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The published on-line version of the Course Profile is the authoritative version and by the publication of the Course Profile on-line the University deems the student has been notified of and read the course requirements.

# 1. General Course Information

## 1.1 Course Details

<b>COURSE CODE</b>	3215HSL
<b>COURSE TITLE</b>	Hotel Service Operations Management
<b>ACADEMIC ORGANISATION</b>	HSL Department of Tourism, Sport and Hotel Management
<b>SEMESTER</b>	Semester 2 2014
<b>MODE</b>	In Person
<b>LEVEL</b>	Undergraduate
<b>LOCATION</b>	Nathan, On Campus
<b>CREDIT POINT VALUE</b>	10

## Course Description:

This course has a prerequisite requirement which means you MUST successfully complete the listed course or requirement/s BEFORE enrolling in this course. If you have enrolled in the course without meeting this requirement you MUST WITHDRAW immediately or contact the Program Director if you believe you have extenuating circumstances. It is our experience that students who have not completed the prerequisite course struggle to complete the course and often Fail as a result. It is also your responsibility to have any Transfer Credit appearing on your academic transcript before enrolling. The hotel industry is a growing industry within Australia and internationally. As a result, hotel service operations management, a capstone course, is vital in ensuring the long-term sustainability of hotels. This is achieved through maximising revenue, achieving high quality products and services, and integrating technology. This course uses a learning application HOTS, which is a business management simulation based on the redevelopment and management of a large hotel. The service-specific management concepts in the HOTS simulation draws on students' prior knowledge attained through marketing, management concepts, accounting for decision making, rooms divisions, food and beverage, and strategy and change courses. This integration and application of knowledge offers students a distinctive capstone experience  
 Prerequisite: Completion of 140 credit points (Single Degree) or 220CP (Double Degree). From 2013 this course will be offered at both Gold Coast in Semester 1 and Nathan in both Semester's 1 and 2 as DAY offerings.

## Assumed Background:

As this course is a third year Hotel Management capstone course, it is expected that students have a broad understanding of hotel operations. This would include a general understanding of management concepts, marketing concepts, rooms division management and finance. Students who have not completed courses in each of these areas may still enrol; however, extra study may be required.

## 1.2 Course Introduction

The hotel industry is growing industry within Australia, and internationally. As a result, management of service operations is vital in ensuring the maximisation of revenue through the provision of highest quality products and services together with the integration of technology. This course builds and integrates students' knowledge through HOTS, a business management simulation, based on the redevelopment and management of a large hotel. The service-specific management concepts brought out in the HOTS simulation incorporate students' knowledge gained from rooms division, food and beverage, marketing, management concepts and finance courses.

## Previous Student Feedback

This course offers you an exciting learning experience with HOTS, but also is a challenge with regard to the material that you are required to learn. Based on feedback from students last year, the assessment in the course has been reviewed with the group report removed from the course.

The HOTS project is a group project, and students will be working in groups of 3 or 4 students per project. As a major component of the assessment, lecture time will be devoted toward the understanding of the functions of the hotel decision making process used with HOTS. Group performance within HOTS is still vital to the performance of each student, although the report will be written individually.

## 1.3 Course Staff

Primary Convenor **Dr Marlene Pratt**

<b>PHONE</b>	07 5552 9227
<b>EMAIL</b>	<a href="mailto:M.Pratt@griffith.edu.au">M.Pratt@griffith.edu.au</a>
<b>CAMPUS</b>	Nathan Campus
<b>BUILDING</b>	Glyn Davis Building (N72)
<b>CONSULTATION</b>	Thursday 9:15am - 9:45am, 2:15pm - 2:45pm <b>COURSE COMMUNICATIONS</b> Course communication will occur through class contact hours, and through Learning@Griffith. Students are expected to check the website daily during the week for announcements, tutorial information and lecture notes.  Students should contact any Tutor for any problems with HOTS and any other general queries. Students are expected to contact a tutor for any queries with the course content and assessment. Course Convenor and your tutor are available during consultation hours, or via email. Emails will be responded to within 2-3 days, where possible. Check Learning@Griffith for staff consultation hours and room location.

