

Teaching guide

IDENTIFICATION DETAILS

Degree:	Gastronomy		
Field of Knowledge:	Social and Legal Science		
Faculty/School:	Law, Business and Governance		
Course:	ROOM DIVISION MANAGEMENT		
Type:	Optional	ECTS credits:	6
Year:	3	Code:	1481
Teaching period:	Sixth semester		
Area:	Hotel and restaurant administration		
Module:	Discipline		
Teaching type:	Classroom-based		
Language:	Spanish		
Total number of student study hours:	150		

SUBJECT DESCRIPTION

Como en todos los departamentos/negocios relacionados con la hostelería, hay un pilar subyacente sobre el que se construye todo: *el cliente*, o mejor dicho en este caso el **Huésped** al que acogemos y servimos. Todo profesional de este sector tiene la responsabilidad de prestar un servicio excelente mediante la creación de **experiencias** que apelen a los sentidos del cliente para no ser olvidadas. Cualquier persona que se embarque en este sector debe tener interiorizada dicha responsabilidad y la excelencia debe ser su máxima. Las personas y las interacciones entre ellas son el eje de este sector, pero esto no solo se refiere a los huéspedes a los que los estudiantes de esta asignatura servirán en el futuro, sino también a las personas con las que trabajarán. Valores como la lealtad, el respeto, la disciplina y la responsabilidad serán esenciales para tener éxito en este sector. No somos simples profesionales o empleados, somos anfitriones, abrimos nuestros brazos a personas desconocidas y les brindamos la calidez de nuestra hospitalidad.

SKILLS

Basic Skills

Students must have demonstrated knowledge and understanding in an area of study that is founded on general secondary education. Moreover, the area of study is typically at a level that includes certain aspects implying knowledge at the forefront of its field of study, albeit supported by advanced textbooks

Students must be able to apply their knowledge to their work or vocation in a professional manner and possess skills that can typically be demonstrated by coming up with and sustaining arguments and solving problems within their field of study

Students must have the ability to gather and interpret relevant data (usually within their field of study) in order to make judgments that include reflections on pertinent social, scientific or ethical issues

Students must be able to convey information, ideas, problems and solutions to both an expert and non-expert audience

Students must have developed the learning skills needed to undertake further study with a high degree of independence

General Skills

To understand the different forms of leadership that an individual may possess and commit to the development of personal skills: temperament, character and personality.

To assume and be familiar with the principles of performing management duties at department, project and company level in the hotel and catering sectors.

To be able to apply the theory and knowledge acquired to real situations and practical actions.

To adopt an attitude of intellectual eagerness, scientific interest and the search for knowledge and truth in all professional and personal undertakings.

Specific skills

To understand and know how to keep up to date on the current situation in the field of gastronomy: the needs, the market and the applications of the gastronomy, hotel and culinary arts sector.

To be able to interpret the financial statements of the company and to assess and manage costs as decision-making tools.

An ability to organise the commercial and promotional activities of the company, seeking quality as a customer's right and as a competitive advantage of marketing.

To develop the ability and skill of valuing times and costs; the economy of expenses, the use of products and the design of hotel menus and services using financial criteria.

DISTRIBUTION OF WORK TIME

CLASSROOM-BASED ACTIVITY	INDEPENDENT STUDY/OUT-OF-CLASSROOM ACTIVITY
60 hours	90 hours