

Assessment Scheme

2020

Subject: 615 - Hotel Operations

Area of Studies: Services

Course Provider: Vocational Training Council

Task No.	Task Name	Assessment Method	Brief Task Description	Assessment/ Submission Date	Contribution to Final Score
1	Written Test on Hospitality Industry	Written test	Students are required to complete a written test on the hospitality industry. Question types include multiple choice questions and short questions.	October – November Year 1	5%
2	Integrated Assessment on Front Office Services	Written test and practical assessment	(a) Written test: Students are required to complete a written test consisting of multiple-choice and short questions on front office services. (b) Practical assessment: Students are required to perform a practical task of 5 to 10 minutes in response to customers' requests relating to front office services.	December – February Year 1 (Note)	20%
3	Integrated Assessment on Housekeeping Services	Written test and practical assessment	(a) Written test: Students are required to complete a written test consisting of multiple-choice and short questions on housekeeping services. (b) Practical assessment: Students are required to perform a practical task of 5 to 10 minutes in response to customers' requests relating to housekeeping services.	April – June Year 1 (Note)	20%
4	Field Trip Report	Written report	Students are required to visit local hotel(s) and submit a field trip report in 800 to 1,000 words. The report should include observations and comments on the facilities and services provided by the hotel(s) and recommendations for improvement.	February – July Year 1	10%
5	Integrated Assessment on Food and Beverage Services	Written test and practical assessment	(a) Written test: Students are required to complete a written test consisting of multiple-choice and short questions on food and beverage services. (b) Practical assessment: Students are required to perform a practical task of 5 to 10 minutes in response to customers' requests relating to food and beverage services.	September – November Year 2 (Note)	20%
6	Project on Sustainable Development of the Hotel Industry	Project report and oral presentation	Students working in groups will complete a project which aims to analyse sustainable development of the hotel industry and to make recommendations. Each group is required to submit a project report in 1,500 to 2,000 words and each member will give an oral presentation of about 5 minutes in class.	November – December Year 2	25%

Note: Topics related to Tasks 2, 3 and 5 may not be taught sequentially and hence the assessment dates for these tasks may vary between classes.