

**Faculty of Tourism and Hospitality / HOTEL MANAGEMENT / Hotel Management II**

<b>Course:</b>	Hotel Management II			
<b>Course ID</b>	<b>Course status</b>	<b>Semester</b>	<b>ECTS credits</b>	<b>Lessons</b> (Lessons+Exercises+Laboratory)
2313	Mandatory	6	5	2+1+0
<b>Programs</b>	HOTEL MANAGEMENT			
<b>Prerequisites</b>	Does not have			
<b>Aims</b>	Introducing students to: hotel management levels; the scope of work of general, senior and executive managers; management methods and techniques in individual sectors, services and departments of hotels; and control of management activities at the hotel level.			
<b>Learning outcomes</b>	Ability to understand concepts and work activities related to the human resources sector, food and beverage sector, sales and marketing sector, guest and facility protection service, and technical sector.			
<b>Lecturer / Teaching assistant</b>	Prof. dr Aleksa Š. Vučetić			
<b>Methodology</b>	Lectures and exercises in education, consultations, regular and remedial colloquium/seminary work, and final and remedial final exam.			
<b>Plan and program of work</b>				
Preparing week	Preparation and registration of the semester			
I week lectures	Introducing students to the course and methods of teaching and assessment			
I week exercises	Introducing students to the course and methods of teaching and assessment			
II week lectures	Defining and hotel management levels			
II week exercises	Defining and hotel management levels			
III week lectures	The scope of work of general, senior and executive managers in the hotel			
III week exercises	The scope of work of general, senior and executive managers in the hotel			
IV week lectures	Managing with human resources in hotel on the executive managers level			
IV week exercises	Managing with human resources in hotel on the executive managers level			
V week lectures	Managing with human resources in hotel on the team leader level			
V week exercises	Managing with human resources in hotel on the team leader level			
VI week lectures	Managing with food and beverage sector			
VI week exercises	Managing with food and beverage sector			
VII week lectures	Colloquium/seminary work - regular			
VII week exercises	Colloquium/seminary work - regular			
VIII week lectures	Managing with sales and marketing sector			
VIII week exercises	Managing with sales and marketing sector			
IX week lectures	Colloquium/seminary work - remedial			
IX week exercises	Colloquium/seminary work - remedial			
X week lectures	Managing with guests` security			
X week exercises	Managing with guests` security			
XI week lectures	Managing with security of hotels` objects			
XI week exercises	Managing with security of hotels` objects			
XII week lectures	Managing of technical sector in hotel			
XII week exercises	Managing of technical sector in hotel			
XIII week lectures	Control of management activities in hotel			
XIII week exercises	Control of management activities in hotel			
XIV week lectures	Renewal of teaching materials and introduction to the final exam			

XIV week exercises	Renewal of teaching materials and introduction to the final exam					
XV week lectures	Final exam – regular and remedial					
XV week exercises	Final exam – regular and remedial					
Student workload						
Per week			Per semester			
<b>5 credits x 40/30=6 hours and 40 minuts</b> 2 sat(a) theoretical classes 0 sat(a) practical classes 1 excercises <b>3 hour(s) i 40 minuts</b> of independent work, including consultations			Classes and final exam: <b>6 hour(s) i 40 minuts x 16 =106 hour(s) i 40 minuts</b> Necessary preparation before the beginning of the semester (administration, registration, certification): <b>6 hour(s) i 40 minuts x 2 =13 hour(s) i 20 minuts</b> Total workload for the subject: <b>5 x 30=150 hour(s)</b> Additional work for exam preparation in the preparing exam period, including taking the remedial exam from 0 to 30 hours (remaining time from the first two items to the total load for the item) <b>30 hour(s) i 0 minuts</b> Workload structure: <b>106 hour(s) i 40 minuts (courses), 13 hour(s) i 20 minuts (preparation), 30 hour(s) i 0 minuts (additional work)</b>			
Student obligations			Students are required to attend classes and excercises, do a colloquium/seminary work and final exam			
Consultations			After the lecturers			
Literature			1. Hayes, D. (2006). Hotel Operation Management, New Jersey: Prentice Hall. 2. Hayes, D-K. & Ninemeier, J.D. (2005). Upravljanje hotelskim poslovanjem. Zagreb: M plus. 3. Ninemeier, J. (2010). Management of Food and Beverage Operations, New York: American Hotel and Lodging Educational Institute. 4. O`Fallon, M. & Rutherford, D. (2010). Hotel Management and Operation, New Jersey: John Wiley & Sons, Inc. 5. Reid, R. & Bojanic, D. (2009). Hospitality Marketing Management, New Jersey: John Wiley & Sons, Inc. 6. Rutherford, D-G. & Ofallon, M-J. (2007). Hotel Management and Operations. New Jersey: John Wiley & Sons, Inc. 7. Sheppardson, C. & Gibson, H. (2011). Leadership and Entrepreneurship in the Hospitality Industry, Oxford: Goodfellow Publishers. 8. Talawanich, S. & Wattanacharoenisil, W. (2020). Transforming graduates into successful hotel management trainees: Exploring important management trainee competencies. Journal of Teaching in Travel & Tourism 21 (1). pp. 43,71. 9. Walker, J. (2010). The Restaurant: From Concept to Operation, New Jersey: John Wiley & Sons, Inc. 10. Walkerl, J. (2009). Introduction to Hospitality Management, New Jersey: Prentice Hall.			
Examination methods			Colloquium/seminary work - 50 points and final exam - 50 points. The passing grade is obtained with 50 points.			
Special remarks			The colloquium consists of 50 points. The final exam consists of 50 points.			
Comment			Does not have			
Grade:	F	E	D	C	B	A
Number of points	less than 50 points	greater than or equal to 50 points and less than 60 points	greater than or equal to 60 points and less than 70 points	greater than or equal to 70 points and less than 80 points	greater than or equal to 80 points and less than 90 points	greater than or equal to 90 points