



Da Nang, January 20th 2019

THE OUTLINE OF FULL-TIME UNIVERSITY GRADUATING EXAMINATION
SPECIALIZED MAJOR: HOTEL MANAGEMENT–PSU STANDARD
ACADEMIC YEAR: 2018-2019
SUBJECT: SPECIALIZED KNOWLEDGE
COURSES: FOUNDATION OF LODGING MANAGEMENT AND INTRODUCTION TO
RESTAURANT BUSINESS

A. SUBJECT 1: FOUNDATION OF LODGING MANAGEMENT

1. *Duration of knowledge: 3 credits*
2. *Duration of review: 4 hours*

Review Syllabus

CHAPTER 1: INTRODUCTION TO THE LODGING INDUSTRY

1.1. The early lodging industry

1.1.1. Definition of lodging industry

1.1.2. The origin of lodging industry

1.2. Lodging industry segments: Different types of lodging are available are based on different guests needs, below are some definitions of different types of hotels and types of amenities:

1.2.1.1. Hotels

1.2.1.2. Bed and Breakfast Inns

1.2.1.3. Camps/Park Lodges

1.2.1.4. Motels

1.2.2. Other Hospitality Operations

1.2.2.1. Private Clubs

1.2.2.2. Cruise Ships

1.2.2.3. Casinos

1.3. Measuring hotel performance

1.3.1. ADR

1.3.2. Occupancy Rate

1.3.3. RevPAR

1.3.4. GOPPAR

1.4. Partners in the Lodging industry

- 1.4.1. Transportation Services**
- 1.4.3. Online Travel Agent**
- 1.4.4. Tour Operators**

CHAPTER 2: THE STRUCTURE OF THE LODGING INDUSTRY

- 2.1. Hotel owners**
 - 2.1.1. Investors**
 - 2.1.2. Owner/Operators**
- 2.2. Hotel Management companies**
 - 2.2.1. The role and structure of management companies**
 - 2.2.2. Hotel management contracts**
 - 2.2.3. Advantages and disadvantages of hotel management companies**
- 2.3. Franchising and the lodging industry**
 - 2.3.1. Hotel franchisors**
 - 2.3.2. Hotel franchisees**
 - 2.3.3. Franchise Agreements**
- 2.4. Ownership and operational challenges**

CHAPTER 3: THE FRONT OFFICE DEPARTMENT

- 3.1. Responsibilities of the front office**
 - 3.1.1. Basic terms**
 - 3.1.2. Responsibilities of the front office**
 - 3.1.2.1. The property management system**
 - 3.1.2.2. Guest services**
 - 3.1.2.3. Guest accounting and data management**
- 3.2. Forecasting demand**
 - 3.2.1. The effect of demand on room rates**
 - 3.2.2. Using PMS in forecasting demand**
- 3.3. Establishing room rates**
 - 3.3.1. Rack rates**
 - 3.3.2. Transient rates**
 - 3.3.3. Group rates**
 - 3.3.4. Contract rates**

A fixed term room rate that is agreed to in advance and for the length of the contract agreement.

- 3.4. Reservation**
 - 3.4.1. Hotel direct inquiries**
 - 3.4.2. Central reservation systems**
- 3.5. Reception and guest service**
 - 3.5.1. Pre-arrival**

Registration (Reg) card: A document that provides details such as guest's name, arrival date, rate to be paid, departure date, and other information related to the guest's stay.

3.5.2. Arrival & Stay

3.5.4. Departure

3.6. Guest accounting

3.6.1. Guest's folio

3.6.2. Data management

3.6.3. Night audit

CHAPTER 4: THE HOUSEKEEPING DEPARTMENT

4.1. Definition and the role of housekeeping department

4.1.1. Definition: The housekeeping department in a hotel is responsible for the hotel's cleanliness

4.1.2. The role of housekeeping:

4.2. Responsibility of Housekeeping

4.2.1. Areas of responsibility

4.2.2. Interaction

4.2.2.1. Front Desk

Room status: The up-to-date (actual) condition of each of the hotel's guest rooms (for example; occupied, vacant, or dirty.)

4.2.2.2. Maintenance

An additional and absolutely critical communication line must exist between the housekeeping and maintenance departments of the hotel. Repairs and replacements will inevitably be needed due to the wear and tear cause by guest using hotel rooms.

4.2.2.3. Food and beverage

Some hotels have extensive food and beverage departments. When they do, linens, tablecloths, and napkins may be cleaned and pressed in the hotel's on-premise laundry (OPL)

4.2. Managing housekeeping

4.2.1. Staffing

4.2.1.1. Executive Housekeepers

The individual responsible for the management and operation of a hotel's housekeeping department.

