# Hotel Management and Operations

## Teaching calendar 2027–2029

27 October 2026

Programme period: 15 March 2027–15 March 2029.

Management lecturer: Mauro Di Chicco. Language of instruction: English.

All times are local to Italy and Slovakia, using the time in force on the class date (CET/CEST). 15 March marks the programme start; the first class is Saturday 20 March 2027.

Management teaching: 40 hours across 34 sessions, including six two-hour sessions. Specialist preparation: 6 hours per student in the assigned department. All hours are 60-minute clock hours.

Each regular 60-minute session comprises 45 minutes of explanation, examples and guided exercises and 15 minutes of formative assessment, feedback and questions. Where there are no questions, a short learning check and feedback are provided. In 120-minute sessions, two blocks are repeated. These activities are already included in the stated hours.

## Management classes 2027 — Saturdays

| No. | Date | Time | Topic |
|---|---|---|---|
| 1 | 20/03/2027 | 10:00–11:00 | The hotel business |
| 2 | 27/03/2027 | 10:00–11:00 | Departments and the guest journey |
| 3 | 03/04/2027 | 10:00–11:00 | The four management functions |
| 4 | 10/04/2027 | 10:00–11:00 | Demand, market and objectives |
| 5 | 17/04/2027 | 10:00–11:00 | Revenue, costs and budgets |
| 6 | 24/04/2027 | 10:00–11:00 | Organisational chart and communication |
| 7 | 01/05/2027 | 10:00–11:00 | Procedures and coordination |
| 8 | 08/05/2027 | 10:00–11:00 | Essential indicators |
| 9 | 15/05/2027 | 10:00–11:00 | Quality, feedback and issues |
| 10 | 22/05/2027 | 10:00–11:00 | Results and improvement |
| 11 | 29/05/2027 | 10:00–11:00 | WBL preparation and assessment of the fundamentals |

## Management classes 2027–2028 — Saturdays

| No. | Date | Time | Topic |
|---|---|---|---|
| 12 | 04/12/2027 | 10:00–11:00 | From WBL to planning |
| 13 | 11/12/2027 | 10:00–12:00 | Market and competition; further study of digitalisation and sustainability |
| 14 | 18/12/2027 | 10:00–11:00 | Positioning and objectives |
| 15 | 08/01/2028 | 10:00–11:00 | Business Plan |
| 16 | 15/01/2028 | 10:00–11:00 | Revenue budget |
| 17 | 22/01/2028 | 10:00–12:00 | Costs and resources; documents, receipts and reconciliations |
| 18 | 29/01/2028 | 10:00–11:00 | Scenarios and verification of the plan |
| 19 | 05/02/2028 | 10:00–11:00 | From the plan to organisation |
| 20 | 12/02/2028 | 10:00–11:00 | Organisational chart and roles |
| 21 | 19/02/2028 | 10:00–12:00 | Leadership; personnel, shifts and documentation |
| 22 | 26/02/2028 | 10:00–11:00 | Work and procedures |
| 23 | 04/03/2028 | 10:00–12:00 | Services; suppliers, purchasing and inventories |
| 24 | 11/03/2028 | 10:00–11:00 | Marketing and communication |
| 25 | 18/03/2028 | 10:00–11:00 | Sales and distribution |
| 26 | 25/03/2028 | 10:00–11:00 | Revenue Management and coordination |
| 27 | 01/04/2028 | 10:00–11:00 | Indicators and reports |
| 28 | 08/04/2028 | 10:00–11:00 | Budgets and results |
| 29 | 22/04/2028 | 10:00–12:00 | Quality; complaints, guest documents and privacy |
| 30 | 29/04/2028 | 10:00–11:00 | Data and AI analysis |
| 31 | 06/05/2028 | 10:00–11:00 | Causes and priorities |
| 32 | 13/05/2028 | 10:00–11:00 | Investments and ROI |
| 33 | 20/05/2028 | 10:00–12:00 | Sustainability; maintenance, safety and emergencies |
| 34 | 27/05/2028 | 10:00–11:00 | Decisions and improvement |

Breaks: 25 December 2027, 1 January 2028 and 15 April 2028. The class on 1 May 2027 is confirmed. Regular classes are suspended during the summer periods in accordance with the calendar.

# Specialist departmental preparation

Each student attends the six classes for their assigned department only. The five pathways run in parallel from 11:15 to 12:15. Total: 6 hours per student, not 6 hours in each of the five departments.

| Date | Time | Content |
|---|---|---|
| 10/04/2027 | 11:15–12:15 | Function, roles and relationships |
| 17/04/2027 | 11:15–12:15 | Activities and priorities |
| 24/04/2027 | 11:15–12:15 | Procedures, standards and tools |
| 08/05/2027 | 11:15–12:15 | Quality, hygiene and safety |
| 15/05/2027 | 11:15–12:15 | Communication and operational situations |
| 22/05/2027 | 11:15–12:15 | Case study and review of the Individual Training Plan (PFI) |

## Departmental teaching roles

| Department | Planned teaching role |
|---|---|
| Kitchen | Executive Chef from a partner hotel |
| Housekeeping | Executive Housekeeper from a partner hotel |
| Restaurant service | Restaurant Manager from a partner hotel |
| Bar | Bar Manager from a partner hotel |
| Reception | Front Office Manager from a partner hotel |

Partner participation has been agreed. The professional delivering each session is identified closer to the class date, following verification of relevant competence and applicable requirements. Names and assignments are documented separately.

The additional Italian language and HACCP activities have separate calendars and are not included in the 46 teaching hours listed here. The specialist class on 8 May does not replace the additional HACCP course.

# Assessments and Final Project

## Scheduled assessments — Mauro Di Chicco

| Date | Time | Function |
|---|---|---|
| 29/01/2028 | 11:15–11:45 | Planning |
| 25/03/2028 | 11:15–11:45 | Organising |
| 29/04/2028 | 11:15–11:45 | Controlling |
| 27/05/2028 | 11:15–11:45 | Evaluating |

Four 30-minute assessments: 2 hours in total, separate from classes. The two WBL discussions last 30 minutes each: 1 hour in total. These 3 additional hours correspond to the assessment and discussion allocation in the syllabus.

## Final Project submissions and discussion

| Deadline | Activity |
|---|---|
| 18/12/2027 | Problem and objectives |
| 29/01/2028 | Context, data and planning |
| 25/03/2028 | Organisational section |
| 27/05/2028 | Indicators, alternatives and improvement |
| 28/10/2028 | Integration of WBL experience |
| 16/12/2028 | Complete draft |
| 20/01/2029 | Lecturer’s feedback |
| 17/02/2029 | Final submission |
| 24/02/2029<br>03/03/2029<br>10/03/2029 | Individual project discussion, one hour per student |

Submission deadlines do not constitute additional classes. Each student’s one-hour project discussion is already included in the 100-hour Final Project allocation. Individual times on the listed Saturdays are communicated separately, without overlap between the two programmes.

WBL periods are individually defined in the Individual Training Plan (PFI). Discussions take place on Saturdays as soon as hotel assessments are available; a continuous placement has an intermediate and a concluding discussion.