



Cardiff  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd



*Undergraduate*

# Handbook

BA (Hons) International Hotel and Hospitality Management  
BA (Hons) International Hotel & Hospitality Management  
with Internship

Cardiff School of Management



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# Introduction

## Welcome to Cardiff Metropolitan University

Congratulations on starting your Cardiff Met Journey! We have put together a series of activities and events to help you get to know Cardiff Met, connect with your programme of study, and meet staff and other students.

Welcome Week beginning on the 18th September 2023 provides you with the opportunity to settle into Cardiff Met and to get involved with your programme of study right from the start. During Welcome Week you will be involved in a group project which will provide you with a taste of what you can expect during your studies at Cardiff Met. You will also be able to:

1. Meet your Personal Tutor, Programme Director, and fellow students.
2. Attend social activities and events on campus.
3. Work on a group project and present findings back to programme team.
4. Get to know the Cardiff Met campuses and surrounding areas.
5. Find out what services we have available to support you on your Cardiff Met journey.

When you turn up for your first day you will meet your Personal Tutor who will provide academic support and guidance during your time of study at Cardiff Met. They will also give you your Cardiff Met student card - as long as you've uploaded your photograph!

Please make sure that you attend the activities planned by your programme during Welcome Week, so you are prepared to start your Cardiff Met journey.

Finally, I hope you enjoy your time studying at Cardiff Met and I look forward to meeting you during Welcome Week.

Yours sincerely,

Programme Director



# Essential Information

## Programme Details

***BA International Hotel & Hospitality Management***

***BA International Hotel & Hospitality Management with Internship***



## International Students

We understand that for international students coming to the UK, adjusting to a new culture; finding somewhere suitable to live and following new processes and procedures can be quite overwhelming. The Global Student Advisory Service is available to offer friendly advice and support to all international students in relation to welfare concerns, academic skills, and immigration matters. For more information about the services available, access the links below:

### Global Student Advisory Support

[Global Student Advisory Service International Welfare Advice](#)

[Global Student Advisory Service International Academic Advice](#)

[Global Student Advisory Service Immigration Advice](#)

### Global Student Advisory Contacts

Welfare advice – [intstudentadvice@cardiffmet.ac.uk](mailto:intstudentadvice@cardiffmet.ac.uk)



It is also important that you attend the activities planned for your course during Welcome Week (w/c 18.09.23) so you get to meet your Programme Directors, Tutors, and the rest of your cohort. This will help you to settle into your new environment and make new friends.






# Meet the Team





	<p><b>Programme Director</b></p>
	<p><b>Dr Emma Bettison, Head of Department</b>          I gained my undergraduate degree in Modern Languages from Cardiff University. From there, I went to work in the ski industry in the French alps before returning to Cardiff to embark upon my academic career. I gained a Masters in Leisure and Tourism and spent several years teaching at Cardiff University before moving to Cardiff Metropolitan University (then UWIC) in 2000. I began here as a Lecturer in the International Office before moving to the department of Tourism, Hospitality &amp; Events in 2007. I spent several years as Programme Director for the suite of MSc programmes in the department before becoming Head of Department in 2020. In 2018, I gained my PhD which explored the experience of doctoral students in UK higher education and the mechanisms of power which exist in HE</p>
	<p><b>Dean Way, L4 Year Tutor</b>          Dean is a Lecturer in Hospitality Management and a Fellow of the Higher Education Academy (HEA). Dean joined the Tourism, Hospitality and Events Management Department on a full-time basis in early 2018 having previously worked as an Associate Tutor in Cardiff School of Management. Dean moved into higher education after studying for a BA and MSc in</p>



	<p>Hospitality Management and a PGCE at Cardiff Metropolitan University.</p> <p>After working for a large retail company in various management and regional positions, Dean entered the hospitality industry to pursue his passion in food and beverage. Having worked in a number of high-profile restaurants and hotels, Dean has worked on large events such as the NATO conference, Champions League, various sporting and music events and cooked for high profile dignitaries including the Queen and the Prince of Wales</p>
	<p><b>Dr Kasha Minor, L5 Year Tutor</b></p> <p>I am a lecturer in Hospitality Management and a researcher at Cardiff School of Management, Cardiff Metropolitan University. I joined the department, on a part-time basis, in 2013, moving to a full-time position in 2018. I have 11 years' experience working within the Hospitality Industry and is passionate about it to this day. My research interests include hospitality and tourism management, with a focus on digital media, user-generated content and social media.</p> <p>My PhD investigated the impacts of daily deal websites, such as Groupon, on the hotel industry in Wales. My further research focuses on applications of AI and robotics in the hospitality industry as well as accessible technologies for tourism.</p> <p>I am involved in collaborative work with researchers at University of Ljubljana, Slovenia, Ca' Foscari University, Italy, and Moffat Centre, Glasgow looking at</p>