4.2.1.2. Inspectors

The housekeeping departments of many hotels include one or more people in the position of inspector (inspectress). These employees report directly to the executive housekeeper.

4.2.1.3. Room attendants

Employee responsible for cleaning guest rooms. Also referred to as "housekeeper". Sometimes called "maids" by guests, but that term is never used by professional hoteliers.

4.2.1.4. Other Housekeeping staff

- The Staff members in the Housekeeping department include:
 - House persons
 - OPL Workers

4.2.2. Inventory Management

4.2.3. Managing Lost and Found

4.3. Safety training

4.4. Cleaning Responsibilities

4.4.1. Guest Room cleaning

4.4.1.1. Sleeping area

4.4.1.2. Bath room area

4.4.1.3. Kitchen areas and suites.

Many hotels have guest rooms that include in-room kitchen facilities for guests. In addition, all-suite hotels may include kitchens, living room areas, and equipment and features that require separate inspection.

4.4.3. Public space cleaning

4.5. Laundry operations

4.5.1. Collecting

4.5.2. Sorting/ Repairing

4.5.3. Washing

4.5.4. Drying

4.5.5. Finishing and Folding

4.5.6. Storing

CHAPTER 5: SAFETY AND SECURITY

5.1. The importance of safety

5.1.1. Legal liability for guest and employee safety

5.1.2. Hotel responsibility for guest safety

To demonstrate reasonable care, a hotel must address three main issues. These are:

1. The hotel's facility
2. The hotel's staff
3. Policies and procedures implemented by the hotel

Each of these plays an important part in the safety and security of overnight guests and those who work in or visit a hotel.

5.1.2.1. Facility

5.1.2.2. Staff training

5.1.2.3. Policies and procedures

Written policies and procedures help inform all hotel employees of what is expected when responding to safety and security threats.

5.2. Safety resources

hoteliers have a number of resources at their disposal as they seek to create lodging environments that are safe and secure. In this section, we will examine some of the most important of these.

5.2.1. Internal resources

- Among the most important internal tools available to hoteliers are:
 - Recodable locks
 - Alarm systems

- Surveillance systems
- Emergency plans

5.2.2. External resource

5.2.3. Special Safety Related Threats

5.2.3.1. Swimming Pools

5.2.3.2. Spas

5.2.3.3. Exercise Facilities

CHAPTER 6: GUEST SERVICE IN LODGING INDUSTRY

6.1. The importance of quality service in lodging

6.1.1. Service concerns

6.1.2. Service expectations

6.2. Ingredients in a quality service system

6.2.1 . Consider guest being served

- It is important for managers to know as much as possible about all of the guests being served.

6.2.2 . Determining what guest desires

6.2.3 . Develop processes to deliver what guest want

6.2.4 . Training and empowerment employee

6.2.5 . Implement revised system

6.2.6 . Evaluate and modify service delivery systems

6.2.7. Management tactics for superior service quality

6.3. Recruit and select service-minded staff

6.3.1 . Provide effective Orientation and Training

6.3.2 . Supervise with a service emphasize

6.3.3 . Empower employees with service authority

B. SUBJECT 2: INTRODUCTION TO RESTAURANT BUSINESS

1. Duration of knowledge: 3 credits

2. Duration of review: 4 hours

Review Syllabus

Chapter 1. Kinds and characteristics of restaurants and their owner

1.1 Definition of the restaurant

The restaurant is a commercial establishment where meals are prepared and served to customers [from French, from *restaurateur* to restore]

1.2 Kinds of the restaurant's ownership

1.3 Kinds of the restaurants

Chapter 2. Concept, Location, and Design

2.1 Restaurant Concepts

2.2 Concept and Location, Design

Chapter 3. The Menu

3.1 The Vital Factors in Menu Planning

3.2 Considerations in menu planning

3.2.1 Capability/ Consistency:

3.2.2 Equipment

3.2.3 Availability

3.2.4 Nutritional Value

3.2.4 Accuracy

3.2.5 Menu Items

3.2.6 Types of Menu

3.3 Price in Menu Selection

3.4 Menu Design and Layout

Chapter 4. Bar and Beverages

4.1. Bar layout and design

4.2 Beverages

4.3 Wines

WINES WITH FOOD

4.4 Controlling losses in bar

Chapter 5. Service and Guest relations

5.1 Introduction to Service and Service encounter

5.2 Seven Commandments of Customer Service

5.3 Guest Service Skill

5.3.3 Setting the table.

5.3.2. Taking the Order

5.4 Strategies for Handling Complaints

HIỆU TRƯỞNG
(Duyệt)

TRƯỞNG PHÒNG
ĐÀO TẠO ĐH&SDH

KT. TRƯỞNG KHOA
PHÓ TRƯỞNG KHOA

ThS. NGUYỄN THỊ ÁI DIỄM