

Title of the Module / Unit	2 – The Hospitality Business Management Toolkit
Module / Unit Description Provide a brief description of the module.	This unit is designed to provide learners with key skills for becoming competent managers in a hospitality environment. This allows the learners to understand key principles with regard to key performance indicators both financial and non-financial.
Learning Outcomes	Competences: – at the end of the module/unit the learner will have acquired the responsibility and autonomy to:
	a) Record correctly transactions and produce an accurate trial balance by completing the balance off ledger accounts, checking that each transaction is recorded in line with the accepted accounting principles. b) Evaluate the importance of the HR life cycle in relation to the strategic talent management and overcoming issues of staff retention. c) Analyse how different methods of communication, coordination and monitoring within a department of the hospitality organisation achieves and strengthens the value chain.
	Knowledge – at the end of the module/unit the learner will have been exposed to the following:
	a) Understands different types of business transactions – sales, purchases, receipts, and payments including the regulations that may apply. b) Understands Profit and Loss statements – Double entry systems, trial balance. c) Understands Ethical considerations – Business and Corporate social responsibility. d) Understands how to manage the HR life cycle.

Skills – at the end of the module/unit the learner will have acquired the following skills:

Applying knowledge and understanding

The learner will be able to:

- a) Investigate how to manage finance and record transactions to minimise costs responsibly within the hospitality sector.
- b) Illustrate the potential impact of the legal and ethical considerations on a hospitality business.
- c) Explain the importance of integrating and coordinating various functions of departments within the hospitality sector.
- d) Assess how to manage the Human Resources (HR) life cycle within the context of an HR strategy.

Judgment Skills and Critical Abilities

This section has been made sufficiently open to accommodate both vocational and academic orientations. Applicants can refer to Judgement Skills, or Critical Abilities (critical skills, dispositions, values and actions), or both.

The learner will be able to:

- a)
- b)
- c)
- etc.

Module-Specific Communication Skills

(Over and above those mentioned in Section B)

The learner will be able to:

- a) Analyse the different methods of communication, coordination and monitoring within a specific department including justified recommendations.
- b) Analyse how different methods of communication within a specific department achieves the organisational objectives.
- c) Explain the different methods of communication within a specific department to strengthen the value chain.

Module-Specific Learner Skills

(Over and above those mentioned in Section B)

The learner will be able to

- a) Develop a performance management plan for a hospitality job role.
- b) Produce a basic trail balance applying the use of the balance off rule to complete the ledger.
- c) Identify specific legislation that a hospitality organisation has to comply and adhere to.

Module-Specific Digital Skills and Competences

(Over and above those mentioned in Section B)

The learner will be able to

	a)			
	b)			
	c)			
	etc.			
Hours of Total Learning for this Module / Unit 1 ECTS is equivalent to 25 total hours of learning, inclusive of contact hours, supervised placement and practice hours, self-study hours and assessment hours. At least 20% (5 hours for every ECTS) must be <u>contact hours</u> or as otherwise established from time to time by NCFHE.	Total Contact Hours ¹ (Contact Hours are hours invested in learning new content under the Direction of a tutor/lecturer (e.g. lectures, participation in online forums, video-lectures).	35	Supervised Placement and Practice Hours (During these hours the learner is supervised, coached or mentored.)	20
	Self-Study Hours (Estimated workload of research and study.)	100	Assessment Hours (Examinations/ presentations/ group work/ projects etc.)	20
Total Learning Hours of this Module	175 - Hours			
Percentage of Total Contact Hours delivered online. In the case of online/blended learning, kindly indicate the total number of contact hours delivered online and those face-to-face.	Contact Hours Delivered Online	20 %	Contact Hours Delivered Face-to-Face	80 %

¹ In the case of online learning, synchronous and asynchronous learning activities under the direction and control of an instructor are considered as contact hours.