



Course description

Rooms Division

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Template Information:

Reference: 03-D004-GW
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Department: Practical Arts
Updated by: Morgane Joulin
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Course details

Course name: **Rooms Division**

Course code: **EY-IHB1008**

Learning level: **4**

Semester: **EY1**

US credits: **4**

ECTS credits: **0**

Learning hours: **120**

Contact hours: **60**

Total hours: **180**

Course overview

Supported by experts from the world of hospitality, students will acquire skills and knowledge to meet guest needs across different hotel operations departments. They will explore the various steps of the Guest Cycle (reservations, check-in, stayover, check-out) and the tasks commonly performed at the Front Desk. Housekeeping will be studied from both theoretical and practical perspectives, covering tasks at operational and supervisory levels. Students will differentiate between the various professions, roles, and responsibilities involved in guest relations. Students will engage in role-playing exercises to gain practical experience and confidence in providing exceptional guest service.

Intended Learning Outcomes

On successful completion of this course, you should be able to:

- LO1 Manage the guest journey across pre-arrival, on-site, and post-departure stages, using technology to enhance the guest experience and satisfaction.
- LO2 Implement optimal accommodation and service strategies tailored to guest needs, emphasizing satisfaction and operational efficiency.
- LO3 Calculate and interpret core hospitality metrics (e.g., productivity, average daily rate, revenue per available room, occupancy) to make informed staffing and operational decisions.
- LO4 Apply professional standards and ethical practices in hospitality management, critically evaluating their impact in diverse contexts.
- LO5 Analyze the role of exceptional service and customer relationship management in building guest loyalty and satisfaction across various hospitality sectors.
- LO6 Apply roles and responsibilities in guest relations through real-world scenarios, demonstrating industry-relevant skills and insights.

Learning Resources

Course textbook

N/A

Other course resources are available via the course Moodle page.

Main Course Themes

The course will cover the following areas of study:

- Best practice in welcoming guests in a luxury hospitality environment
- Guest Cycle
- Property Management System: Profile, Reservation, Check-in & Check-out
- The concierge and guest relations departments
- Room cleaning sequencing
- Various hierarchical charts of the rooms division teams
- Various calculations used in FO and HK department
- Mystery Guests
- Cultural Awareness and art of welcoming
- Complaint handling
- Some security standards

Learning and Teaching Methodology

The teaching and learning approach will be structured around the following activities:

- Training sessions
- Applied practice
- Group work, research and presentation
- Online learning
- Videos
- Roleplay
- Homework

Assessment

Assessment 1

Type: Test

Individual ☒

Group ☐

Percentage: 40%

Learning outcome assessed:

- LO3
- LO4

Assessment 2

Type: Oral Examination

Individual ☒

Group ☐

Percentage: 20%

Learning outcome assessed:

- LO1
- LO2

Assessment 3

Type: Continuous Assessments

Individual ☒

Group ☒

Percentage: 20%

Learning outcome assessed:

- LO2
- LO5

Assessment 4

Type: Hospitality Professional Standards

Individual ☒

Group ☐

Percentage: 20% - Practical Application**Learning outcome assessed:**

- LO4
- LO6

Resit**Type: Written Examination**

Related documents

Policies

Faculty Handbook (03-A008-GW)

Department contacts & links

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Compliance

This document responds to GIHE's Quality standards 4.1 and 5.1.

For more information about GIHE's Quality standards, please refer to [Quality standards \(02-A002-GW\)](#).

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Publication approval

The template of this document has been approved for publication by Morgane Joulin on 03.11.2025.