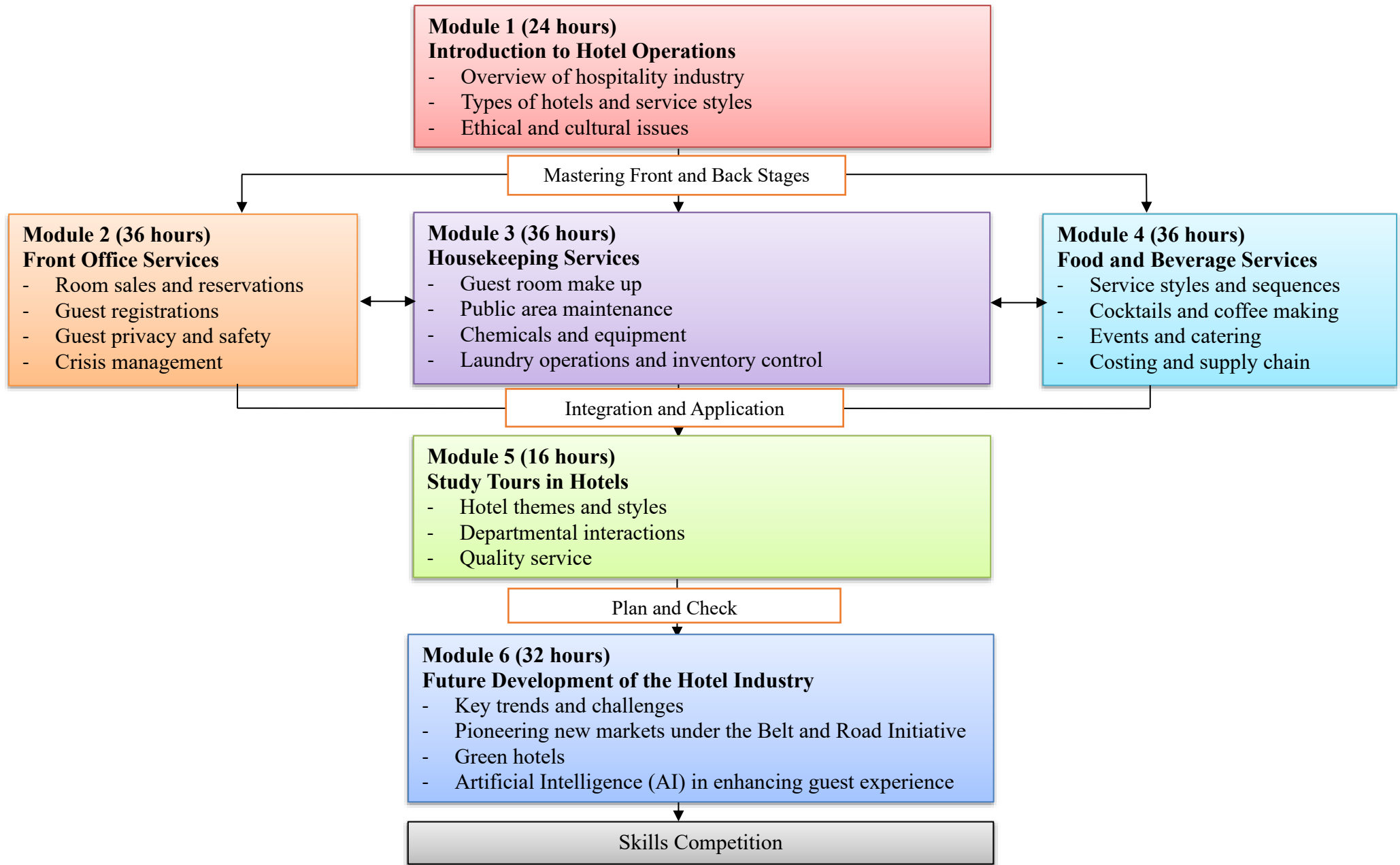


## Applied Learning (Senior Secondary Level)

### 2021-23 Cohort

Item	Description
1. Subject Title	Hotel Operations
2. Course Provider	Vocational Training Council
3. Area of Studies/ Course Cluster	Services/Hospitality Services
4. Medium of Instruction	Chinese or English
5. Learning Outcomes	<p>Upon completion of the subject, students should be able to:</p> <ol style="list-style-type: none"> <li>(1) analyse the profile and trend of the development of the hospitality industry;</li> <li>(2) apply knowledge and skills of hotel operations including front office, housekeeping as well as food and beverage and develop positive attitude;</li> <li>(3) demonstrate work ethics and service culture through the practical work in hotel operations;</li> <li>(4) rate and appraise the importance of safety and hygiene in the hotel industry;</li> <li>(5) evaluate the development and challenges of the hotel industry and analyse their impacts;</li> <li>(6) develop self-discipline and team building skills in a simulated hotel operations environment; and</li> <li>(7) develop self-understanding for further studies and career development in the related field.</li> </ol>

