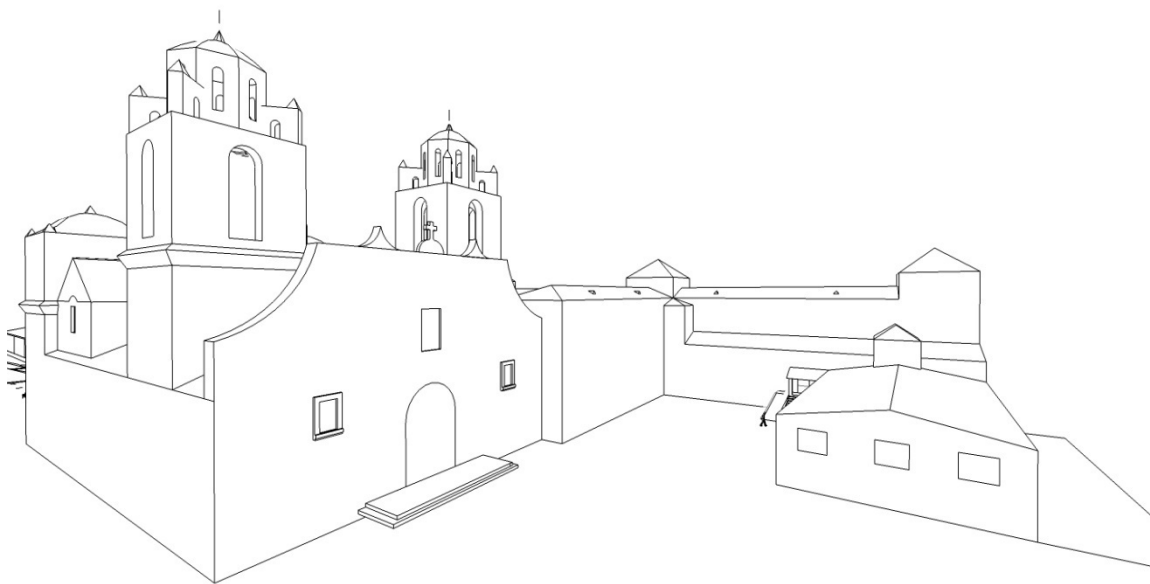




Teaching Guide 2017-2018

The provisioning system: Definicion and functions

Master in Hospitality Management



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El sistema de aprovisionamiento y sus funciones

Module: Purchasing management and suppliers

Course: The provisioning system: Definition and functions

Modality: On campus

Number of ECTS: 5 ECTS

Term: 2nd

Lecturer: D. Antonio Torrecillas Nicolás and Eduardo Serrano Martínez

Email: eduardo@eduardoserrano.com; atorrecillasnicols@gmail.com

Lecturer office hours: 17:30h-20:30h

Module, course lecturer/Coordinator: 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		
TOTAL	100	37.5	87.5

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*, 2nd 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
- ✓ ww.wttc.com
- ✓ www.hospitalitynet.org

Purchasing and Suppliers Management

- ✓ www.hostemur.es
- ✓ www.hostetur.com
- ✓ blog.procurify.com
- ✓ www.thenhospitality.com
- ✓ www.source1purchasing.com
- ✓ www.coperama.com

Study recommendations

There are not study recommendations.

Instructional materials

Not needed.