Course Moderator **Dr Jason Harding**

<b>EMAIL</b>	<a href="mailto:j.harding@griffith.edu.au">j.harding@griffith.edu.au</a>
<b>CAMPUS</b>	Gold Coast Campus
<b>BUILDING</b>	Business 2 (G27)
<b>CONSULTATION</b>	A Course Profile Moderator is an academic with expertise in this field of study. The Moderator checks the Course Profile to ensure that it meets the University's quality requirements as well as its suitability and relevance to your level and the program/major or specialisation. The Course Profile Moderator is NOT part of the teaching team of the course.

Tutor **Ms Song Ee HAHN**

<b>EMAIL</b>	<a href="mailto:s.hahn@griffith.edu.au">s.hahn@griffith.edu.au</a>
<b>CAMPUS</b>	Nathan Campus
<b>BUILDING</b>	Glyn Davis Building (N72)

Tutor **Mrs Cassandra Sandilands**

<b>EMAIL</b>	<a href="mailto:c.sandilands@griffith.edu.au">c.sandilands@griffith.edu.au</a>
<b>CAMPUS</b>	Nathan Campus
<b>BUILDING</b>	Glyn Davis Building (N72)

## 1.4 Timetable

Timetables are available on [the Griffith Timetables website](#).

The Griffith Business School expects students enrolling in an on-campus course to have the capacity and commitment to attend class. Students should be prepared to commit approximately 10 hours per week for each course throughout the semester/trimester. These 10 hours include lecture and tutorial attendance, reading and revision, and the preparation of items for assessment. For courses delivered in alternative modes, such as intensive, on-line and summer, this equates to 130 hours of study per course, including private study and class time.

NB: Details contained in this section of the course profile and section 4.1 Learning Activities are to be read in conjunction with the official class timetable. The published class timetable located at <https://intranet.secure.griffith.edu.au/student/timetable-support> is the authoritative source for timetabling information for all campuses.

### **Additional Timetable Information**

Note: Students are expected to attend lectures and tutorials each week. Students MUST attend tutorials in Week 1 AND Week 2 otherwise they will not be guaranteed a group in their chosen tutorial.

## **1.5 Lecture Capture**

It is standard practice at Griffith University that lectures timetabled in lecture capture-enabled venues are recorded and made available to students on the relevant course site, in accordance with the University's [Lecture Capture Policy](#).

The lecture series delivered as part of this course will be recorded and accessible via the Learning@Griffith course site.

## 2. Aims, Outcomes & Graduate Attributes

### 2.1 Course Aims

The operation of the tourism and hospitality industry is highly complex. The aims of the course are:

1. To apply contemporary theories and models of hotel operations to current issues within the global hospitality industry.
2. To draw knowledge from the previous two years within the program, and integrate operations, marketing, strategy, finance, information technology and organisational issues.
3. To evaluate the operations of departmental operating units within a hotel, with the aim of exploring effective operations and management of the organisation.

#### Interrelationship of the Course with other Course/s and Program/s

This course complements and draws on the analysis of tourism and hospitality activity carried out in all other courses in the Bachelor of Hotel Management and Bachelor of Business (Hotel, Tourism, Leisure and Sport).

### 2.2 Learning Outcomes

After successfully completing this course you should be able to:

- 1 Acquire an understanding of the theoretical foundations of operational issues and revenue management within a hotel and service environment;
- 2 Critically evaluate and analyse the impact of decisions within business strategy, marketing and sales, finance, operations and human resource management on the financial operations of a hotel.
- 3 Demonstrate an understanding of and an ability to apply theories or tools to the hospitality sector through problem solving.
- 4 Develop group communication skills together with verbal and written communication skills, through the group decision making processes.

### 2.3. Graduate Attributes

Griffith University aims to prepare its graduates to be leaders in their fields by being:

- Knowledgeable and Skilled in their Disciplines
- Effective Communicators and Team Members
- Innovative and Creative with Critical Judgement
- Socially Responsible and Engaged in their Communities
- Competent in Culturally Diverse and International Environments