## 6. Curriculum Map – Organisation and Structure



## 7. The Context

- The information on possible study and career pathways is provided to enhance students' understanding of the wider context of the specific Applied Learning subject. Students who have successfully completed Applied Learning courses have to meet other entry requirements as specified by the institutions.
- The recognition of Applied Learning courses for admission to further studies and career opportunities is at the discretion of relevant institutions. The Education Bureau and the course providers of Applied Learning are exploring and seeking recognition related to further education and career development opportunities for students successfully completing the Applied Learning subjects.

**Possible further study and career pathways**

**Further studies**

- e.g. leisure and tourism, hotel management, food and beverage services

**Career development**

- e.g. **positions at entry level** (e.g. front desk agents, reservations agents, concierge clerks, residential club house assistants, room attendants, bell attendants, restaurant servers, bar tenders, theme park attendants, travel consultants, tour escorts, tourist guides, laundry assistants) and **positions at managerial level** (e.g. rooms division managers, food and beverage managers, front office managers, executive housekeepers, floor supervisors, restaurant managers, bar managers, sales managers, travel agency branch managers, laundry managers)



**Relations with core subjects and other elective subjects**

**Enhancing and enriching**, e.g.

- enriching the writing and oral communication skills of **Chinese Language** and **English Language** by providing a language-rich environment, and through practices of written and oral communication
- enhancing the breadth and depth of **Tourism and Hospitality Studies** by realising the theories of hospitality and tourism as well as customer relations and services

**Cross-fertilisation**, e.g.

- providing real-life situations to apply the concepts and knowledge acquired in **Mathematics**
- applying the common concepts of this subject and **Liberal Studies** such as code of ethics in hotel service, consolidates and reinforces the learning of both subjects

**Expanding horizons**, e.g.

- students taking **Tourism and Hospitality Studies** may diversify their learning experience through exchanging with professionals in hospitality industry and practices in a hotel environment

**Consolidating and synergising students' studies**, e.g.

- students undertake an in-depth study in projects on future development in the hotel industry and integrate the knowledge and skills developed in their prior learning



**Cluster of professions/trades/industries related to the course**

- e.g. hotel services, travel agency, airline services, catering services, theme park services, club house management, theme park management

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**Future global and local outlook**

- the hospitality industry has important contributions to the economy
- the hotel industry faces various challenges (e.g. the economic development in Hong Kong and worldwide resulting in escalating demand from hotel guests for higher service standards)
- technological advancements bring about complexity of services (e.g. request for prompt and all-rounded services and increasing cultural exchange)

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**Beginners' skill set to facilitate entry to further studies and/or work**

- identify the ethical issues and responsibilities in the provision of hotel services with a view to striking a balance between social responsibilities, company benefits, guests' rights and needs
- observe the principles and underlying values of quality hotel services (e.g. observing and protecting guests' privacy)
- employ the terminology and professional language unique to the hotel industry
- demonstrate personal attributes essential to the hospitality industry (e.g. building up a professional image as hotel personnel when serving guests)
- apply a range of technical knowledge and skills in hotel operations such as managing the front office, housekeeping and food and beverage services
- apply interpersonal skills to cooperate with team members and with other departments in a hotel, and to build team spirit (e.g. communication and co-operation between the front office and housekeeping departments when serving guests)
- identify the aptitudes and abilities required in the hospitality industry and plan a personal roadmap for further studies and career development



**Relations with other areas of studies/courses of Applied Learning**

**Business, Management and Law**

- the ethical and legal concepts of **Business, Management and Law** can be applied to the handling of clients' personal information, business and economic environment in hotel operations

**Media and Communication**

- the provision of language-rich environment in this subject can enhance students' communication skills

**Services**

- the knowledge of hygiene, health and safety of this subject can be applied to food preparation in **Western Cuisine**



**Foundation knowledge developed in junior secondary education and Secondary 4**

The subject is built upon the foundation knowledge students acquired in, e.g.

- **Chinese Language Education** and **English Language Education** - communication skills
- **Personal, Social and Humanities Education** - appreciation of different cultures
- **Technology Education** - basic knowledge of business and business operations