

FORUM AND TERM PAPER ASSIGNMENTS

Unit 14: Hospitality Contract and Event Management

Unit code: T/601/1798

QCF level: 5

Credit value: 15

AIM

This unit will enable learners to gain understanding of contract and event management in the hospitality industry, including the diversity of the services and products, and factors that optimise business performance.

UNIT ABSTRACT

The unit is designed to raise awareness of the diversity and complexity of the sector and the internal and external factors that influence its success. Learners will be given the opportunity to investigate these factors in the context of finances, sales and marketing, human resources, health, safety and hygiene and the provision of a quality product, that meets the needs of customers and the client. This unit will address the scope of strategic, operational and financial decisions which influence an operation's success.

LEARNING OUTCOMES

On successful completion of this unit a learner will:

1. Understand external factors that affect planning and management in the event and contract sectors
2. Understand the operational issues which affect the success of event management
3. **Understand the client and contractor relationship**
4. Understand the financial processes involved in tendering for and implementation of events.

ASSIGNMENT THREE

LO 3: Understand the client and contractor relationship

LO 3. Course Content

Client and contractor relationship:

- interpersonal skills;
- negotiating;
- bargaining during the contract and event

Type of contract:

- cost plus;
- fixed price

CASE STUDY, TASKS AND INSTRUCTIONS FOR LO2:

In the assigned teams, carry out the following activities. Please refer to the course outline and resources provided. Include at least six (6) references for **EACH OF THE TASK** in your work. Use Harvard Referencing Style through-out the work.

THE OBJECTIVES OF THE ASSIGNMENT ARE TO:

AC 3.1 Assess the importance of a good client and contractor relationship to ensure successful contract catering

AC 3.2 Assess the factors that impact on the success of the contract and client relationship

AC 3.3 Assess the health, safety and hygiene problems which can affect the operational success of an event

GROUP DISCUSSION FORUM AND TERM PAPER REQUIREMENT

CASE STUDY

You are Event Managers in a medium-sized business that operates in the Travel, Tourism And Hospitality Industry. The company's primary source of income is generated from packaging and selling group tours and events. Your team is responsible for researching, selecting, planning, and managing profitable services and component elements of the travel and hospitality event. Sales revenue for your company also comes from selling memorabilia from the destination and events to the participants.

You are assigned to coordinate an International College Fair in Panama. This include planning and organizing the group travel package from Kingston to Panama (RT) and hosting the college fair in Panama. Your team will plan and manage all aspect of the trip including selecting and combining the most profitable and desirable components of the travel and hospitality event: selecting city and locations, datelines, the component elements, contractual agreements with the vendors, marketing, financial management, food planning for the event, and local sightseeing.

GROUP TASKS 3.1, 3.2 AND 3.3 (4, 500 Words)

LINK EACH OF THE TASKS BELOW DIRECTLY TO YOUR EVENT PLANNING UNDERWAY. PROVIDE AT LEAST THREE SCENARIOS AND EXAMPLES FROM THE ACTIVITIES YOU WERE PERSONALLY INVOLVED IN, TO CONTEXTUALISE AND SUPPORT AC 3.1 AND 3.2..

Submit A Formal Report Directed To The Operations Manager:

AC 3.1 Assess the importance of a good client and contractor relationship to ensure successful contract catering

AC 3.2 Assess the factors that impact on the success of the contract and client relationship

AC 3.3 Review the different types of contract

Describe the terms and agreement of the various types of contracts in your event: Customer Agreement AND contract with the different vendors. (Include Samples of each of the contracts. Explain the cost plus fixed fee contract method used, and pro and cons.

PARTICIPATION AND REQUIREMENTS

1. This assignment is part of the final term paper. ALL members of the Discussion Forum Group **MUST** attend and participate in four group meetings, identifying resources, writing, and submitting drafts of the assignment, compiling, editing and submitting one assignment.
2. Alongside the work, submit a separate document with the group meeting attendance record and a detailed summary of the processes and roles adapted to complete the assignment.

