industry
provide a day
in a life lecture

Any Questions?



Accessing Information

There are two main ways that you are going to be able access information...

Microsoft Teams



Moodle



- Let's refresh our memories on how to use these...





moodle

Let's Access Moodle



Your Moodle Page

To access your learning material and be able to read announcements about the course, you will need to access the Module **Moodle Page**



Module Information

To start with please access the Module Information tile, there you will find:

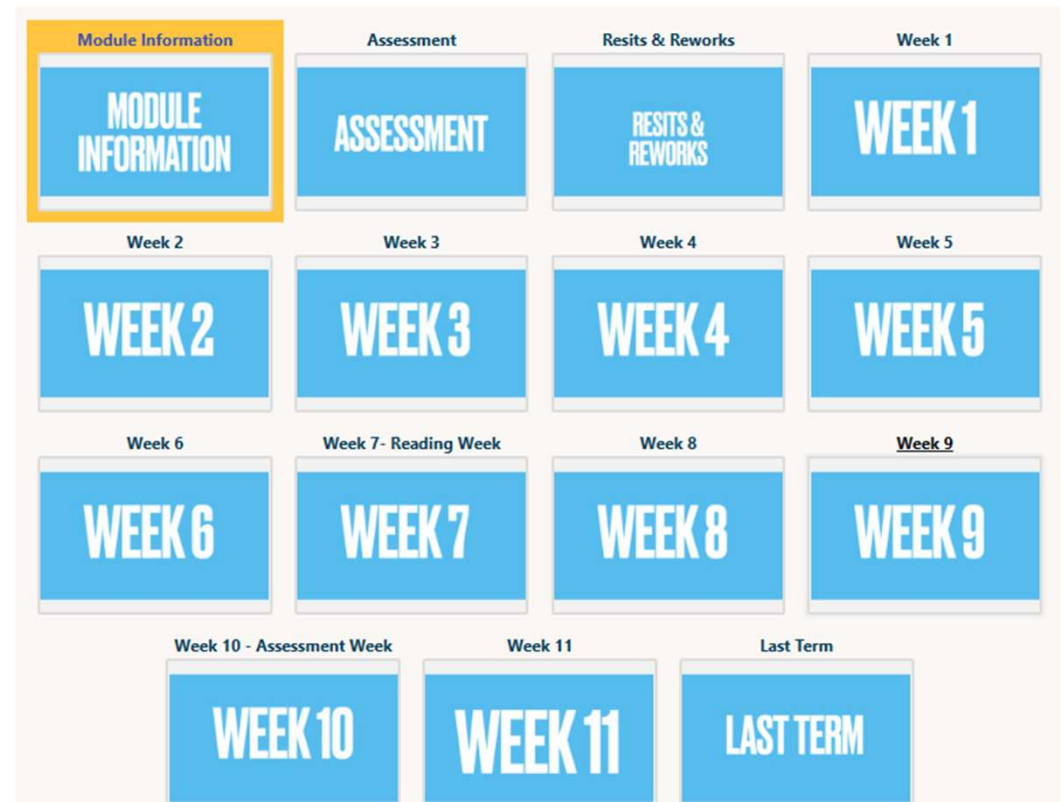
- . A welcome from the Module Lead
 - . Information about your Lecturers
 - . The Module Handbook
 - . Contact details for your Lecturers
 - . Assignment information
 - . Online resource list
-



The Weeks of the Module

Each week will cover a different topic. You will find this content under the weekly tiles.

Content will not populate until the week of lectures.

