

Course Title	Metropolitan Hospitality Management (MHM)
Term	Term 3 and 4
Inholland Faculty	Faculty of Creative Business
Course code	
Inholland location	Diemen
Cycle	First cycle/undergraduate/Bachelor level
Number of ECTS	30
Language of instruction	English
Course content	<p>Introduction to hotel and hospitality management</p> <p><u>General</u></p> <p>The <i>Metropolitan Hospitality Management</i> module focuses on hospitality within the hospitality sector. During the two terms, the student works on a practical assignment, namely a recommendation plan, which must also be presented. The project (<i>team track</i>) is divided into 2 test units: <u>project 1: Design and Portfolio</u>.</p> <p>In the <i>individual track</i> (<u>portfolio: Insight</u>), the student has the opportunity to deepen certain hospitality-related knowledge and work on program-specific learning objectives.</p> <p>The extra costs of this track is €50,-</p>
Lecturer(s)	Jozef á Nijeholt and Josien Gerrits
Learning outcomes	<p>Core tasks</p> <p>Core task 1: Initiating and creating new or renewed (sustainable) products and services.</p> <p>Core task 2: Realizing and implementing new or renewed products and services.</p> <p>Core task 3: Marketing (sustainable) tourism products / services based on consumer knowledge and modern communication and distribution techniques.</p> <p>Core task 4: Organizing and managing (changing) organizational processes.</p> <p>Core task: Sustainable skills.</p>
Mode of delivery, planned activities and teaching methods	<p>Lectures, guest lectures, site inspections and visits, short traineeship.</p> <p>Individual and group activities</p> <p>Hands on activities such as conference organizing</p>
Prerequisites and co-requisites (if applicable)	n.a.

<p>Recommended or required reading and/or other learning resources/tools</p>	<p>Hospitality Experience. Melissen, van der Rest, Josephi and Blomme. Noordhoff, Utrecht 2nd edition Handouts</p>
<p>Assessment methods and criteria 30 EC</p>	<p>10 EC Insight- Portfolio</p> <ul style="list-style-type: none"> ● The student takes responsibility for his /her role, performs the right tasks, communicates with other team members, handles matters and directs others where necessary. The student responds flexibly and professionally to unforeseen situations and reflects on his / her performance. ● The student performs, in particular, to professionalization of his specific role, in parallel with the project assignment, compulsory individual sub-assignments. These role-specific assignments are linked to the following functions within the team: concept developer, customer relations, researcher, communicator, presenter. ● The student chooses assignments that fit thematically, and in terms of work form, with the typical tasks & activities of this role in order to deepen his / her expertise in a particular field. ● In addition, the student carries out freely selected individual sub-assignments (learning arrangement), which are related to program-specific objectives, which are not integrated in the team track. <p>The student (proactively) directs his / her professional development by making substantive choices, formulating personal learning questions and learning objectives appropriate to the chosen field of study.</p> <p>20 EC Project Design:</p> <ul style="list-style-type: none"> ● In the pre-production phase, the student works in a design-oriented way in a multidisciplinary setting (production team) on the preparation of a mystery visit within the hospitality sector. Here, he / she works together with a Lab and / or partners from the field (learning community). ● The student uses various qualitative research methods and techniques to collect and analyze the correct data. <p>Based on the established preconditions, the student then develops various prototypes in co-creation with the relevant stakeholders, which ultimately lead to a feasible hospitality concept for a partner from the hospitality sector.</p>