DEADLINE TO SUBMIT LO3 ASSIGNMENT: July 24

SUPPORTING RESOURCES

The following Reading Assignments are for lead discussion at the group meetings and to assist with carrying out the assignments:

❖ **Key Elements - Customer & Contractor Relations**

LINK: <http://www.hydro-klean.com/ProjectLibrary/KeyElements-CustomerandContractorRelations/>

❖ **5 You and Your Contractor: A manual of best practice in contract and relationship management**

LINK: <http://library.sps-consultancy.co.uk/documents/guidance-policy-and-practice/ca-you-and-your-contractor-3.pdf>

❖ **How Good Client-Contractor Relationships Build Better Projects**

LINKS: <http://psb-amarillo.com/blogs/how-good-client-contractor-relationships-build-better-projects>

❖ **Tour Operator Agency Agreement**

LINK: <http://webcache.googleusercontent.com/search?q=cache:WbKRAS-fUnYJ:www.circlehotels.co.uk/pdf/operatorterms.doc+&cd=1&hl=en&ct=clnk&gl=us>

❖ **Standard Form Travel Agent Contract**

LINK: http://www.granviakyoto.com/rooms/special/Standard_Form_Travel_Agent_Contract.pdf

❖ **Dealing With Contracts: Tips for Tour Operators**

LINK: <https://www.rezdy.com/blog/dealing-with-contracts-tips-for-tour-operators/>

❖ **Terms of Service: Sample Customer Agreement For Global Citizens Travel LLC**

LINK: <http://www.globalcitizenstravel.com/tos>

❖ **Cost Plus Fixed Fee Contracts**

LINK: <http://www.legalmatch.com/law-library/article/cost-plus-fixed-fee-contracts.html>

SCORING THE DISCUSSION FORUM

To Pass the Discussion Forum you must:

- i) Participate in no less than 8 of the 12 weekly peer group meetings on the semester.
- ii) Submit ALL required group work timely and at required standard.
- iii) Answer the questions in sufficient length and breadth to demonstrate:
 - 1) grasp of the subject content
 - 2) ability to apply the knowledge to the context provided;
 - 3) ability to think critically and identify risks, limitations and challenges in the contents and contexts provided;
 - 4) ability to engage and cooperate in a team; and
 - 5) ability to meet deadlines by completing the assignments and posting them to the group on or before the published deadlines.

You will **fail the discussion forum** and unit if you:

- i) Fail to post the required number of times (8 of 12).
- ii) Fail to demonstrate reasonable breadth of knowledge in the content area.
- iii) Fail to properly cite your sources. Plagiarism is not tolerated under any circumstances.
- iv) Fail to present original work. Do not duplicate from your peers' work posted in the group.
- v) Fail to consistently engage or participate in the required team-work and group dialogue.
- vi) Fail to post your assignment by the published weekly deadlines.

❖ If you fail the Discussion Forum for the unit, you automatically fail that course unit.

SCORING THE TERMPAPER

Students' work must meet the following requirements (alongside those identified in the Discussion Forum):

1. Carry Out the command verbs e.g. in AC 1.1: To **Evaluate** which means: "Provide evidence from a wide range of sources which both agree with and contradict an argument."
2. Provide evidence of adequate research based on accuracy and depth of content shared.
3. Discuss the topics and perspectives related to your research findings and Course Content.
4. Demonstrate acceptable level of proficiency in writing and/or speech for college-level: Diction, Expressions, Grammar, Spelling, Usage and Sentence Structures.
5. Use Harvard Referencing Style Through-out the work.
6. Cite at least Six (6) Valid Sources in the tasks e.g. AC 1.1. AND 1.2.
7. Have no Plagiarism infringements. Submit a Plagiarism Report with all assignment showing no higher than 11%. A Referred Grade is awarded if it exceeds or is not included.
8. Meeting Professional Standards for a structured Presentation.
9. Include a Reference Page.

❖ Students work are Awarded: **PASS** Grade | **MERIT** Grade | **DISTINCTION** Grade based on the above criteria. **FAIL GRADE** is awarded only when students fail to submit, participate or complete the required assignments.

❖ **IMPORTANT!**

Here is a direct link to the definition of the Command Verbs used in these tasks:

LINK: <http://www.ocr.org.uk/Images/149928-command-verb-definitions.pdf>

DEADLINES AND RESTRICTIONS FOR ASSIGNMENTS

EARLY DEADLINES

Students are expected to submit coursework on or before the deadline published in the assignment. All dates given are early deadlines.

LATE SUBMISSION WITH LATE FEES

There is a further extension of no later than three weeks from the published deadline for the submission of late work. Contact Student Services if you are unsure of the late deadline.

LATE FEE IS \$12.00

Late Fee of \$12.00 is applied per assignment eg. \$12 for the late term-paper; and \$12 for the late Discussion Forum.

RESTRICTIONS ON SUBMITTING WORK

No Assignment is acceptable after the late deadline under ANY Circumstances (excluding extenuating circumstances). Thereafter the student will be awarded a FAIL GRADE for the assignment.

CORRECTION OF GROUP WORK WITH REFERRED GRADE

TERM PAPER

Group work that is returned to the student with Referred Grade must be resubmitted as individual work ONLY.

