

STRUCTURE AND TECHNICAL FORMAT OF **WRITTEN ASSIGNMENTS**

**WHAT IS THE STRUCTURE OF
AN ASSIGNMENT?
REQUIRED CHAPTERS
AND SECTIONS**

**TECHNICAL
FORMAT –**

**TECHNICAL
RULES
INCLUDING
EXAMPLES**

**ATTENTION –
PLAGIARISM!
IMPORTANT
INFORMATION ABOUT
THE CONSEQUENCES....**

**SUBMIT OUTSTANDING ASSIGNMENTS
FORMATTED IN AN ACADEMIC MANNER**

Educational programs offered by HOTEL SCHOOL provide students with an opportunity to learn not only the theoretical material, but also to gain practical experience in the hospitality and service industry. This helps students after their graduation to beat the competition in the job market! Practical assignments are designed to gain the necessary experience in the field. Moreover, the practical tasks are also very motivating and exciting! Most of the assignments should be submitted in a written form. In order to assist students and lecturers we have created this informative material, giving clear guidelines for the structure and technical format for assignments.

This informative material aims to be the methodological tool for studies, setting common requirements for everyone. Every assignment regardless of the course and lecturer should be completed in terms of these guidelines. The only exception is the final research project (qualification thesis) which requires additional instructive material to be taken into account!

We wish you a successful study year!

HOTEL SCHOOL

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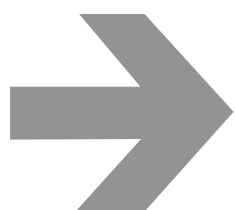
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Appendix 1 “Title Page”

STRUCTURE OF WRITTEN ASSIGNMENTS



This section contains the basic information about the structure of written assignments.

TITLE PAGE

This is one of the most important parts of the assignment as it clearly states the key information about the theme (title), author, and the lecturer or assessor.

HOTEL SCHOOL has already created a template (please see Appendix 1) for written assignments. This template should be used for every written assignment!



TABLE OF CONTENTS

In order to make it easier for a reader and/or assessor to evaluate the assignment and find the necessary information, it is essential to add a table of contents where chapter names and page numbers are specified. Example:

1. General information about hotel "Golden Sand"	3
2. Financial analysis of hotel "Golden Sand"	5

In case there are only the task numbers of assignments without any chapter titles, the table of contents can be created in the following manner:

1 st Task	3
2 nd Task	5

The table of contents should also include subchapters, if there are any:

Example:

1 st Task.....	3
a) Financial analysis of the hotel;	
b) Marketing analysis of the hotel.	
1. General information about hotel “Golden Sand”	3
1.1. Organizational structure;	
1.2. Employment policy.	



* A table of contents can be created automatically by applying the exact tools of the computer program!

** The table of contents should include all parts of the assignment (e.g. Introduction, Conclusion, Reference list and Appendices).

INTRODUCTION

The introduction is the section where every reader should find the general information about the assignment. Thus, it should include information about the main tasks, enterprise and learning outcomes.

Lecturers of HOTEL SCHOOL have already prepared specific tasks and scenarios for the assignments. In the introduction these tasks and scenarios should be adapted to the specific enterprise and project.

In this case the task of the assignment is as follows:

“Imagine that you are Human Resource Manager for Hotel X. The General Manager asks you to prepare specific suggestions regarding the training program for employees working in the restaurant. Please apply the learned theory in the class and a) evaluate the need of the training programs and b) give specific recommendations regarding the required training programs and topics. Please choose a hotel that you will analyse, arrange an interview with the manager and the employees, and develop valid suggestions.”

Learning outcomes of this task:

- * To apply the acquired theory in practice;
- * To state a justified opinion and give specific recommendations and suggestions.

In this case the introduction can be written in the following way:

The author of this assignment has chosen the hotel "Golden Sand" in order to analyse the training needs for the restaurant staff members.

The main tasks for this assignment are a) to evaluate the need of the training programs and b) to give specific recommendations regarding the required training programs and topics.

In order to complete the task, the author arranged an interview with the manager of the Food & Beverage department. Moreover, the employees working in the restaurant completed the author's developed questionnaire. After the analysis of the data gained from the interview and the questionnaire, the author has summarized the main conclusions regarding the training needs. Moreover, specific suggestions and recommendations about the training themes and topics have been developed.