	<p>daily deal websites usage in the Mediterranean region</p>
	<p><b>Fiona Neeson, L6 Year Tutor</b>          Having worked in the Business and Management Industry for 15 years combined with 15 years as a lecturer and educator in Higher Education and Academia is used within my teaching to enhance the student experience. My PhD research is on links between Education and the Graduate Market. My area of expertise are Strategic Management, employability and Work based learning. I am a Fellow of the HEA.</p>
	<p><b>Dr Elspeth Dale</b>          On graduating Elspeth worked in the international hospitality industry for 15 years gaining vast experiences opening restaurant, bar and late night venue operations in many locations all over the world. She also has managed operations and specialised in training and development of staff both nationally and internationally for industry leading, dynamic, customer focused organisations. On returning to the UK, she gained her PGCE in H.E. and has been a senior lecturer in the Department of Tourism, Hospitality &amp; Events Management for over two decades. She is also year tutor for the ever-expanding MSc ITHM and Events Programme Management. She completed an MBA alongside her PGCE when leaving the industry, with her main area of research in Human Resource Management. She was awarded her PhD three years ago where she explored how multicultural teams are managed in the hospitality industry.</p>





### Dr Darryl Gibbs

Darryl is Programme Director for the MSc suite of programmes in the department of Tourism, Hospitality and Event Management and a Senior Lecturer in Events Management. He teaches across a range of undergraduate and postgraduate modules across the department including:

People, Places and Practices:  
Contextualising the Tourism,  
Hospitality and Events Industries

Sociology of Tourism, Hospitality and  
Events

Conferences, Exhibitions and  
Corporate Events

Culture, Power and Identity for  
Tourism, Hospitality and Events

Darryl's research interests include critical hospitality studies, gender and sexuality and the co-construction, delivery and performance of hospitable experiences. He is also Deputy Chair of the Cardiff Metropolitan University LGBTQ+ staff network.





# Welcome Week

## What to expect

During the week you will complete a project, which you will undertake with a group of other new students from your programme, supported by staff and current students who are on your programme. There will also be lots of help from the other university services, showing some great tools and techniques you can use to make your project a success.



At the end of the week, we will also give you some feedback on the strengths of your group's approach, sharing and celebrating what we have discovered together.

There will be an introduction to your new School and Programme and lots of fun activities to help you meet new people.

You will need to complete a bit of administration and check-in with your programme, so we know who is doing what, and when. You will also need to complete any outstanding enrolment matters, pick up Students' Union cards, and touch base with any specialised support services that you need.

## Here's what Cardiff Met students enjoyed about Welcome Week

*"Helped me settle in and took the pressure off travelling to a new place"*

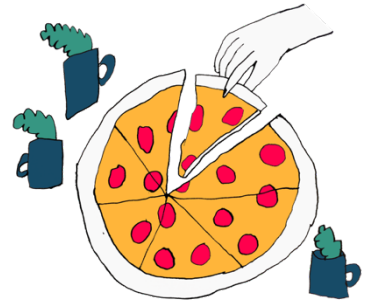
*"The group projects to find out about our peers was a nice way of getting to know everyone"*

*"Helpful to chat informally to the Programme Director and chat about random things to help settle in".*



## Programme Activities and Projects

During the week we will introduce you to your Personal Tutor and to the programme team, talk through your modules and go through your timetables. We will also set you a task to complete in groups looking at the tourism, hospitality and events offerings in Cardiff - you will present the results of your task on Friday morning where there will be an awards ceremony for the best!



We will guide you through how to engage effectively with our virtual learning platform, Moodle and also where you can find essential information related to your course and wellbeing.

## Social Activities

We have some exciting activities organised including a walk into Llandaff village and a "selfie challenge" around the city, to get you oriented and knowing the various hospitality venues within the city.

## Freshers' Fayre

The Freshers' Fayre, organised by the [Students' Union](#), is your first chance to meet all our [SU Societies](#), [SU Sports Teams](#) and of course a chance to grab all manner of freebies from our commercial partners! The fayre is an all-day event taking place on Wednesday within NIAC on the Cyncoed campus! It is one of the highlights of the Freshers calendar and one of the only times during your university journey that every student from all Cardiff Met schools will be in the same place!

Head over to the [Cardiff Met Students' Union website](#) for up-to-date information on events, societies, support and more.



## Welcome Week Activities w/c 18<sup>th</sup> September 2023 (Foundation and Undergraduate)

During Welcome Week you will have the opportunity to:

- Attend a welcome meeting with your Programme Director and meet the team, where they will provide an introduction and outline expectations.
- Meet other students on your programme of study.
- Meet your Personal Tutor.
- Take part in a welcome week project with other students on your programme of study and present the findings from your project to staff and peers.
- Familiarise yourself with the campus.
- Explore what services are available to support you on your learner journey.
- Attend Fresher's Fayre on Wednesday.
- Attend a programme Meet & Greet Inspirational Session.
- Familiarise yourself with the digital tools you will be expected to use during your studies.
- Take part in a 'wrap up' session, reflect on the week and make sure you know what your timetable is looking like for the first week of teaching.
- Attend the Cardiff Met celebration event on Friday afternoon.