University wide attributes

GRADUATE ATTRIBUTE	LEARNING OUTCOMES
<b>A. KNOWLEDGEABLE AND SKILLED IN THEIR DISCIPLINES</b>	
A1. Comprehensive knowledge and skills relating to their disciplines	1
A2. An interdisciplinary perspective	2
A3. Capacity to find, evaluate and use information	3
A4. Ability to apply discipline/professional skills and knowledge in the workplace	
<b>B. EFFECTIVE COMMUNICATORS AND TEAM MEMBERS</b>	
B1. Capacity to communicate effectively with others orally	
B2. Capacity to communicate effectively with others in writing	
B3. Capacity to communicate effectively with others using ICTs, multimedia, visual, musical and other forms appropriate to their disciplines	
B4. Capacity to interact and collaborate with others effectively, including in teams, in the workplace, and in culturally or linguistically diverse contexts	4
<b>C. INNOVATIVE AND CREATIVE WITH CRITICAL JUDGEMENT</b>	
C1. Ability to use knowledge and skills to devise solutions to unfamiliar problems	1, 3
C2. Ability to analyse and critically evaluate arguments and evidence appropriate to their disciplines (eg collect, analyse and interpret data and information, generate and test hypotheses, synthesise and organise information)	3
C3. Knowledge of research methodologies in their disciplines and capacity to interpret findings	
C4. Ability to generate ideas/products/art works/methods/approaches/perspectives as appropriate to the discipline	
<b>D. SOCIALLY RESPONSIBLE AND ENGAGED IN THEIR COMMUNITIES</b>	
D1. Ethical awareness (professional and personal) and academic integrity	
D2. Capacity to apply disciplinary knowledge to solving real life problems in relevant communities	2
D3. Understanding of social and civic responsibilities, human rights and sustainability	
D4. Understanding the value of further learning and professional development	
<b>E. COMPETENT IN CULTURALLY DIVERSE AND INTERNATIONAL ENVIRONMENTS</b>	
E1. Awareness of and respect for the values and knowledges of Australian Aboriginal and Torres Strait Islander First Peoples	
E2. Respect, awareness, knowledge and skills to interact effectively in culturally or linguistically diverse contexts	
E3. A global and international perspective on their disciplines	2

**Additional HSL Department of Tourism, Sport and Hotel Management Information on Graduate Attributes**

## Professional Skills

All students graduating from the Griffith Business School, will have a thorough grounding in business based courses, and in addition will have acquired a high level of knowledge from specialist courses they have studied in relevant industry or public sector areas.

They will understand in the context of those areas:

- relationships and networks of corporate, non-government and government organisations
- distinctive systems of operations and management
- various stakeholder perspectives
- development of human capital
- customer perceptions of quality
- need for sustainability
- cultural and social responsibilities
- need for analytical decision making using evidence based research
- requirement for strategic thinking

**The Griffith Business School Mission statement-** Developing tomorrow's globally responsible leaders.

**The Griffith Business School Equity statement-** Social inclusion is intrinsic to all aspects of University life. Equity, diversity and social inclusion will be expressed in teaching, research, service and community engagement at all levels.

## 3. Learning Resources

### 3.1 Required Resources

HOTS Learning Guide, available online through [Learning@Griffith](mailto:Learning@Griffith)

Readings will be made available through [Learning@Griffith](mailto:Learning@Griffith)

### 3.2 Recommended Resources

Pratt, M. (2012). *Hospitality Service Operations Management (2e)*. North Ryde: McGraw Hill.

Fitzsimmons, J., & Fitzsimmons, M. (2004). *Service Management: Operations, Strategy, and Information Technology (4th Ed)*. New York: McGraw-Hill.

Haksever, C., Render, B., Russell, R. & Murdick, R. (2000). *Service Management and Operations*. New Jersey: Prentice Hall.

Johnston, R. & Clark, G. (2001). *Service Operations Management*. London : Financial Times/Prentice Hall.

Metters, R., King-Metters, K., Pullman, M. & Walton, S. (2006). *Successful Service Operations Management (2e)*. Ann Arbor, MI: South-Western.

Jones, P. (2008). *Handbook of hospitality operations and IT*. Oxford: Butterworth-Heinemann. (on order)

Jones, P. & Lockwood, A. (2004). *The management of hotel operations*. London: Thomson

Slack, N, Chambers, S. & Johnston, R. (2004). *Operations Management*. Harlow, England: Financial Times/Prentice Hall.

### 3.3 University Learning Resources

The University provides many facilities and support services to assist students in their studies. Links to information about University support resources that are available to students are included below for easy reference.

[Learning@Griffith](mailto:Learning@Griffith) - there is a dedicated website for this course via the Learning@Griffith student portal.

[Student Services](#) - facilitate student access to and success at their academic studies. Student Services includes: Careers and Employment Service; Chaplaincy; Counselling Services; Health Service; Student Equity Services (incorporating the Disabilities Service) and the Welfare Office.