When completing this task, the author has:

- * applied the acquired theory in practice;*
- * stated justified opinion and given specific recommendations and suggestions.*

Thus, in the introduction both the reader and assessor can learn the key information about the assignment.

CHAPTERS AND SUBCHAPTERS

Every chapter or section of the assignment should have a title. As mentioned above, the title can also be the task number. Chapters and subchapters are the key parts of the assignment where the required tasks are completed. Therefore, chapters and subchapters account for the major amount of the total number of pages.

Information written in the chapters and subchapters should be relevant to the main topic. It is not acceptable to insert redundant information unrelated to the main task into the text solely to increase the total amount of the pages.

CONCLUSION

In the conclusion students are required to summarize the main findings and recommendations. It should be done briefly, mentioning only the key facts and aspects from the chapters and subchapters. It is not necessary to repeat the entire text from the chapter again. On the contrary, students are required to write only a few sentences summarizing the key outcomes.

In the case of several tasks for the assignment, students are required to summarize them in a systematic manner. This will ensure a logical and structured conclusion section for both the reader and assessor. If the task of the assignment is to complete marketing analysis for the hotel including the following subtasks: a) to complete a SWOT analysis, b) to evaluate the competitors, and c) to provide the product/service description, the main conclusions should be summarized in the same order (a, b and c).

REFERENCE LIST

It is recommended to include all the references stated in the assignment in the reference list. However, it is possible for a student not to use every book or article to complete the assignment. For all that, the home page of the enterprise (including the internet link and the date when it was accessed), interviews, questionnaires or any other information used in the assignment should be obligatory declared. In the following chapters the technical rules of formatting the references will be explained in more depth.

APPENDICES

Appendices are used to add additional materials that are relevant to the assignment, but are too large or inappropriate for the main parts (chapters or subchapters). Appendices might include questionnaires, interviews, tables, pictures, graphs, reviews etc. For example, if a student has used a questionnaire to complete the tasks of the assignment, the template or example of this questionnaire should be added to the appendices. This ensures more precise insight into the assignment.

It should be taken into account that every appendix must be numbered and entitled. For example:

Appendices

Appendix 1 "Heading"

Appendix 2 "Heading"



EVERY WRITTEN ASSIGNMENT SUBMITTED IN HOTEL SCHOOL SHOULD HAVE THE FOLLOWING STRUCTURE:

Title page (* see Appendix 1)

Table of Contents

Introduction

Chapters and Subchapters

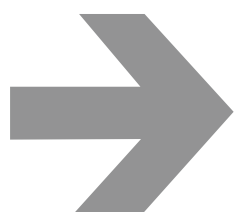
Conclusion

Reference list

Appendices



2 TECHNICAL FORMAT OF WRITTEN ASSIGNMENTS



This chapter includes the main information about the technical rules of written assignments.

GENERAL GUIDELINES FOR FORMATTING WRITTEN ASSIGNMENTS

All written assignments should be typed and submitted in printed form on A4 size paper. The language requirements should also be taken into account.

The margin requirements are as follows:

- Top margin 20 mm;
- Bottom margin 20 mm;
- Right margin 20 mm;
- Left margin 30 mm;

The placement of page numbers is bottom centre of each page.

Although the count of the pages starts from the first page, the numbering should not be displayed on the title page.

All assignments are written in the Times New Roman font.

The main body of the text should have the letter size 12 whereas for the headings the letter size is 14.

Chapters and subchapters are numbered.

Table of Contents, Introduction, Conclusion, Reference list and Appendices are not numbered.

The first, second and third level headings (1., 1.1., 1.1.1.) for chapters and subchapters are numbered. The numbers are not applied for the fourth level headings.



Headings are set in **bold** type.

The first level headings including Table of Contents, Introduction, Conclusion, Reference list and Appendices should be centred. The second and third level headings should be left centred.

Each heading should be separated from the text with an empty row.

No full stops or other punctuation marks are required after headings and subheadings.

Each new chapter with a main heading should be started on a new page. Subchapters sequentially follow chapters without additional pages in between.

Line spacing format is 1.5 lines.

Each paragraph should have a 1.0 cm margin.