Please note you will find a detailed timetable for your programme of study on the Welcome Week site.



## Personal Welcome Week – 18<sup>th</sup> September 2023 Checklist



During Welcome Week you need to make sure that you have:

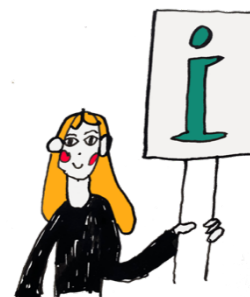
- Completed the enrolment process.
- Collected your student ID card.
- Attended programme activity sessions.
- Attended some social events on campus/online.
- Attended Fresher's Fayre
- Met with your Personal Tutor
- Familiarised yourself with the library and any student support services you might need e.g. Dyslexia or Disability help



# Useful Information

## New Students Information

The [Course Joining Information website](#) has lots of useful information to help with your planning. Simply select your level of entry on the website to find out more and access your important joining information.



## Student Services

[Student Services](#) provide support and guidance, including mental health, disability support, careers advice, information on part-time jobs and money management.

## SU Welcome Guide

An interactive guide to help you navigate your journey into and throughout your university life. Take the tour and enjoy each section designed to help you get to know Cardiff Met.

[What you need to know before you go](#)



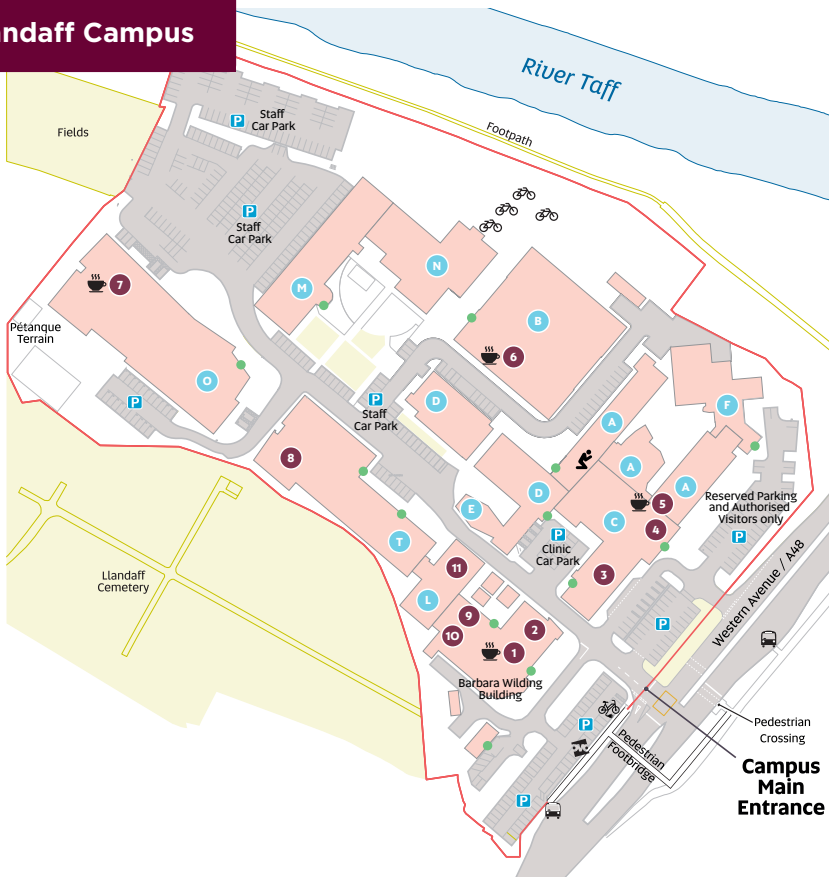
## Academic Calendar 2023/24

[Academic Calendar 2023/2024](#)





# Llandaff Campus



## Key

- |                              |                                  |                           |
|------------------------------|----------------------------------|---------------------------|
| 1 The Hub                    | 8 IT Help Desk (First Floor)     | P Parking                 |
| 2 Cym (First Floor)          | 9 The Global Lounge              | 🚲 Electric Bikes          |
| 3 Podiatry Clinic            | 10 Students' Union (First Floor) | 🚲 OVO Bikes               |
| 4 Main Reception & i-Zone    | 11 Learning Centre               | 🚲 Bike Rack               |
| 5 The Gallery (First Floor)  | ● Building letter                | 🚰 Bus Stop                |
| 6 The Box Café (First Floor) | ● Building Main Entrance         | ☕ Café                    |
| 7 The Atrium                 |                                  | 🕌 Multi-faith prayer room |

All our rooms use the same naming formula – *Building Floor . Room Number*. So if you're looking for 01.18, go to building O, climb to the first floor, and find room number 18. Or for B0.10 go to building B, stay on the ground floor and look for room 10. In the naming formula, 'LL' refers to Llandaff.



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Wythnos groeso  
Welcome week

2023