

Study program : Hotel Management			
Type and level of studies: Master academic studies (Postgraduate academic studies, 1 st level)			
Course unit: Hotel Performance Management			
Teacher in charge: Vesna S. Milovanović			
Language of instruction: Serbian and English			
ECTS: 8			
Prerequisites: No special prerequisites			
Semester: I			
Course unit objective			
The main goal of the course is to acquaint students with the concept, significance and process of performance management in a hotel company.			
Learning outcomes of Course unit			
Acquiring the necessary theoretical and practical knowledge in the field of performance management, as well as the ability to effectively and efficiently manage individual, team and organizational performance in a hotel company.			
Course unit contents			
<i>Theoretical classes</i>			
Fundamentals and principles of performance management			
Performance management system			
Performance planning			
Performance measurement			
Business performance analysis and reporting			
Performance improvement and organizational learning			
Performance management based on Balanced Scorecard			
Individual performance management			
Team performance management			
Organizational performance management			
Compensation system development based on performance			
Benchmarking in the function of performance management			
Performance management of hotel organizational units			
Ethics in performance evaluation			
<i>Practical teaching</i>			
Exercises, case studies, presentations of independent research work of students			
Literature			
<ul style="list-style-type: none"> • Armstrong, M. (2006). <i>Performance Management – Key Strategies and Practical Guidelines</i>, 3rd ed., Kogan Page, London and Philadelphia. 			
Number of active teaching hours			Other classes
Lectures: 2	Practice: 2	Other forms of classes:	Independent work:
Teaching methods			
Lectures, practices, seminars, case studies			
Examination methods (maximum 100 points)			
Exam prerequisites	No. of points:	Final exam	No. of points:
Student's activity during lectures	5	oral examination	40
practical classes/tests	40	written examination	
Seminars/homework	5	
Project	10		
Other			
Grading system			

Grade	No. of points	Description
10	91-100	Excellent
9	81-90	Exceptionally good
8	71-80	Very good
7	61-70	Good
6	51-60	Passing
5	...	Failing

(Table 5.2) Course unit description