“Justification” format should be used to align the written assignments from both sides of the paper.

For the main body of the text it is allowed to apply the following fonts if necessary: **Bold**, *Italic* and Underline.

It is highly suggested to write the text from the third person singular (e.g. the author of this assignment considers that). Nevertheless, if needed, “I” and “We” forms are also acceptable.



TECHNICAL FORMAT OF ILLUSTRATIONS

Illustrations are tables, graphs, diagrams and pictures. It is important to remember to take into account the formatting rules for illustrative materials as they do differ. It is allowed to insert in the text only those illustrations that have references in brackets in the main text.

Example: The room occupancy of the hotel “Golden Sand” is described below (see Table 1).

Illustrations should be inserted directly after the main text where they have been discussed. Every table, graph, diagram or picture should have a number. It is important to remember that each illustration should have its own individual number. Tables and graphs are counted separately.

All tables and figures must have a title.

The figure title is placed below the figure:

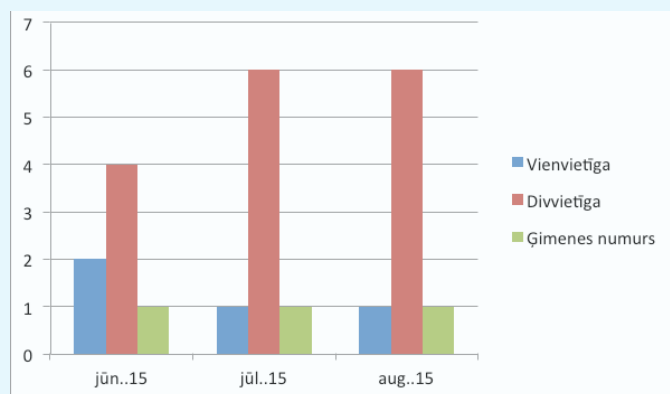


Figure 1. *Room occupancy for June, July and August*

The table title is placed above the table:

Table 1
Room occupancy for June, July and August

Room	June 2015	July 2015	August 2015
Single	2	1	1
Double	4	6	6
Family suite	1	1	1

The titles of tables and figures are written in *Italic* and left-centred.

The letter size is 11. No full stops are required after the titles of tables and figures.

If a table or figure contains information from another source, the source must be indicated at the bottom of the object (see example below).

Table 2
Latvian Exports by Sector in 2014

Textile and textile articles	4%
Live animals and animal products	4%
Transport vehicles	5%
Vegetable products	6%
Products of the chemical and allied industries	7%
Mineral products	8%
Base metals and articles of base metals	9%
Prepared foodstuffs	9%
Wood and articles of wood	17%
Machinery and mechanical appliances; electrical equipment	17%
Other	14%

(Investment and Development Agency of Latvia)

It is important to remember that only relevant tables and figures should be inserted in the text. Moreover, tables and figures should be clear and easy to understand. Any confusing decorations should be avoided. If diagrams are used, horizontal and vertical axes should be titled.

CITING REFERENCE

Books, articles, interviews and other information sources are commonly used in most of the writing texts and assignments. It is important to add a reference to these sources in order for the reader and assessor to identify it.

The main tasks for the reference are:

- a) To identify the source and the author;
- b) To help a reader to find more information on the topic by reviewing the reference;
- c) To help the reader to find additional information, if needed.

The most common question students ask is – what sources can be used in the assignments? What is a reference?



In scientific literature all sources can be divided into primary, secondary and general ones. Primary sources are written by scholars and researchers. These are scientific publications, theses and conference reports. Secondary sources are all materials that are summarized based on a literature review; for example, books, manuals, summaries, encyclopaedia etc. General sources are databases, lists etc.

For student assignments secondary sources are most often used.

It is also allowed to insert direct quotes into the written assignment. However, it is highly recommended to avoid redundant quotes. Direct quotes can be used only if they give a clear argument of the author's idea or if they provide a better explanation of it. All direct quotes should be marked with quotation marks. If a direct quotation is too long, part of it can be omitted and replaced by (...).

