



Code - Course	063407 – Quality, Safety and Environment in Hospitality				
Type	Elective: specialization		Year	3 rd	
Thematic Area	Hospitality		Credits	3 ECTS	
Teacher in charge of the course			Agata Tabisz		
In-class	30 hours	Teacher-led	20 hours	Individual	25 hours

BRIEF COURSE DESCRIPTION

Quality audits are becoming increasingly important and are increasingly present in the tourism sector. Even so, the environment and sustainability are key points to keep in mind in today's world when we decide to travel. The sector is increasingly seeking to be more aware of sustainability to ensure that we protect the environment together.

Students throughout these modules will be able to enter the world of hotel auditing, sustainability and the environment. You will learn first-hand, from experts, how the quality department is managed and what are the latest trends in the sector. It will therefore be able to put its critical thinking into practice to define and improve the sector..

BASIC SKILLS

BS04- Students must be able to transmit information, ideas, problems and solutions to both specialized and non-specialized audiences.

BS02- Students must be able to apply their knowledge to their work in a professional way and possess the skills used to develop and defend arguments and solve problems within their study field.

GENERAL SKILLS

GS07- Make decisions and solve problems, critically interpreting and evaluating the results obtained.



SPECIFIC SKILLS

SS05- Understand and apply the political, legal, and institutional framework that regulates tourism companies and activities.

SS17- Understand and implement quality standards in the processes of tourism service.

LEARNING OBJECTIVES

1. Know the different variables that can influence the creation of the organizational structure of a tourist establishment.
2. Identify the most important Quality Management and Environmental Systems applicable to tourist accommodation companies.
3. Identify the main tendencies, dynamics, paradigms and conflicts observed in the evolution of the hotel activity.

ACADEMIC CONTENTS

1. Introduction to quality
 - 1.1. Definitions
 - 1.2. Beginning and evolution (Certifications)
 - 1.3. The dimensions
2. Quality management
 - 2.1. Quality policies
 - 2.2. Quality management
 - 2.3. Quality Audits
3. Safety as part of a process of quality
 - 3.1. Labour Relations problems
 - 3.2. Human Resources
 - 3.3. System and Legislations
4. Sustainability
 - 4.1. Introductions
 - 4.2. Certifications
 - 4.3. Costs and income management
 - 4.4. The 5 R's
 - 4.5. Carbon footprint
 - 4.6. ODS
 - 4.7. Internal, External and stakeholders
 - 4.8. RSC Policies
 - 4.9. Sustainability report
5. Quality diagnosis



- 5.1. Quality and Internal Audit
- 5.2. Quality and External Audit
- 6. Planification and System Control
 - 6.1. Planification
 - 6.2. Control of the development system

LEARNING METHODOLOGY

The learning methodologies planned for the subject combine a number of processes being the most remarkable the cognitive methods related to the comprehension of the principles of tourism and the global tourism system as well as the inclusion of a set of skills, mainly technical.

The activities and methodologies -both group and individual- designed for this subject are the following:

- Exhibition classes
- Case studies
- Open debate
- Learning on the basis of problems
- External visits

ASSESSMENT SYSTEM

The assessment system measures the student's achievement of learning outcomes regarding the subject's competences and contents.

Students may choose continuous assessment or single assessment:

Continuous Assessment: the teaching-learning process is assessed by a continuous monitoring of the work done by the students throughout the course and a final individual examination. Students must attend classes in order to be assessed by continuous assessment.

Single Assessment: for those students who cannot come to class regularly, they can choose to be assessed by single assessment. The teaching-learning process is assessed by means of the assessment of all activities and in-person individual examination at the end of the course.

To qualify for this form of assessment, students must apply within the first 15 days of the start of the course through the assessment section of Virtual Campus.

The assessment activities planning will be public for the students from the start.



Activities	Type	Continuous	Single	Week deadline
Department analysis and process	Individually/Group	15%	10%	2 nd week
Sustainability memory	Individually/Group	15%	10%	4 th week
Compare two quality audits	Individually/Group	15%	10%	13 th week
Whole control of a hotel's quality department and action plan	Individually/Group	15%	10%	15 th week
Final Exam	Individual	40%	60%	Exam Week
Total		100%	100%	

To pass the course, it is mandatory to have obtained a minimum final grade of "5", as long as the student has completed the individual exam/s or work/s established in the course. This exam/s or final work/s must be graded with a minimum of "4" in order to be able to calculate the average of all the assessment activities carried out during the course.

Revision and Reassessment of the Course

The student has the right to revise all the evidences that have been designed for the assessment of learning.

If a student fails to achieve the learning objectives of the course, in order to opt for the subject reassessment, it will be necessary to have obtained a final grade of the subject between "4-4.9", and to have attended the individual final exam/s or final work/s of the course.

The reassessment process will only involve the modification of the final grade in the case that the new assessment activity is passed and, in any case, the maximum grade will be "5". This grade will be averaged with the other grades of the assessment activities carried out by the student during the corresponding academic period, considering the percentages established in each subject, setting the final grade for the course.



Centre adscrit



UNIVERSITAT DE
BARCELONA

REFERENCES

BARLOW, J. & MOLLER (2nd Edition 2008). A complaint is a gift: using customer feedback as a strategic tool, Berrett – Koehler Publishers.

BENCHENDORF, P. LYUND-DURLACHER, D. (2013). International cases in sustainable travel and tourism, Goodfellow Publisher

GOODWIND, H (2001). Taking Responsibility for Tourism, Goodfellow Publishers.

HUDSON, S. (November 30, 2012). Customer service in Tourism and Hospitality, Goodfellow Publishers.

LEGRAND, W. SOLAN P CHEN, J., (3rd edition, November 2016). Sustainability in the hospitality industry: Principles of sustainable operations, Routledge.

LENEHAN, T., HARRINGTON, D. DR. (2017). Managing Quality in Tourism. Oak Tree Press.

RAMIREZ, C., (2005). Calidad total en las empresas turísticas, Trillas Eduforma (Ed. Mad).