



TQF.3

Bachelor's Degree

Master's Degree

Course Specification

Course Code: HHM1202 Course Title : Introduction to Lodging and Restaurant Business
Credits : 3(3-0-6)

Program: Hotel and Hospitality Management
International College
Suan Sunandha Rajabhat University
(SSRUIC)

Semester : 2 Academic Year : 2017

Section 1 General Information

1. Code and Course Title :

Course Code: HHM1202

Course Title (English): Introduction to Lodging and Restaurant Business

Course Title (Thai): ความรู้เบื้องต้นด้านธุรกิจที่พักและร้านอาหาร

2. Credits : 3(3-0-6)

3. Curriculum and Course Category :

3.1 Curriculum: This course of Bachelor of Business Administration, International College, SSRU

3.2 Course Category:

General Education

Required Course

Elective Course

Others

4. Lecturer Responsible for Course and Instructional

Course Lecturer (s) :

4.1 Lecturer Responsible for Course:

4.2 Instructional Course Lecturer(s):

(1)

(2)

5. Contact/Get in Touch

Room Number 403 Tel. 084-6714577 E-mail

Kanyapilai.ku@ssru.ac.th

6. Semester/ Year of Study

6.1 Semester: 2 Year of Study 2017

6.2 Number of the students enrolled: 54 students

7. Pre-requisite Course (If any)

Course Code:Course Titleor None

8. Co-requisite Course (If any)

Course Code:Course Titleor None

9. Learning Location

Building Number: Nakhonpatom Education Centre Room
Number 408

10. Last Date for Preparing and Revising this Course:

26th December 2017

Section 2 Aims and Objectives

1. Course Aims

At the end of this course, the student will reach to five domains in the following areas of performance :

1.1 Morals and Ethics

(1) Have positive attitudes towards service careers

1.2 Knowledge

(1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally;

(2) Have integrated knowledge in other related disciplines;

1.3 Cognitive Skills

(1) Be able to analyze the causes of problems and conflicts as well as be able to solve problems systematically and find out proper solutions to the problems;

(2) Be able to apply both theoretical and practical knowledge into real-life problem; and

1.4 Interpersonal Skills and Responsibility

(1) Have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems

1.5 Numerical Analysis, Communication and Information

Technology Skills

(1) Be competent in foreign languages in listening, speaking, reading, writing and summarizing the main points effectively

2. Objectives for Developing / Revising Course (content / learning process / assessment / etc.)

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Section 3 Characteristics and Operation

1. Course Outline

(English) Evolution, trend, significance, and types of lodging and restaurant, organizational structure and various departments

of lodging business and restaurant business, concepts, and management styles of business operation and field trip is included.

(Thai).....

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2. Time Length per Semester (Lecture – hours / Practice – hours / Self Study – hours)

Lecture (hours)	Remedial Class (hours)	Practice/ Field Work/ Internship (hours)	Self Study (hours)
48	3+	0 hours	96 hours

3. Time Length per Week for Individual Academic Consulting and Guidance

(The lecturer responsible for course identifies the information, for example, 1 hour / week)

3.1 Self consulting at the lecturer's office: Room Number 305

Building International College (Nakhonpathom Education Center/SSRU)

3.2 Consulting via office telephone/mobile phone: 084-6714577

3.3 Consulting via E-Mail kanyapilai.ku@ssru.ac.th

3.4 Consulting via Social Media (Facebook/Twitter/Line) Line Id: Kanyapilai

3.5 Consulting via Computer Network (Internet/Web board).....

Section 4 Developing Student's Learning Outcomes

1. Morals and Ethics

1.1 Morals and Ethics to be developed

- (1) Be aware of values and morality, ethics, generosity, integrity and honesty as well as be able to solve critical problems and disputes;
- (2) Have positive attitudes towards service careers;

- (3) Be able to lead and follow group members, work in team and be a role model for others; and
- (4) Have self-discipline, be punctual, responsibility to self, profession and society

1.2 Teaching Strategies

(1) Provide examples on ethical and moral behavior in classroom such as the issue of plagiarism in doing assignments;

(2) Provide case studies that explain ethics in careers in the hospitality industry; and

(3) Be strict with classroom attendance and participation, classroom rules, students' uniform that have to be complied with the university rules and regulations.

