



STAGE 3 PROJECT

MAY 2011

The Irish Hotel Industry

Introduction

It has been a tough few years for the Irish hotel industry, which has been negatively affected by the recent economic downturn. Irish hotels continue to try and weather this downturn, however the recession has had an impact on the number of both domestic and international hotel consumers.

This problem has been exacerbated by the proliferation of new hotels across the Irish market in recent years, which has created an oversupply of hotel rooms. Some hotels have been forced to adopt a policy of room pricing discounting, with many hotels now selling their rooms at cost, just to generate business and to keep their business growing. On a positive note, some Irish hotels are reporting increased bookings from the domestic market as Irish consumers have less money available to holiday abroad.

References:

Irish Examiner, May 4th 2010
Hotel and Catering Review, May 2010

The Project

- Present an overview of the Irish hotel industry. Outline its size and dynamics and describe the main segments existing in this industry. (10%)
- Comment on the buyer behavioural factors that have affected the demand for hotels in Ireland in recent years. In particular, you should comment on how cultural, social, lifestyle and psychological factors have led to changes in the market. (20%)
- Select a hotel/hotel chain currently operating in the Irish market. Conduct both primary and secondary research to identify your chosen hotel/hotel chain's promotional strategy in the Irish market. Comment on the challenges facing your chosen hotel/hotel chain when promoting in Ireland in these recent difficult economic times. (40%)
- Comment on the main differences to be considered when marketing to international versus domestic hotel consumers. Discuss the importance of customer care in the hotel industry. (20%)
- Reference fully the theory you are studying and integrate it with the practical situation outlined in the above scenario. Rather than presenting this as a separate section of the report, integration of theory and practice should be evident in the answers to the above questions. (10%)

Additional Briefing Notes

- (a) You are to include a soft copy (on disc or memory stick) of your finished work, this can be attached to the final submission, making sure you have your Student ID clearly marked on the disc.
- (b) In your soft copy, do not present several files with different chapters/sections of your project in each. One file with full project is required. Please remember to place your student number on your disc/memory stick, or what ever means you use to store your material.
- (c) Candidates are strongly advised to read previous Examiners' reports prior to embarking on this project.

PLEASE READ THESE RULES CAREFULLY

1. This project is an exercise in investigative study. Because it is not being prepared under examination conditions, style and presentation will be taken into account as well as content.
2. The primary purpose of this project is to assess the candidate's ability to apply marketing principles to the topic under investigation and to structure research findings using the marketing concepts available.
3. Candidates are strongly advised to review past Examiners' Reports prior to embarking on this project – www.mii.ie/exampapers
4. The project must be typed on A4 paper. It should be presented in a folder or loose binder. Your name, Student ID and your project title must appear on the title page. The pages should be numbered and there should be a Table of Contents. Candidates are **NOT** to submit their projects in individual page plastic covers.
Such projects will be automatically awarded a mark of zero by the examiner.
5. A one-page abstract forms part of the completed project. This abstract should be a brief description of the **objective** to be achieved by the project, the **methods** used and the **conclusions** reached.
6. We would envisage that you would not be able to do justice to the topic in less than 5,000 words. On the other hand you should not exceed 7,000 words. A word count **MUST** be included as part of your Contents Page.
7. You must acknowledge all your sources; not to do so is **plagiarism**. Acknowledgement involves naming your source (report, textbook, website) in brackets at the relevant point in the text, and appending a bibliography at the end of your text. This should be in alphabetical order and should include the author's name, the title, the publisher and the city and date of publication. Web references should be as detailed as possible, not just the home page. The examiner will conduct a systematic phrase search to ensure the integrity of information downloaded from the internet. The quality of your bibliography is an important element in the overall assessment of your project.
See section on plagiarism on website – www.mii.ie/projects.
8. This project will be assessed and marked like the other subjects in **Stage 3**. You will not have passed **Stage 3** until you have passed the project.
9. The project is due by **FEBRUARY 24, 2011**. As time management is a major feature of the discipline of report writing, projects submitted after the due date will not be accepted. *Students should, therefore, start work on the project immediately as excuses relating to mishaps (poor health, computer failure, typing) in the final week will not be accepted.*
10. Since the project is treated as an examination subject, The Marketing Institute staff **cannot** assist you with the interpretation of the brief or sources of information.
11. The same sanction applies to copying and to plagiarism: all subjects in the sitting are deemed to have been failed and the candidate may not register as a student with The Marketing Institute thereafter.
12. The attached statement must be signed and incorporated it into your project after the bibliography.



STATEMENT
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I hereby certify that:

- I have read and understood the rules on the back of the project outline.
- This project is my own work prepared as part of my marketing examination.
- I have not made this project available to another student.
- I have fully acknowledged all my sources and I have read the section on plagiarism on The Marketing Institute website - www.mii.ie/projects - and understand the consequences as outlined.

Signature _____ Date _____