

## Tamkang University Academic Year 110, 1st Semester Course Syllabus

Course Title	HOTEL MANANGEMENT AND OPERATION	Instructor	JUAN, PIN-JU
Course Class	TRBXB2A DEPARTMENT OF INTERNATIONAL TOURISM MANAGEMENT (ENGLISH-TAUGHT PROGRAM), 2A	Details	<ul style="list-style-type: none"> <li>◆ General Course</li> <li>◆ Required</li> <li>◆ One Semester</li> </ul>
Relevance to SDGs	SDG1 No poverty		
<b>Departmental Aim of Education</b>			
To develop talented managers with international competitive advantage in the tourism industry.			
<b>Subject Departmental core competences</b>			
<ul style="list-style-type: none"> <li>A. Ability to analyze and solve problems.(ratio:20.00)</li> <li>B. Ability to communicate in English.(ratio:20.00)</li> <li>C. Proper service and work attitude.(ratio:10.00)</li> <li>D. Tourism management knowledge.(ratio:40.00)</li> <li>E. Tourism management skills.(ratio:10.00)</li> </ul>			
<b>Subject Schoolwide essential virtues</b>			
<ul style="list-style-type: none"> <li>1. A global perspective. (ratio:40.00)</li> <li>3. A vision for the future. (ratio:20.00)</li> <li>5. Independent thinking. (ratio:20.00)</li> <li>7. A spirit of teamwork and dedication. (ratio:20.00)</li> </ul>			

<b>Course Introduction</b>	<p>This class is mainly focused on the introduction of the Hotel Operations and Management including hotels' business operations and from check-in to check-out. The topics includes organization and structure, guest service, careers, the guest cycle, telecommunications, reservations, registration, check-out and settlement, the night audit, housekeeping management, housekeeping inventory, guestroom cleaning, on-premises laundry management, carpet construction and maintenance.</p>
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**The correspondences between the course's instructional objectives and the cognitive, affective, and psychomotor objectives.**

Differentiate the various objective methods among the cognitive, affective and psychomotor domains of the course's instructional objectives.

- I. Cognitive : Emphasis upon the study of various kinds of knowledge in the cognition of the course's veracity, conception, procedures, outcomes, etc.
- II. Affective : Emphasis upon the study of various kinds of knowledge in the course's appeal, morals, attitude, conviction, values, etc.
- III. Psychomotor: Emphasis upon the study of the course's physical activity and technical manipulation.

No.	Teaching Objectives	objective methods
1	1. Overview of lodging management	Cognitive
2	2. Introduction different departments and functions in the hotel.	Psychomotor

**The correspondences of teaching objectives : core competences, essential virtues, teaching methods, and assessment**

No.	Core Competences	Essential Virtues	Teaching Methods	Assessment
1	ABCDE	1357	Lecture, Discussion, Publication, Practicum, Experience	Testing, Study Assignments, Discussion(including classroom and online), Practicum, Report(including oral and written), Activity Participation
2	ABCDE	1357	Lecture, Discussion, Publication, Practicum, Experience	Testing, Study Assignments, Discussion(including classroom and online), Practicum, Report(including oral and written), Activity Participation

Course Schedule			
Week	Date	Course Contents	Note
1	110/09/22 ~ 110/09/28	Course Orientation	
2	110/09/29 ~ 110/10/05	CH. 1 Organization and Structure	
3	110/10/06 ~ 110/10/12	CH. 1 Organization and Structure	
4	110/10/13 ~ 110/10/19	CH. 2 Guest Service	
5	110/10/20 ~ 110/10/26	CH. 3 Careers	
6	110/10/27 ~ 110/11/02	CH. 4 The Guest Cycle	
7	110/11/03 ~ 110/11/09	CH. 5 Telecommunications	
8	110/11/10 ~ 110/11/16	CH. 6 Reservations	
9	110/11/17 ~ 110/11/23	Midterm Exam Week	
10	110/11/24 ~ 110/11/30	CH. 7 Registration	
11	110/12/01 ~ 110/12/07	CH. 8 Check-Out and Settlement	
12	110/12/08 ~ 110/12/14	CH. 8 Check-Out and Settlement	
13	110/12/15 ~ 110/12/21	CH. 9 The Night Audit	
14	110/12/22 ~ 110/12/28	CH. 10 Housekeeping Management	
15	110/12/29 ~ 111/01/04	CH. 11 Housekeeping Inventory	
16	111/01/05 ~ 111/01/11	CH. 12 Guestroom Cleaning	
17	111/01/12 ~ 111/01/18	CH. 13 On-Premises Laundry Management	
18	111/01/19 ~ 111/01/25	Final Exam	
Requirement		<p>1.每節課必點名·並會於期末進行扣考·若進入扣考名單管理學學期成績必會是0分 If a student' s class absence reaches one-third of the total class hours (in a semester) for this course, the course instructor will notify the Office of Academic Affairs, and the student will not be allowed to take part in the remaining course examinations and will receive a semester grade (for this course) of zero.</p> <p>2. (1)每次上完課會有針對當天課程內容之課堂作業·完成後才下課 (2)小考:每一章節講解完成後會有小考</p> <p>3.期中考試 Midterm (1)50分鐘作答 50 mins (2)20題單選題 20 single choices</p> <p>4.期末考試 Final Exam (1)50分鐘作答 50 mins (2)20題單選題 20 single choices</p>	

Teaching Facility	Computer, Projector
Textbooks and Teaching Materials	Year One (1999), Lodging Management Program. Michigan: Educational Institute of the American Hotel & Motel Association.
References	John R. Walker (2009). Introduction to Hospitality. 5th Edition. (華泰文化), Pearson Education Inc. Chuck Y. Gee. (2008). International Hotels Development and Management. 2nd edition. (Educational Institute of the American Hotel & Lodging Association)
Number of Assignment(s)	30 (Filled in by assignment instructor only)
Grading Policy	◆ Attendance : 20.0 %    ◆ Mark of Usual : 50.0 %    ◆ Midterm Exam : 15.0 % ◆ Final Exam : 15.0 % ◆ Other ( ) : %
Note	This syllabus may be uploaded at the website of Course Syllabus Management System at <a href="http://info.ais.tku.edu.tw/csp">http://info.ais.tku.edu.tw/csp</a> or through the link of Course Syllabus Upload posted on the home page of TKU Office of Academic Affairs at <a href="http://www.acad.tku.edu.tw/CS/main.php">http://www.acad.tku.edu.tw/CS/main.php</a> . <b>※ Unauthorized photocopying is illegal. Using original textbooks is advised. It is a crime to improperly photocopy others' publications.</b>