

HOSPITALITY OPERATIONS MANAGEMENT [EN]

ACADEMIC CURRICULUM

Additional Training Programme

SEMESTER ONE					
Course Category	Course	Contact Hours			ECTS Credit
		Classroom	Practice	Total	
Semester Induction – 5 days					
Generic and Scientific	Introduction to French.....	10	15	25	1½
	Communication Skills & Storytelling.....	10	15	25	1½
	Intrapreneurship.....	25		25	1½
Generic and Scientific Total		45	30	75	4½
Technological	English – Levelling.....	20	30	50	3
	Hospitality & Customer Service.....	10	15	25	1½
	Information Technologies.....		25	25	1½
	Labour Rules & Regulations.....	25		25	1½
	Accounting.....	10	15	25	1½
	Tourism.....	10	15	25	1½
	Tourism Quality Management and Certification.....	10	15	25	1½
	Accommodation Service Fundamentals.....	10	15	25	1½
	Accommodation Theory Fundamentals – Front Office.....		25	25	1½
	Accommodation Theory Fundamentals – Housekeeping & Laundry		25	25	1½
	Front Office Information Technologies.....	10	15	25	1½
	Food & Beverage Service Theory.....		25	25	1½
	Food & Beverage Service Fundamentals.....		50	50	3
	Tourism Information.....	10	15	25	1½
Technological Total		115	285	400	24
Overall Total		160	315	475	28½

Level V Programme

SEMESTER TWO					
Course Category	Course	Contact Hours			ECTS Credit
		Classroom	Practice	Total	
Generic and Scientific	English.....	25		25	1½
	Creativity & Personal Development.....		25	25	1½
	Business initiative & Entrepreneurship.....	10	15	25	1½
Generic and Scientific Total		35	40	75	4½
Technological	Foreign Language II Applied to Accommodation Management ^A	10	15	25	1½
	Information Technologies – Introduction to Management.....		25	25	1½
	Leadership, Management & Team Motivation.....	10	15	25	1½
	Hygiene & Safety – Accommodation.....	25		25	1½
	Hospitality Trends.....		25	25	1½
	Introduction to Property Management System.....		50	50	3
	Accommodation Techniques.....		25	25	1½
	Sales Strategies in Front Office.....		50	50	3
	Cleaning & Maintenance Standards in Housekeeping.....		25	25	1½
	Ethics & International Business Protocol.....	10	15	25	1½
	Accessible Tourism.....	10	15	25	1½
	Hotel Design & Facilities Management.....		50	50	3
	Hotel Entertainment.....		50	50	3
Technological Total		65	360	425	25½
Overall Total		100	400	500	30

Company Training	Curricular Internship.....		500	500	18
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SEMESTER THREE					
Course Category	Course	Contact Hours			ECTS Credit
		Classroom	Practice	Total	
Generic and Scientific	English.....	25		25	1½
	English Language – Communication Skills.....	10	15	25	1½
	Entrepreneurship – Business Planning.....	10	15	25	1½
Generic and Scientific Total		45	30	75	4½
Technological	Foreign Language II – Culture & Traditions ^B	10	15	25	1½
	Arts ^C		25	25	1½
	Sustainable & Responsible Tourism.....	25		25	1½
	Staffing & Career Management.....	25		25	1½
	Tourism & Digital Marketing.....	20	30	50	3
	Information Technologies – Accommodation Management.....		25	25	1½
	Economic & Financial Analysis in Hospitality.....	20	30	50	3
	Accommodation Management.....		50	50	3
	Revenue & Commercial Management.....		50	50	3
	Games & Role-Plays Applied to Hotel Management.....		25	25	1½
	Housekeeping Management.....		50	50	3
Hospitality Events Management.....	10	15	25	1½	
Technological Total		110	315	425	25½
Overall Total		155	345	500	30

Request and functioning authorization by ordinance nº 2787/2018, of March 19th