[Information Services \(Workshops and Training\)](#) - provides learning skills support in three key areas: academic skills, computing skills and library research skills. The study skills resources on this website include self-help tasks focusing on critical thinking, exam skills, note taking, preparing presentations, referencing, writing and time management.

[Support for learning](#) - the University provides access to common use computing facilities for educational purposes.

[Code of Practice](#) - Griffith Information Technology Resources.

### 3.4 HSL Department of Tourism, Sport and Hotel Management Learning Resources

Teaching and learning partnerships require clear and open communications.

The following guidelines outline the communication channels and how information is provided to students.

1. Staff Consultation Times are posted on the course website on Learning@Griffith (ie. under "Staff Information") and outside staff offices. You can communicate in person with your convenor during office hours, by making an appointment or as appropriate during class time. It is sometimes difficult for convenors to talk with students immediately before and at the end of class due to the other prior university commitments. Please do not be offended if you are requested to visit during office hours for assistance, or asked to make an appointment.
2. Email -Staff to student: From time to time it may be necessary to send an official email about the course to you. Communication will be through your official University student email address only. It is your responsibility to regularly check your university email. You may arrange for your student email to be forwarded to another email address. However, it is your responsibility to ensure that the address used by you has sufficient capacity/ quota to receive messages. Student to staff: All emails to course staff MUST contain the course code and subject heading (eg. 1001XXX Course Name, subject heading), and should come from your official University student email address, otherwise, they may be left unopened or not actioned and therefore you may not receive an answer.
3. Course Communications through Learning@Griffith - Course notices will be delivered at lectures and/or posted under the announcement section on Learning@Griffith. The course web page is an important communication tool for this course. Information related to lectures and/or tutorials, assessment items, learning resources, and other relevant course information will be posted to this site on a regular basis. It is your responsibility to check this site at least twice a week. Remember any posted material is a learning aid only, and is not a substitute for attendance. Lecture notes do not replace the need to develop note-taking skills and to synthesise the information provided during your lectures and/or tutorials.
4. GBS Resource Bank - The Griffith Business School has designed a website to help you develop skills and knowledge needed to achieve success as a student, and as a future graduate in the workplace. This website contains information on writing skills, referencing styles (ie. APA [American Psychological Association]) oral presentation and group work skills. It is recommended that you familiarise yourself with this useful resource.
5. Additional Learning Resources - Students are encouraged to visit the Griffith University library website for information on the Library Help Desk, research support, and workshops and training available at Griffith University.