1.3 Assessment Strategies

(1) Class attendance, class participation, and behavior in class;

(2) On-time submission of report and assignments and their quality; and

(3) Students' contribution on group assignments.

2. Knowledge

2.1 Knowledge to be developed

- (1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally;
- (2) Have integrated knowledge in other related disciplines; and
- (3) Have knowledge and understanding in research process and techniques which will be benefit in solving problems and adding up to the knowledge in the career.

2.1 Teaching Strategies

(1) Use problem-based learning

(2) Use cooperative learning techniques; and

(3) Invite guest speakers who are experts in the field of hospitality management to give special lectures.

2.2 Assessment Strategies

- (1) Quizzes
- (2) Midterm and Final examination
- (3) Assignments

3. Cognitive Skills

3.1 Cognitive Skills to be developed

- (1) Be able to analyze the causes of problems and conflicts as well as be able to solve problems systematically and find out proper solutions to the problems;
- (2) Be able to apply both theoretical and practical knowledge into real-life problem; and
- (3) Be able to apply innovation and knowledge from other related academic fields in developing working skills.

3.2 Teaching Strategies

- (1) Problem based learning
- (2) Cooperative learning techniques
- (3) Case studies
- (4) Invite guest speakers who are experts in the field of hospitality management to give special lectures.

3.3 Assessment Strategies

- (1) Quizzes
- (2) Midterm and Final examination
- (3) Assignments

4. Interpersonal Skills and Responsibilities

4.1 Interpersonal Skills and Responsibilities to be developed

- (1) Have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems; and
- (2) Be responsible for the improvement of self-academic learning and the profession continuously

4.2 Teaching Strategies

- (1) Group Assignments
- (2) Use cooperative learning techniques
- (3) Field trips

4.3 Assessment Strategies

- (1) Students' contribution and behavior in group
- (2) Class presentation

5. Numerical Analysis, Communication and Information

Technology Skills

5.1 Numerical Analysis, Communication and Information

Technology to be developed

- (1) Be competent in foreign languages in listening, speaking, reading, writing and summarizing the main points effectively;
- (2) Be able to communicate with foreigners effectively in the appropriate contexts;
- (3) Be able to use technology to communicate and present effectively; and
- (4) Be able to apply statistical or mathematical knowledge in analyzing and interpreting the data.

5.2 Teaching Strategies

- (1) Provide assignments that require students to use numerical analysis skills and knowledge;
- (2) Provide assignments that require students to use information technology skills and knowledge;
- (3) Use e-learning;
- (4) Use group discussion; and
- (5) Use presentation

5.3 Assessment Strategies

- (1) Assignments;
- (2) Presentation; and
- (3) Observe from students' use of English and/or other language in discussing with other students and lecturers as well as in presenting in front of the class.

6. Other Domain

- (1)
- (2)
- (3)
- (4)
- (5)

Remark: Symbol ● means 'major responsibility'

Symbol ○ means 'minor responsibility'

No symbol means 'no responsibility'

The above symbols were shown in 'Curriculum Mapping' of TQF 2.
(Program Specification)