GROUP DISCUSSION FORUM

For group forum work that is returned to the student with Referred Grade, the student will take the Replacement Paper / Re-sit Exam which is a supervised open book written exam. Alternate paper might be an oral exam. Either way, both are individual assessments.

FEE FOR RESIT OF ASSIGNMENTS WITH REFERRED GRADE

See the term-paper instruction pages.

TIMELINE TO SUBMIT THE CORRECTIONS ON REFERRED GRADES

At the end of the full duration of the program, students have a grace period of four months (One Semester) to make all corrections. Students only pay for the referred units submitting to be corrected. Continuing fee is not charged to the students during the four months grace period.

MARKERS' RETAINER FEE

Once the four months grace period expires and students remain with outstanding work to be assessed, the continuing fee of \$360 (Markers' Retainer Fees) is charged to the student for the school year. Students also pay for the referred units submitting to be corrected.

TENURE EXPIRATION

Students must complete and pass all units on the program within 36 Months of the college start date and receive the Diploma from Pearson. After this 36 Months period has expired, the student must retake all classes and courses in the program.

EXTENUATING CIRCUMSTANCES

Students are encouraged to submit/sit assessments at the prescribed time, yet accommodations are made in extenuating circumstances as follow:

1. **Medical Reasons.** If the students fail to submit course-work on time due to medical conditions verified by a doctor's certificate, the work is treated same as referred in terms of revised deadlines, grading restrictions and referred fees. It is important that students seeking exemption for medical reasons advise Student Services before the deadline expires.
2. **The death of an immediate family in the household.** Evidence must be provided of the relationship and death.
3. **Jury Duty.** Evidence must be provided of the request, and also the service started or completed.

RESIT PRIVILIGE

1. For students to qualify for Resit they **MUST ATTEMPT ALL** assessments in the unit and earn at least a Referred Grade.
2. A student who has taken ill during an examination or assignment submission dateline may also qualify for Resit after proper written evidence is collected and assessed by the Faculty and submitted to the Head of Faculty for approval.
3. Resit fees apply in all circumstances under which new assessments are approved or extensions granted beyond the late deadlines.

RESIT APPROVAL AND FEE

All evidences must be collected by the Faculty and produced to Student Services no later than 5 days after the examination/deadline expires. The outcome is communicated directly to the student by email. If approved, the Resit Fee of \$45.00 (**per** assignment) is paid by the student and receipt emailed to Student Services. The supplementary dateline will be communicated to the student by email.

REFERRED / RESIT GRADE

Students earn a Referred Grade if the submitted assignment fails to achieve the criteria for PASS.

- ❖ Hospitality Students must earn a **PASS GRADE** on all Assessment Criteria (AC) on the term-paper to pass the course.
- ❖ Business and Aviation Students must earn a **PASS Grade** on all Assessment Criteria with P e.g. P1, P2 etc. to pass the course.

FAILING THE COURSE

1. Students who did not sit an examination and did not withdraw formally will receive a Failing grade.
2. Students who differed for financial reasons or illness will earn an IC – Incomplete Grade. Incomplete Grades then are changed to Fail Grades at end of the semester.
3. Students who fail the discussion forum but pass the term-paper or vice versa. You must earn a Referred OR Pass Grade on both the Forum and Term-Paper to avoid retaking the course unit.
4. If you fail the course you must retake the class when it is offered next. The cost per course unit is listed on the Tuition Page of the website.

THESE COMMON CIRCUMSTANCES DO NOT QUALIFY AS EXTENUATING CIRCUMSTANCES

LOSS OF DATA

Please back-up your work consistently on independent media. Computer malfunctioning or errors are common but not acceptable reasons for special considerations. Special considerations are granted only for extenuating circumstances discussed above and no other factor.

JOB RESPONSIBILITIES

Working Students are advised to take 2-3 courses per semester. Four courses are recommended to complete the program on the published deadline. However, if taking full-time coursework will hinder you from meeting your required course-work deadlines or meeting quality standards, it is best that you take three courses and extend your tenure by one semester.

Job responsibilities are not acceptable reasons for special considerations because we have only one standard for everyone in the institution. Special considerations are granted only for extenuating circumstances discussed above and no other factor.

STUDENT SATISFACTION SURVEY

To develop and maintain a collegiate environment to sustain Higher Education, students are encouraged to participate at end of each semester in the Online Satisfaction Survey. Your input will help us to improve our programs and personnel. A degree today is like citizenship and good College education is a platform for you to: develop the required competencies for a degree, social skills, but also to enjoy learning. So, tell us what we can do to make your college experience better. Be respectful, yet be honest. The Form is accessible here:

<http://www.studyaimusa.org/student-feedback-form.html>