# 4. Teaching & Learning Activities

## 4.1 Learning Activities

DATE	LECTURE	TUTORIAL
28 Jul - 3 Aug	<b>Week 1:</b> Strategic role and nature of service operations. HOTS overview and introduction. Importance of group work. <b>Learning Outcomes:</b> 1, 3, 4 <b>Readings/Ref:</b> Readings (Lecture 1); HOTS Guide (HOTS Learning Guide);	<b>Tutorial 1:</b> Group formation and HOTS hotel establishment. HOTS group roles allocated. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 1);
4 Aug - 10 Aug	<b>Week 2:</b> Strategy and business planning (HOTS). Marketing, distribution and rate strategy. HOTS report overview. <b>Learning Outcomes:</b> 1, 2, 3 <b>Readings/Ref:</b> Readings (Lecture 2);	<b>Tutorial 2:</b> HOTS group work. HOTS detailed discussion. HOTS cycling commences. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 2);
11 Aug - 17 Aug	<b>Week 3:</b> HR management: planning, recruiting, compensation and training (HOTS). Operations management: refurbishment, and sustainability (HOTS). <b>Learning Outcomes:</b> 1, 2, 3 <b>Readings/Ref:</b> Readings (Lecture 3);	<b>Tutorial 3:</b> HOTS group work. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 3);
18 Aug - 24 Aug	<b>Week 4:</b> Financial statements, financial planning and analysis. <b>Learning Outcomes:</b> 1, 2, 3 <b>Readings/Ref:</b> Readings (Lecture 4);	<b>Tutorial 4:</b> HOTS group work. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 4);
25 Aug - 31 Aug	<b>Week 5:</b> Revenue management and revenue management strategies. <b>Learning Outcomes:</b> 1, 2, 3 <b>Readings/Ref:</b> Readings (Lecture 5);	<b>Tutorial 5:</b> HOTS group work. Tutorial exercises. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 5);
1 Sep - 7 Sep	<b>Week 6:</b> Hotel industry analytical foundations and benchmarking. Hotel industry performance reports. <b>Learning Outcomes:</b> 1, 3 <b>Readings/Ref:</b> Readings (Lecture 6);	<b>Tutorial 6:</b> In class quiz. <b>Learning Outcomes:</b> 2, 3, 4
8 Sep - 14 Sep	<b>Week 7:</b> No lecture	<b>Tutorial 7:</b> HOTS group work. Tutorial exercises. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 7);
15 Sep - 21 Sep	<b>Week 8:</b> No lecture	<b>Tutorial 8:</b> Tutorial exercises. HOTS group report discussion. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 8);
22 Sep - 28 Sep	<b>Week 9:</b> HOTS report discussion. <b>Learning Outcomes:</b> 1, 2, 3 <b>Readings/Ref:</b> Readings (Lecture 9);	<b>Tutorial 9:</b> Tutorial exercises. HOTS group report discussion. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 9);
6 Oct - 12 Oct	<b>Week 10:</b> No lecture	<b>Tutorial 10:</b> Tutorial exercises. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 10);
13 Oct - 19 Oct	<b>Week 11:</b> No lecture	<b>Tutorial 11:</b> Tutorial exercises. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 11);
20 Oct - 26 Oct	<b>Week 12:</b> Hotel engineering and maintenance operations <b>Learning Outcomes:</b> 1, 3 <b>Readings/Ref:</b> Readings (Lecture 12);	<b>Tutorial 12:</b> Tutorial exercises. <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 12);
27 Oct - 2 Nov	<b>Week 13:</b> Revision, exam preparation & course evaluation <b>Learning Outcomes:</b> 1, 2, 3 <b>Readings/Ref:</b> Readings (Lecture 13);	<b>Tutorial 13:</b> Revision tutorial questions <b>Learning Outcomes:</b> 2, 3, 4 <b>Readings/Ref:</b> HOTS Guide (Tutorial 13);

## 4.2 Other Teaching and Learning Activities Information

### CONTENT, ORGANISATION AND TEACHING STRATEGIES

In this course, the teaching material will be introduced during lectures and tutorials. Students will be required to undertake independent study after the organised class activities for all assessment items.



Enrolled students can access information in relation to 3215HSL from Learning@griffith website. The information will include course information, assessment overview and information, tutorial exercises, lecture notes, examination information, reading lists and other on-line learning resources. The information is used to supplement traditional forms of delivery.

Teaching materials include the use of the textbook, additional readings, web-based materials accessed through Learning@griffith web site, self-directed and peer assisted learning.

To facilitate effective learning students are exposed to HOTS, a hotel simulation software program during their tutorials. This simulation is based on the redevelopment and management of a large hotel, highlighting the complexities and service sensitivities of hotel operations. The simulation operates in accelerated real time, where teams enter decisions directly into the computer and receive immediate financial and market feedback.

#### **Contact Summary**

Hr/Wk	Type	Weeks
2 or 4 hours	Lecture	1-13 (see timetable)
1	Tutorial	1-13

#### **Griffith University Disclosure Statement:**

The University shall provide reasonable adjustments to assessment for students with disabilities consistent with the Disabilities Standards for Education 2005, while maintaining the academic integrity of its programs. Adjustments shall be made on an individual basis. Please refer to this policy as it sets out the principles and processes that guide the University [Reasonable Adjustments for Assessment - Students with Disabilities](#)

# 5. Assessment Plan

## 5.1 Assessment Summary

This is a summary of the assessment in the course. For detailed information on each assessment, see [5.2 Assessment Detail](#) below.

ASSESSMENT TASK	DUE DATE	WEIGHTING	LEARNING OUTCOMES
<i>Test or quiz</i> HOTS quiz	13 Aug 14 09:00 - 5 Sep 14 20:00	20%	2, 3
<i>Peer assessment</i> Group Performance: HOTS Simulation	26 Sep 14 17:00 A week after cycling finishes	10%	1, 2, 3, 4
<i>Assignment - Problem Solving Assignment</i> Report: HOTS Simulation	10 Oct 14 14:00	40%	2, 3, 4
<i>Exam - constructed response</i> Final Exam	8 Nov 14 - 22 Nov 14	30%	1, 2, 3

## 5.2 Assessment Detail

HOTS quiz

**Type:** Test or quiz

**Learning Outcomes Assessed:** 2, 3

**Due Date:**

13 Aug 14 09:00 - 5 Sep 14 20:00

**Weight:** 20%

**Task Description:**

Students are required to review HOTS material and the HOTS Learning Guide for their 3 quizzes. The first two quizzes will be completed online during week 3 and 4 (5% each). The third quiz will be a closed book quiz during their tutorial in week 6 (10%).