Section 5 Lesson Plan and Assessment

1. Lesson Plan

Week	Topic/Outline	Hours	Learning Activities and Media	Lecturer(s)
1	Unit 1: Introduction to Lodging and Restaurant -Evolution of Lodging and Restaurant Business in Thailand	3 hours	Lecture	Kanyapilai K.
2	Unit 2: Hotel Trend	3 hours	Lecture / Group discussion	Kanyapilai K.
3	Unit 3: Significance and types of lodging and restaurant	3 hours	Lecture / Group discussion	Kanyapilai K.
4	Unit 3: Significance and types of lodging and restaurant (Con't)	3 hours	Lecture / Case Study Assignment (1)	Kanyapilai K.
5	Unit 4: Organizational structure and departments of lodging business and restaurant business	3 hours	Lecture / Case study Group discussion	Kanyapilai K.
6	Quiz 1	3 hours	Lecture / Case study Quiz (1)	Kanyapilai K.
7	Unit 4: Departments of lodging business and restaurant business,	3 hours	Group Presentation	Kanyapilai K.
8	Midterm Examination	3 hours	Midterm Examination	Kanyapilai K.
9	Unit 5: Lodging and Restaurant concepts	3 hours	Lecture / Assignment (2)/	Kanyapilai K.
10	Individual Presentation	3 hours	Lecture / Case-study Group	Kanyapilai K.
11	Unit 6: Management styles of business operation	3 hours	Lecture / Case-study	Kanyapilai K.
12	Unit 6: Management styles of business operation (Con't)	3 hours	Lecture / Case-study Assignment (3)	Kanyapilai K.
13	Field Trip to Hotel	3 hours	Observation / Outside Class study	Kanyapilai K.
14	Quiz2	3 hours		Kanyapilai K.

15	Group Presentation	3 hours	Final Review	Kanyapilai K.
16	Final Review and Case Study practice	3 hours	Lecture / Case-study	Kanyapilai K.
17	Final examination	3 hours	Final examination	Kanyapilai K.
Total of Hours		48		

2. Learning Assessment Plan

	Learning Outcome	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
1	<p>Morals and Ethics</p> <p>1.1 Be able to deliver or to complete a required task at the appointed time.</p> <p>1.2 Be able to do the right thing according to the values, beliefs and principles they claim to hold.</p> <p>1.3 Be able to make decisions according to moral concepts and judgments.</p>	<ul style="list-style-type: none"> • Presentation • Students' class attendance checklist <p>Students' participation</p>	Throughout semester	10 %
2	<p>Knowledge</p> <p>2.1 Be able to identify the proper theories</p>	<ul style="list-style-type: none"> • Pre- test and post- test results 	Throughout semester	40%

	<p>and describe important case studies. 2.2 Be able to provide an analysis and provide the solution to real business problems. 2.3 Be able to use knowledge integrated with other disciplines.</p>	<ul style="list-style-type: none"> • Individual and group papers, report and presentation • Observation and comment on class activities and E- learning participation • Midterm examination score result <p>Final examination score result/ grade</p>		<p>20%</p> <p>30%</p>
3	<p>Cognitive Skills 3.1 Be able to organize self-study and sharing information to class especially in tourism. 3.2 Be able to solve problems from case studies.</p>	<ul style="list-style-type: none"> • Individual and group papers, report and presentation • Observation and comment on class activities and E- learning participation • Midterm examination score result <p>Final examination score result/ grade</p>	Throughout semester	(Referred to number 2)
4	<p>Interpersonal Skills and Responsibilities 4.1 Be able to use interpersonal English communication skills. 4.2 Be able to collaborate well</p>	<ul style="list-style-type: none"> • Individual and group papers, report and presentation • Observation and comment on class activities and E- learning 	Throughout semester	(Referred to number 2)

	in team works for problem solving. 4.3Be able to show leadership skills	participation <ul style="list-style-type: none"> • Midterm examination score result Final examination score result/ grade		
5	Numerical Analysis, Communication and Information Technology Skills 5.1Be able to use basic ICT skills and apply them to daily life.	<ul style="list-style-type: none"> • Individual and group papers, report and presentation • Observation and comment on class activities and E- learning participation • Midterm examination score result Final examination score result/ grade	Through out semester	(Referred to number 2)

Section 6 Learning and Teaching Resources

1. Textbook and Main Documents

2.Important Documents for Extra Study

- Walker, J.R. (2009) Introduction to Hospitality Industry (5th Edition).
- Dewhurst, Helen, Dewhurst, Peter and Livesey, Rachel (2007), Tourism and hospitality SME training needs and provision, *Tourism and Hospitality Research*, (7) 1, pp. 131-143.
- Harris, Kimberley and West, Joseph (1993), Using multimedia in hospitality training, *Cornell Hotel and Restautant Administration*

Quarterly, Sage Social Science Collections, pp. 34-75 .