Example:

“The question a leader or manager has to ask himself is how well he wants the job done or how good a performance he is looking for. (...) Coaching can lead to performance beyond the expectations of the coach / manager, and beyond the dreams of the performer.” (Whitmore, 2009)

In case the idea is not directly quoted but rewritten and discussed, direct references instead of quotation marks should be used. All resources used in the written assignment should be included in the reference list.

REFERENCE IN THE TEXT

A reference should be placed directly after a sentence or paragraph. If necessary, a reference can be inserted in the middle of a sentence.

If the source has one author and the information from the original source has been interpreted rather than directly quoted, the reference should consist of the author's last name and publishing date (Church, 2013).

In case the original source has more than one author, the reference should be formatted as follows:

2 authors: (Church & Jones, 2012)

3 authors: (Church, Jones & Miles, 2012)

4 authors: (Church et al., 2012)

The symbol “&” can be also replaced with a comma: (Church, Jones, 2012).

The last names of the authors should be in the original language:

Latvian: (Krastiņa, 2013)

English: (Miles, 2012)

Russian: (Гогол, 2010)

In case there is no possibility of typing it in the original language (for example, Russian alphabet), it is allowed to insert it using the Latin alphabet (Gogol, 2012).

If the same author has several sources published in the same year, the alphabetic order applies for the reference in the text and in the reference list:

(Miles, 2009a)

(Miles, 2009b)

It is possible that the same idea has been discussed in several sources. In this case all sources should be identified:

(Miles, 2009; Church, 2007)

In case the source has no author, the title of it should be used as a reference:

("Hotel Industry Nowadays," 2016)

In case there is no information on the publishing date, "no date" can be placed instead of the year.
(Margin, no date)

However, it is highly suggested to find the publishing date of the reference as it identifies the time period of the information mentioned in the original source.

In case the original source is prepared by an association, organization or any governmental institution, the full name of it should be mentioned in the reference. When the reference is mentioned in the text several times, abbreviation of the full name is acceptable.

(European Hotel Managers Association, 2016) */when mentioning for the first time/*

(EHMA, 2016) */when repeated in the text/*



REFERENCE LIST

All sources should be mentioned in the reference list in alphabetic order. If there are any sources in a different alphabet to the Latin (e.g. Russian Cyrillic), these sources should be placed after the Latin reference list.

Every source should be typed in a separate row and the sources should not be numbered.

According to the general principles, the name of the author, publishing year, title of the source, publishing place and publisher should be mentioned in the reference list. Nevertheless, there are several exceptions discussed below.

IF ORIGINAL SOURCE IS A BOOK:

Last name of the author, First letter of the name. (Publishing year). *Title of the book*. Place: Publisher.

Example: Simon, J. L. (2016). *Developing Decision-Making Skills for Business*. Armonk, US: Routledge.

In case the book is published by an organization, its name should be mentioned instead of the author's name:

Example: American Association Of School Librarians. (2013). *Empowering Learners: Guidelines for School Library Programs*. Chicago, IL, USA: American Library Association.

In case there are no authors of the book, the title of it should be mentioned instead of the author's name:

Example: Encyclopedia of Indiana. (1993). New York: Somerset.

IF ORIGINAL SOURCE IS AN ARTICLE OR JOURNAL:

Last name of the author, First letter of the name. (Publishing year). Title of the article. *Name of the journal*. Volume (number), pages.

Example: Breaugh, J.A. (2008). Employee recruitment: current knowledge and important areas for future research. *Human Resource Management Review*, 18(3), 103-118.

If the original sources are normative acts, laws:

Title of the document. Date of publishing.

Example: Labor Law of 20 June 2001, effective as of 1 June 2002

or

Title of the document. Section no. (Year).

Example: Health care and education reconciliation act of 2010, 42 U.S. Code 1305 (2010).

INTERNET SOURCES:

Last name, First letter of the name. (Year). Title of the source. Reviewed on: date from: URL

Example: Mehta, A. (2005) Knowledge Flight: The Challenge of Hotel Employee Turnover. IHV International. Reviewed on 25.07.2016 from:

<http://www.hospitalitynet.org/news/154000320/4022403.search?query=hr>

LECTURE MATERIALS:

Last name of the lecturer, First letter of the name. (Year). Title of the lecture (type of source). Venue: institution.

Example: Ezerina, Z. (2015). Training methods in hospitality (PowerPoint slides). Riga: HOTEL SCHOOL.

