



**UCAM**  
UNIVERSIDAD  
CATÓLICA DE MURCIA

# Teaching Guide 2018/2019

## The provisioning system: Definition and functions

Master in Hospitality Management

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## **Purchasing management and suppliers**

Module: **Purchasing management and suppliers**

Course: **The provisioning system: Definition and functions**

Modality: **Mandatory**

Number of academic credits: **5 ECTS**

Term: **1st Term**

Lecturer: **Mr. Antonio Torrecillas Nicolás and Mr. Eduardo Serrano Martínez**

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Lecturer office hours: **From 5:30 pm to 8:30 pm**

Module, course lecturer/Coordinator: **Mr. Antonio Torrecillas**

## **Course description**

Today, purchasing is recognized as having an overwhelming impact on the bottom line of the organizations. It has a direct impact on the two forces that drive the bottom line: sales and costs. Purchasing is becoming a core competency of the Hospitality Industry, finding and developing suppliers and bringing in expertise that is aimed to add value to the customer experience,

We will cover all the different functions of Provisioning & Purchasing area, paying special attention to key processes as procurement and focusing on the stock management.

## **Previous requirements**

None

## **Course objectives**

1. To develop a wide vision of the importance of the Purchasing and Procurement Management and its impact in the hotel operation,
2. To understand the how the hotel Purchasing Department works
3. To be able to identify the hotel stock needs in quantity and quality terms, and how to control and optimize its inventories
4. To know the different stages of the suppliers negotiation and how to influence in the process

## Competences and learning outcomes

### General Competences

- **G1:** Acquire the ability to manage and run hotels and restoration integrated in the current work scenery.
- **G2:** Acquire advanced knowledge to answer the demands of the hotel market.
- **G3:** Develop abilities to promote and manage and continuous change. Promote abilities key to improve management and business competition.
- **G4:** Go deep in the knowledge of the different areas of hotel corporations within a global focus.

### Specific Competences

- **E. 9** Acquire a global view of the relevance of purchase suitable management and optimization, as well as the suppliers' selection and the proper working order of a hotel purchasing department.
- **E. 10** Know how to identify the quantitative and qualitative provision for materials, as well as know how to perform a purchase, an offer, apply prices and control stocks and perform inventories.
- **E. 11** Acquire management abilities and communication and persuasion technical skills.

## Methodology

	Hours	Contact hours	Independent study work
Lectures and seminars	22,5	37,5 (30%)	
Tutorials	7,5		
Assessment in class	7,5		
Personal study	39,37		52,5 (70%)
Assignments and papers	21,87		
Research	26,25		
<b>TOTAL</b>	<b>125</b>	<b>37,5</b>	<b>87,5</b>

## Syllabus

### Theoretical classes

**UNIT 1: Provisioning Functions**

**UNIT 2: Procurement Process**

**UNIT 3: Purchasing Process**

**UNIT 4: Stock Management**

**UNIT 5: Food Safety**

### Case study analysis

Case study unit 1: CULINARY INSTITUTE LE NOTRE

Case study unit 2: STARBUCKS

Case study unit 3: GUADLUPE HOTEL INTERNATIONAL

Case study unit 4: THE DIRECT COST IN HOTELS

## Relation to other disciplines of the study program

All subjects are interrelated

## Assessment system

June Call:

- **Individual work:** 70% of total grade
- **Attendance and participation:** 30% of total grade

September Call:

- **Individual work:** 70% of total grade
- **Attendance and participation:** 30% of total grade

## Bibliographic references

### Basic bibliography

Clement K. Odoom (2012) *Logistics and Supply Chain Management in the Hotel Industry: Impact on Hotel Performance In Service Delivery*, 2<sup>nd</sup> Edition. University of Nevada, Las Vegas

Birk, S. K. (2008). *Supply chain innovation in other industries: What can we learn?* Healthcare Executive,

Andrew Hale Feinstein & John M. Stefanelli (2002) *Selection and Procurement for the Hospitality Industry*, 5th Edition. John Wiley & Sons

### Complementary bibliography

KINNI, T. (2011). *Be Our Guest: Perfecting the Art of Customer Service*. Disney Institute Book.

WALKER, J. (2013). *Introduction to Hospitality* (2013).

## Webs related

- ✓ [www.unwto.com](http://www.unwto.com)
- ✓ [ww.wttc.com](http://ww.wttc.com)
- ✓ [www.hospitalitynet.org](http://www.hospitalitynet.org)

## Purchasing and Suppliers Management

- ✓ [www.hostemur.es](http://www.hostemur.es)
- ✓ [www.hostetur.com](http://www.hostetur.com)
- ✓ [blog.procurify.com](http://blog.procurify.com)
- ✓ [www.thenhospitality.com](http://www.thenhospitality.com)
- ✓ [www.source1purchasing.com](http://www.source1purchasing.com)
- ✓ [www.coperama.com](http://www.coperama.com)

## Study recommendations

There are not study recommendations.

## Instructional materials

Not needed.