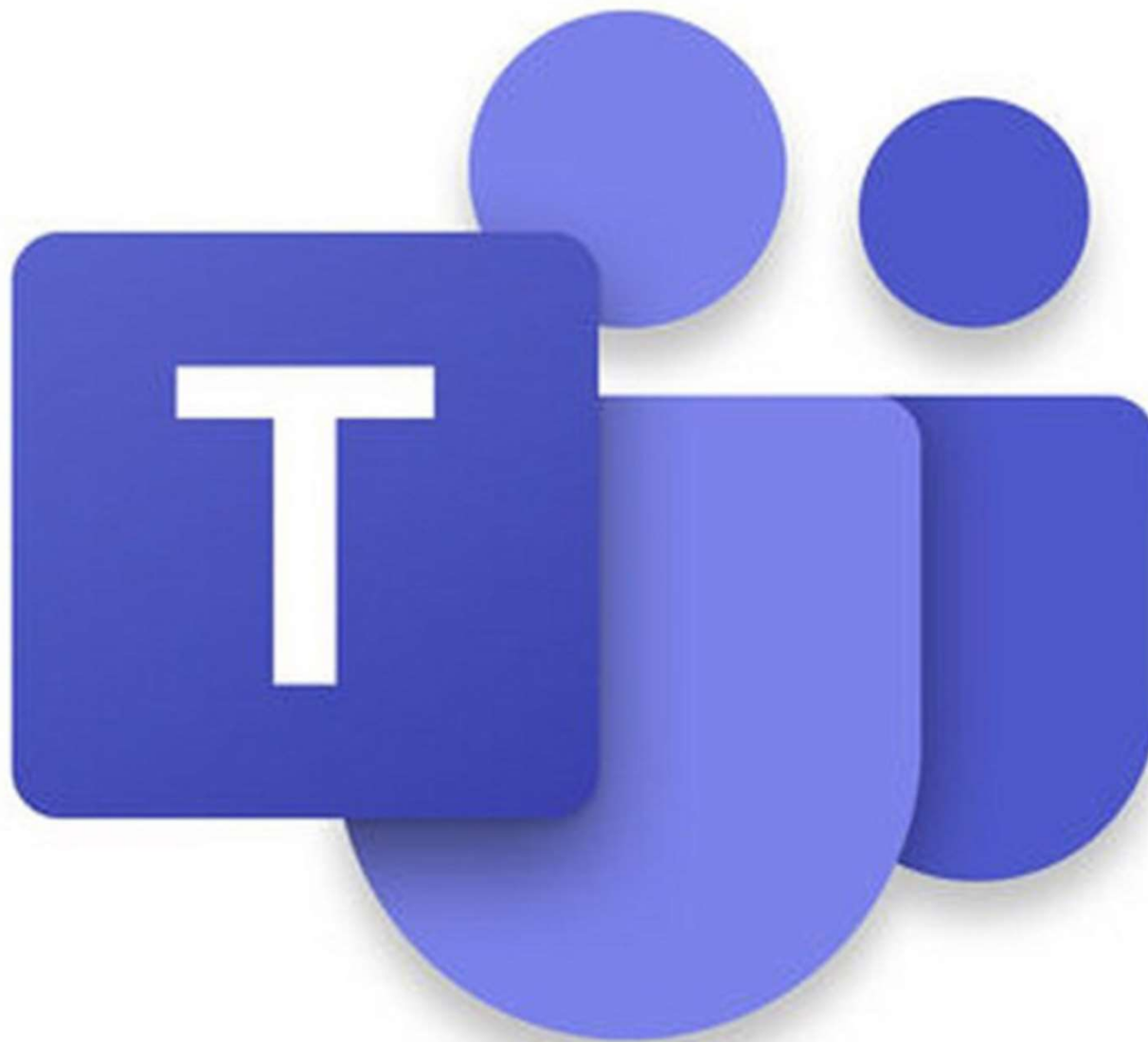


Any
Questions
about
Moodle?



Any Questions?

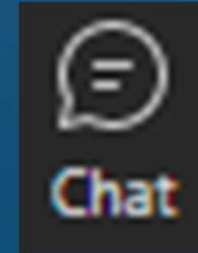




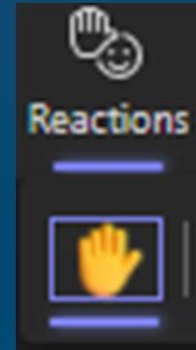
Let's set the norms together

Cameras must be turned on

To show the conversation, and make a comment:



To raise our hand to ask a question:



We are giving you our time as lecturers, we therefore expect you to give us your time. Be dressed and ready to go each class, engage in conversation, have cameras on throughout, and ask questions.

Participation is key!

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Teams



Do you have any questions about use of Teams?



Assessment

There are three components for this module:

1. Student Journal
(750+ words) - 25%

2. Practical Task
Scenario – 25%

3. Presentation -
50%



Let's access the Module Handbook



You can find this on:
Moodle

Component One

Student Journal (Learning Log) 750 words (+/- 10%)

Answer the following question:

What are the key skills required when working in the housekeeping team?

DEADLINE

Friday 10th

March

23H55

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- You must include **personal reflections** and link your work to **industry examples** and **where applicable experience**.
- Describe how you will be able to apply theoretical knowledge whilst working in industry. Discuss why the topic is important in the hospitality industry.