Examples

In order to provide a better understanding of how to apply references in the written assignments, several examples have been prepared.

In case the original source provides the student with the following information: "Work does meet people's primary needs by giving them an income with which they can feed, water, and clothe their families and pay their housing costs. The staff canteen also helps to take care of those needs, as did tied housing in the past. Work brings people together into a work community. Furthermore, work offers promotion, prestige, pay grades, and even a company car in which to solicit the esteem of others." (Whitmore, 2009)

The following approach can be used in the written assignment:

- * Whitmore (2009) argues that the workplace ensures individuals with income to satisfy their primary needs.
- * Workplaces might not only satisfy the primary needs of employees, but can also ensure additional bonuses such as promotion, prestige, pay grades and even a car (Whitmore, 2009).

APPENDICES

Appendices are also numbered with page numbers. However, appendices are not included in the main body of the assignment.

Appendices start in a new page with the title "Appendices."

There can be several appendices in the written assignments. Nevertheless, every appendix should have a number and a title.

Example:

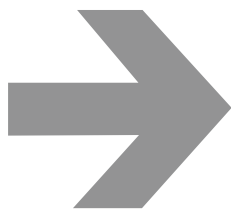
Appendices

Appendix 1 "Employee Questionnaire"

Tables and graphs in the appendices should be numbered and formatted according to the technical rules (please see subsection "Illustrations"). The original sources should also have references.

For surveys only the very questionnaire (blank version) should be added in the appendix. There is no need to add all the completed questionnaires.

3 PLAGIARISM



Additional sources such as books, articles, journals and webpages are important resources of almost every written assignment. However, it is highly important to remember the copyrights, otherwise it can be considered as plagiarism.

THE TYPES OF PLAGIARISM ARE AS FOLLOWS:

a) **Direct Plagiarism:** word-for-word transcription of someone's work.

Example: Student finds an essay on the internet and submits it to the lecturer as their own.

b) **Mosaic Plagiarism:** occurs if the main idea or phrase from another source has been borrowed and used without references.

Example: student translates a paragraph from another source and publishes it in the written assignment as their own idea without any reference.

c) **Self-Plagiarism:** if the author submits their own work several times without making any changes.

Example: a student has written an essay and submits it to more than one lecturer. This is not acceptable as every course has its own requirements and every written assignment should follow the requests of the lecturer.

d) **Buying and selling:** this occurs if an individual pays money to someone to write the written assignment.



When writing the written assignments, the following actions should be avoided:

- * Fraud with data analytics
- * Misuse or corrections of data
- * Incomplete data analytics
- * Biased conclusions

Plagiarism is considered as very serious misbehaviour. HOTEL SCHOOL has developed a special policy on how to investigate and deal with plagiarism. Moreover, specific consequences have been determined in cases of plagiarism – including no admission to final exams, and cancellation of the grade. In the most serious cases the offending student can be expelled from the college. In order to avoid plagiarism, it is always highly recommended to review the written assignments several times and add the necessary references.



!

**EVERY WRITTEN ASSIGNMENT IS AN OFFICIAL DOCUMENT
SUBMITTED TO THE PERSONNEL OF HOTEL SCHOOL. THUS, IT
IS VITAL TO TAKE INTO ACCOUNT ALL THE AFOREMENTIONED
RULES AND REGULATIONS REGARDING THE
STRUCTURE AND TECHNICAL FORMAT!**

REFERENCE LIST

Mārtinsone K., Pipere A. (red.). (2011). *Ievads pētniecībā: stratēģijas, dizaini, metodes*. Rīga: RaKa.

Whitmore, J. (2009). *Coaching for Performance*. 4th ed. London: Nicholas Brealy Publishing.

Internet sources:

Investment and Development Agency of Latvia. Latvian Exports by Sector in 2014. Reviewed on 15.07.2015 from:

<http://www.liaa.gov.lv/en/trade/foreign-trade-statistics>

APPENDICES

APPENDIX 1 “TITLE PAGE”

“HOTEL SCHOOL”
Higher Education Programme
Hospitality Management

Name, Surname

Group:

TITLE

Assessor:

Name, Surname

Riga 2016

HOTEL SCHOOL Hotel Management College

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