

# INDUSTRY WEEKLY DIGEST

School of Hospitality & Tourism Management

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## ROOMS DIVISION MANAGEMENT

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In this last Industry Digest of the year, **Dr Emma Reardon**, outlines two educational research projects she is currently leading in the **School of Hospitality and Tourism Management** focused on hotel rooms division management.

Have a great weekend!

## EXPLORING THE NEW REALITIES OF HOTEL ROOMS DIVISION MANAGEMENT IN EDUCATING THE NEXT GENERATION OF HOSPITALITY LEADERS

### DR EMMA REARDON

Rooms Division typically represents the grouping of a hotel's accommodation services acting as an umbrella for key functional departments such as housekeeping and front office. Coronavirus has intensified the need for transparent cleanliness, hygiene, and safety standards in hospitality in regaining guest confidence. These new operational realities have re-established the significance of rooms division, particularly the nature of work in hotel housekeeping and front office which are at times overshadowed by other operating departments, particularly food and beverage. Moreover, there is a growing body of research that has explored dignity in hotel housekeeping and the nature of work in rooms division as a skilled and rewarding job.

However, the perceptions of rooms division in higher education and by hospitality management students remain largely unknown. This has inspired two educational research projects I am currently leading focused on rooms division management. The first project is a new text *Contemporary Rooms Division Management* (current working title), due for release by Routledge in 2022. This book will be offered to the market as a core textbook that specifically focuses on hotel front office and housekeeping operations. The text will aim to provide students with an understanding of the past, present, and future developments within rooms division and a comprehensive body of knowledge, that is both theoretical and practitioner-focused to reflect the applied nature of this subject area.



**FURTHER READING ON RECENT RESEARCH IN THIS AREA:**  
[NO CLEAN ROOMS, NO HOTEL BUSINESS](#)

The second project which received funding from the Faculty of Arts and Social Sciences at the University of Surrey aims to re-evaluate the learning and teaching of rooms division management in higher education through student consultations and academic partnerships with experts teaching on the same subject area within other leading universities. A key objective of these academic partnerships is to strengthen the importance of professional connectivity in higher education by sharing innovative learning and teaching methods by rooms division scholars to build a sustainable and research-informed community of practice (CoP). This project has been in progress since April 2021 and involves students from the BSc (Hons) in International Hospitality Management at the University of Surrey and The Institute of Hospitality Management in Prague, Czech Republic. The key findings will be disseminated in 2022 and intend to contribute new knowledge to the debate on re-imagining hospitality management education by exploring rooms division as a CoP through the academic partners and industry professionals involved.