ASSIGNMENT SPECIFICATION

HOSPITALITY & TOURISM MANAGEMENT

Student name:		Student number:	
Programmes:	BA International Hotel Management		
Module:	Operating Hotel Facilities	Module Level (4, 5, 6):	4
Module code:	BMIH4006	Contribution to Overall Module Assessment (%):	25%
Lecturer:	Laurence Blake Ffion Cumberpatch Tristan Hawkins Kathryn Roberts Lisa Bassler	Internal Verifier:	Lola Villard
Assignment Title:	<i>Student Journal (Learning Log)</i> 750 words (+/- 10%).	Component No:	1 of 3
Hand Out Date:	w/c 09 th of January 2023	Submission deadlines:	Friday 10 th of March 2023 by 23h55
Draft Deadline:	Wednesday 1 st of March 2023	Return date of provisional marks & written feedback:	07 th of April 2023

Component Two

In this scenario – – You have just been promoted to team leader for a floor within the hotel.

A guest complains that on their arrival, their room had not been properly cleaned. Create an action plan and answer the following questions.

- Why did it happen?
- What are you going to do?
- How will you prevent this from happening in the future?
- What measures would you introduce to improve team effectiveness?

You must use the template provided on Moodle, ensure that this component is written in action plan format.

ASSIGNMENT SPECIFICATION			
HOSPITALITY & TOURISM MANAGEMENT			
Student name:		Student number:	
Programmes:	BA International Hotel Management		
Module:	Operating Hotel Facilities	Module Level (4, 5, 6):	4
Module code:	BMTM4006	Contribution to Overall Module Assessment (%):	25%
Lecturer:	Laurence Blake Ffion Cumberpatch Tristan Hawkins Kathryn Roberts Lisa Bassler	Internal Verifier:	Lola Villard
Assignment Title:	Assessment of Practical Tasks	Component No:	2 of 3
Hand Out Date:	w/c 09 th of January 2023	Submission deadlines:	Friday 10 th of March 2023 by 23h55
Draft Deadline:	Wednesday 1 st of March 2023	Return date of provisional marks & written feedback:	07 th of April 2023

DEADLINE

**Friday 10th
March
23H55**



Component Three

Your task is to create and prepare a **presentation** following the detailed scenario provided below.

ASSIGNMENT SPECIFICATION			
HOSPITALITY & TOURISM MANAGEMENT			
Student name:		Student number:	
Programmes:	BA International Hotel Management		
Module:	Operating Hotel Facilities	Module Level (4, 5, 6):	4
Module code:	BMIH4006	Contribution to Overall Module Assessment (%):	50%
Lecturer:	Laurence Blake Ffion Cumberpatch Tristan Hawkins Kathryn Roberts Lisa Bassler	Internal Verifier:	Lola Villard
Assignment Title:	Presentation	Component No:	3 of 3
Hand Out Date:	w/c 09 th of January 2023	Submission deadlines:	Friday 10 th of March 2023 by 23h55
Draft Deadline:	Wednesday 1 st of March 2023	Return date of provisional marks & written feedback:	07 th of April 2023

DEADLINE

**Friday 10th
March
23H55**

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- Assemble a **10 slide presentation** that would take 10 minutes to present for your team.
- You must write your **training notes** at the bottom of each slide and consider what you want them to learn from them - **the learning outcomes-** and how this will be assessed.
- You must link an **employee engagement model** to a best practice industry example. This would ultimately give the team a framework of which to follow.
- This presentation **will not be presented by you** for assessment so it is essential that you provide supporting notes on how this will be delivered- what will you say?

A presentation slide template for Hotel Trinity to be provided

Breakout Room Activity:



In your own words describe what you must do for a selected component



One to One support

One of the clearest messages we need to get to you today, is that as **Lecturers, we will be supporting you!**

We understand that returning to study can be both exciting but also a little worrying. Ask as many questions as you need to. If you don't understand, then either request during lectures to have some 1:1 time with your Lecturer at the end of that session, or at a later mutually agreed time. Don't struggle and don't stress!



Any Questions?



Mentimeter Quiz

Instructions

Go to
www.menti.com

Enter the code
4256 7181



Or use QR code



Thank you for Today



I look forward to seeing you next week. If you have any questions in the meantime, please send an email l.blake@uwtsd.ac.uk.

