

Tamkang University Academic Year 102, 2nd Semester Course Syllabus

Course Title	INTERNATIONAL HOTEL OPERATIONS	Instructor	JUAN, PIN-JU
Course Class	TPVXB2A DEPARTMENT OF INTERNATIONAL TOURISM MANAGEMENT, 2A	Details	<ul style="list-style-type: none"> ◆ Selective ◆ One Semester ◆ 3 Credits
D e p a r t m e n t a l A i m o f E d u c a t i o n			
To develop talented managers with international competitive advantage in the tourism industry.			
D e p a r t m e n t a l c o r e c o m p e t e n c e s			
<ul style="list-style-type: none"> A. Ability to analyze and solve problems. B. Ability to communicate in English. C. Proper service and work attitude. D. Tourism management knowledge. E. Tourism management skills. 			
Course Introduction	<p>This course presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to check out and settlement. At the same time, this course shows what it takes to direct day-to-day operations of this department, from big-picture management issues to technical details for cleaning each area. The course also examines the various elements of effective front office management. Emphasis on management delegation, scheduling systems, routines, and equipment Laundry operations and linen room also reviewed.</p>		

The Relevance among Teaching Objectives, Objective Levels and Departmental core competences

I. Objective Levels (select applicable ones) :

- | | | |
|-------------------------|--|--|
| (i) Cognitive Domain | : C1-Remembering, C2-Understanding, C3-Applying, C4-Analyzing, C5-Evaluating, C6-Creating | |
| (ii) Psychomotor Domain | : P1-Imitation, P2-Mechanism, P3-Independent Operation, P4-Linked Operation, P5-Automation, P6-Origination | |
| (iii) Affective Domain | : A1-Receiving, A2-Responding, A3-Valuing, A4-Organizing, A5-Characterizing, A6-Implementing | |

II. The Relevance among Teaching Objectives, Objective Levels and Departmental core competences :

- (i) Determine the objective level(s) in any one of the three learning domains (cognitive, psychomotor, and affective) corresponding to the teaching objective. Each objective should correspond to the objective level(s) of ONLY ONE of the three domains.
- (ii) If more than one objective levels are applicable for each learning domain, select the highest one only. (For example, if the objective levels for Cognitive Domain include C3, C5, and C6, select C6 only and fill it in the boxes below. The same rule applies to Psychomotor Domain and Affective Domain.)
- (iii) Determine the Departmental core competences that correspond to each teaching objective. Each objective may correspond to one or more Departmental core competences at a time. (For example, if one objective corresponds to three Departmental core competences: A, AD, and BEF, list all of the three in the box.)

No.	Teaching Objectives	Relevance	
		Objective Levels	Departmental core competences
1	1. let students know about how's the front office management and housekeeping work.	C2	BDE
2	2. Front office and housekeeping procedures and management are placed within the context of the overall operation of a hotel.	P1	ABC

Teaching Objectives, Teaching Methods and Assessment

No.	Teaching Objectives	Teaching Methods	Assessment
1	1. let students know about how's the front office management and housekeeping work.	Lecture, Simulation	Written test, Report
2	2. Front office and housekeeping procedures and management are placed within the context of the overall operation of a hotel.	Lecture, Simulation, Practicum	Written test, Report

This course has been designed to cultivate the following essential qualities in TKU students

Essential Qualities of TKU Students	Description
◆ A global perspective	Helping students develop a broader perspective from which to understand international affairs and global development.
◆ Information literacy	Becoming adept at using information technology and learning the proper way to process information.
◆ A vision for the future	Understanding self-growth, social change, and technological development so as to gain the skills necessary to bring about one's future vision.
◆ Moral integrity	Learning how to interact with others, practicing empathy and caring for others, and constructing moral principles with which to solve ethical problems.
◆ Independent thinking	Encouraging students to keenly observe and seek out the source of their problems, and to think logically and critically.
◆ A cheerful attitude and healthy lifestyle	Raising an awareness of the fine balance between one's body and soul and the environment; helping students live a meaningful life.
◆ A spirit of teamwork and dedication	Improving one's ability to communicate and cooperate so as to integrate resources, collaborate with others, and solve problems.
◆ A sense of aesthetic appreciation	Equipping students with the ability to sense and appreciate aesthetic beauty, to express themselves clearly, and to enjoy the creative process.

Course Schedule

Week	Date	Subject/Topics	Note
1	103/02/17 ~ 103/02/23	Introduction to the Lodging Industry	
2	103/02/24 ~ 103/03/02	Communications and Guest Services	
3	103/03/03 ~ 103/03/09	Safety and Security	
4	103/03/10 ~ 103/03/16	Reservations	Fidelio
5	103/03/17 ~ 103/03/23	Reservations	Fidelio
6	103/03/24 ~ 103/03/30	Registration	Fidelio
7	103/03/31 ~ 103/04/06	Registration	Fidelio
8	103/04/07 ~ 103/04/13	The Role of Housekeeping in Hospitality Operations	
9	103/04/14 ~ 103/04/20	Environmental and Energy Management	
10	103/04/21 ~ 103/04/27	Midterm Exam Week	
11	103/04/28 ~ 103/05/04	Planning and Organizing the Housekeeping	Practicum
12	103/05/05 ~ 103/05/11	Housekeeping Human Resource Issues	Practicum

13	103/05/12 ~ 103/05/18	Managing Inventories	Practicum
14	103/05/19 ~ 103/05/25	Controlling Expenses	Practicum
15	103/05/26 ~ 103/06/01	Managing an On-Premises Laundry	Practicum
16	103/06/02 ~ 103/06/08	Public Area and Other Types of Cleaning	Practicum
17	103/06/09 ~ 103/06/15	Ceilings, Walls, Furniture, and Fixtures	Practicum
18	103/06/16 ~ 103/06/22	Final Exam Week	
Requirement	請假依學生手冊規定。老師視上課情況調整評分標準。		
Teaching Facility	Computer, Projector		
Textbook(s)	Kasavana, M. L., and Brookds, R. M. (2005), Managing Front Office Operations. 7th edition. AH&LA. Kappa, Nitschke, Schappert (1997) Managing Housekeeping Operations. 3th edition. AH&LA.		
Reference(s)			
Number of Assignment(s)	5 (Filled in by assignment instructor only)		
Grading Policy	◆ Attendance : 20.0 % ◆ Mark of Usual : 30.0 % ◆ Midterm Exam : 20.0 % ◆ Final Exam : 30.0 % ◆ Other () : %		
Note	This syllabus may be uploaded at the website of Course Syllabus Management System at http://info.ais.tku.edu.tw/csp or through the link of Course Syllabus Upload posted on the home page of TKU Office of Academic Affairs at http://www.acad.tku.edu.tw/CS/main.php . ※ Unauthorized photocopying is illegal. Using original textbooks is advised. It is a crime to improperly photocopy others' publications.		