

Assessment Scheme

2023

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 on front office services. Question types include multiple-choice questions and short questions. (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 on housekeeping services. Question types include multiple-choice questions and short questions. (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 on food and beverage services. Question types include multiple-choice questions and short questions. (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 Future Development of the Hotel Industry	Project Report and Oral Presentation	Students working in groups will complete a project which aims to analyse future 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 among different classes.