# Essential of Hospitality Operation - Lesson Plan

|  |  |  |  |
| --- | --- | --- | --- |
| Time allocated | Work to be covered | Teaching method/learner activities | Resources |
| Session 1  1. 5 Hours - Study  1.5 Hours – Assignment | 5.1 Introduction to Hotel and Restaurant Management in Hospitality and Core Role of Hotel and Restaurant Management.    5.2 Describe the Rule Of Hotel and Restaurant Management.    5.3 Explain what is Hygiene and Grooming in Hospitality    5.4 Explain on Proper Appearance in Hotel and Restaurant Management. | * Self study * Tutor explanation | * PowerPoint Presentations * Multimedia Resources |
| Session 1  1. 5 Hours - Study  1.5 Hours – Assignment | 5.5 Describe the definition of Catering Service in Hospitality  And the Processes in Catering (Menu Consideration, Premises Catering, Quality, Complexities and etc.)  5.6 Explain and Discuss about F&B Production in Hospitality.  5.7 Explain the Process and Stages involved in F&B. | * Self study * Tutor explanation | * PowerPoint Presentations   Multimedia Resources |
| Session 3  1. 5 Hours - Study  1.5 Hours – Assignment | 5.8 Describe what is Hotel Costing  5.8.1. Describe what is Tariff  5.8.2. Explain the cost and charges may apply in Hotel management.  5.9 Describe the importance of Front Office.  5.10 Explain the Primary Functions of Front Office Department.  5.11 The Organisation Structure | * Self study * Tutor explanation | * PowerPoint Presentations   Multimedia Resources |
| Session 4  1. 5 Hours - Study  1.5 Hours – Assignment | 5.12 The Impact Of The Guest Cycle  5.13 Property Management Systems  5.14 Electronic System Used To Record Reservations  5.15 Manual Systems Used To Record Reservations  5.16 The Areas in the Hotel that Housekeeping Department is Responsible For | * Self study * Tutor explanation | * PowerPoint Presentations * Multimedia Resources |