**Criteria & Marking:**

Each quiz will have multiple choice questions based on HOTS Learning Guide and lecture material.

**Submission:** Online through Learning@Griffith

**This assessment item:**

- is a school based activity
- is an individual activity
- does not include a self assessment activity

Group Performance: HOTS Simulation

**Type:** Peer assessment

**Learning Outcomes Assessed:** 1, 2, 3, 4

**Due Date:**

26 Sep 14 17:00 A week after cycling finishes

**Weight:** 10%

**Task Description:**

This assessment item is based on the group's performance in managing and operating their hotel within HOTS. At the end of the third year of managing your hotel, the ROCE will determine the group's final mark.

**Criteria & Marking:**

The HOTS simulation requires students to work in teams which will develop communication skills, information literacy, problem solving and critical evaluation. At the end of the third year of managing your hotel, the ROCE will determine the groups final mark. The criteria for ROCE performance will be uploaded on Learning@Griffith.

This assessment item will also be peer reviewed, in order to ensure that all group members contributed throughout the semester to managing their hotel. The peer review will moderate the final individual student mark.

**This assessment item:**

- is a school based activity
- is a group activity
- includes a self assessment activity

Report: HOTS Simulation

**Type:** Assignment - Problem Solving Assignment

**Learning Outcomes Assessed:** 2, 3, 4

**Due Date:**

10 Oct 14 14:00

**Weight:** 40%

**Task Description:**

4,000 words

**Criteria & Marking:**

The report will provide students the opportunity to integrate their hotel operational knowledge into business decision making, and write a business report on the performance of their hotel in a simulated environment.

The report requires students to critically evaluate and analyse their decision making skills as outlined on the Griffith Graduate Skills. The individual report will be evaluated on outcomes from the decision making process, and the rationale for that decision making process related to the Learning Outcome 2, 3 and 4.

This report must be uploaded through Learning@Griffith text matching software.

**This assessment item:**

- is a school based activity
- is an individual activity
- does not include a self assessment activity

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**Final Exam**

**Type:** Exam - constructed response

**Learning Outcomes Assessed:** 1, 2, 3

**Due Date:**

8 Nov 14 - 22 Nov 14

**Weight:** 30%

**Perusal:** 10 minutes

**Duration:** 120 minutes

**Format:** Closed Book

**Task Description:**

The final examination will assess students understanding of the course material discussed in lectures, tutorials and through their own readings.

Students will be tested on theoretical and operational issues within hospitality service operations. This will provide students the opportunity to test their recall skills and their analytical skills under exam conditions related to the Learning Outcomes 1, 2 and 4. This exam will only contain short answer and case study/problem solving questions.

**This assessment item:**

- is a school based activity
  - is an individual activity
  - does not include a self assessment activity
- 

## 5.3 Late Submission

An assessment item submitted after the due date, without an approved extension from the Course Convenor, will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 10% of the maximum mark applicable for the assessment item, for each working day or part working day that the item is late. Assessment items submitted more than five working days after the due date are awarded zero marks.

## 5.4 Other Assessment Information

Detailed assessment information and marking criteria will be available on from Learning@Griffith in Week 1.

Students are required to submit ALL assessment items to be eligible for a passing grade.

*Return of Assessment Items*

The report will be available to students by the end of Week 12. All grades will be posted at Learning@Griffith website.

*Notification of Availability of Feedback on Assessment*

Assessment items will be marked within two weeks following the due date

*Supplementary Assessment*

Supplementary assessment is available in this course in accordance with Section 8 of the University Assessment Policy. A Pass mark (50% or greater) must be achieved in the supplementary assessment item or exam to achieve the grade of 4.

*Griffith University Disclosure Statement:*

The University shall provide reasonable adjustments to assessment for students with disabilities consistent with the Disabilities Standards for Education 2005, while maintaining the academic integrity of its programs. Adjustments shall be made on an individual basis. Please refer to this policy as it sets out the principles and processes that guide the University [Reasonable Adjustments for Assessment - Students with Disabilities](#)