- Martin, Drew and Woodside, Arch G. (2007), Experiential Learning exercises for tourism and hospitality executive training, *International Journal of Culture, Tourism and Hospitality Research*, (1) 4, pp. 269-272.
- Mohsin, Asad (2006), Cross cultural sensitivities in hospitality, Paper to be presented at the 'International Conference on Excellence in the Home: Balanced Diet – Balanced Life' Royal Garden Hotel, Kensington, UK.
- Safer Industries (2006), Managing Occupational Health and Safety in the Hospitality Industry, *WorkCover Corporation Grants*.

3. Suggestion Information (Printing Materials/Website/CD/Others)

Keywords for searching:

Human Resources, Hospitality, Tourism

Website: http://ec.europa.eu/enterprise/sectors/tourism/tourism-business-portal/documents/business/resources/personnel_management.pdf

Section 7 Course Evaluation and Revising

1. Strategies for Course Evaluation by Students

1. Using survey questions to collect information from the students' opinions to improve the course and enhance the curriculum.

Examples of question:

2. Content objectives were made clear to the students.
3. The content was organized around the objectives.
4. The content was sufficiently integrated.

5. The content was sufficiently integrated with the rest of the first year curriculum.
6. The instructional materials were used effectively.
7. The learning methods appropriately assess the students' understanding of the content.
8. Overall, students are satisfied with the quality of this course.

2. Strategies for Course Evaluation by Lecturer

2.1 Lecturers team observes the class and discuss the results as follow:

- (1) The lecturer is well prepared for class sessions.
- (2) The lecturer answers questions carefully and completely.
- (3) The lecturer uses examples to make the materials easy to understand.
- (4) The lecturer stimulates interest in the course.
- (5) The lecturer made the course material interesting.
- (6) The lecturer is knowledgeable about the topics presented in this course.
- (7) The lecturer treats students respectfully.
- (8) The lecturer is fair dealing with students.
- (9) The lecturer makes students feel comfortable about asking questions.
- (10) Course assignments are interesting and stimulating.
- (11) The lecturer uses technology to enhance learning in the classroom.

2.2 The director/ head of program construct assessment items to evaluate four dimensions of lecturer's competencies: teaching

skills, organization and presentation of materials, management of the learning environment, and teaching attitudes.

3. Teaching Revision

Lecturer revises teaching/ learning process based on the results from the students' survey questions, the lecturer team's observation, and classroom research.

4. Feedback for Achievement Standards

International College Administrator Committee monitors the assessment process and grading.

5. Methodology and Planning for Course Review and Improvement

- (1) Revise and develop course structure and process every three years.
- (2) Assign different lecturers teach this course to enhance students' performance.

Curriculum Mapping Illustrating the Distribution of Program Standard Learning Outcomes to Course Level

Courses	1. Morals and Ethics				2. Knowledge			3. Cognitive Skills			4. Interpersonal Skills and Responsibility			5. Numerical Analysis, Communication and Information Technology Skills			6. Other Domain ie. Learning Management Skills			
	● Major Responsibility												○ Minor Responsibility							
Course Category: Bachelor of Art, International College, SSRU	1	2	3	4	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	
Course Code HHM 1202 Course Title: Introduction to Lodging and Restaurant Business	○	●	○	●	●	○	○	○	●	○	●	●	○	○	●	○				