Tamkang University Academic Year 112, 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	◆ General Course ◆ Required ◆ One Semester
Relevance to SDGs	SDG1 No poverty SDG3 Good health and well-being for people SDG4 Quality education SDG11 Sustainable cities and communities		

Departmental Aim of Education

To develop talented managers with international competitive advantage in the tourism industry.

Subject Departmental core competences

A. Ability to analyze and solve problems.(ratio:20.00)

B. Ability to communicate in English.(ratio:20.00)

C. Proper service and work attitude.(ratio:10.00)

D. Tourism management knowledge.(ratio:30.00)

E. Tourism management skills.(ratio:20.00)

Subject Schoolwide essential virtues

1. A global perspective. (ratio:30.00)

2. Information literacy. (ratio:5.00)

3. A vision for the future. (ratio:20.00)

4. Moral integrity. (ratio:10.00)

5. Independent thinking. (ratio:20.00)

6. A cheerful attitude and healthy lifestyle. (ratio:5.00)

7. A spirit of teamwork and dedication. (ratio:5.00)

8. A sense of aesthetic appreciation. (ratio:5.00)

Course Introduction	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.

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 founctions 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	BD	135678	Lecture, Discussion, Publication, Practicum, Experience	Testing, Study Assignments, Discussion(including classroom and online), Practicum, Report(including oral and written), Activity Participation
2	ABCDE	12345678	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	112/09/11 ~ 112/09/17	Course Orientation	
2	112/09/18 ~ 112/09/24	CH. 1 Organization and Structure	9/20 Guest Speaker from AH&LA
3	112/09/25 ~ 112/10/01	CH. 1 Organization and Structure	
4	112/10/02 ~ 112/10/08	CH. 2 Guest Service	
5	112/10/09 ~ 112/10/15	CH. 3 Careers	10/12 Quiz of CH 1
6	112/10/16 ~ 112/10/22	CH. 3 Careers	
7	112/10/23 ~ 112/10/29	CH. 4 The Guest Cycle	10/26 Quiz of CH 2
8	112/10/30 ~ 112/11/05	CH. 4 The Guest Cycle	11/02 Quiz of CH 3
9	112/11/06 ~ 112/11/12	11/08 Field Trip of the Hotel 馥裕商旅股份有限公司萬大分公司(凱達大飯店)	11/09 NO CLASS
10	112/11/13 ~ 112/11/19	CH. 5 Telecommunications	11/16 Quiz of CH 4
11	112/11/20 ~ 112/11/26	CH. 6 Reservations	
12	112/11/27 ~ 112/12/03	CH. 7 Registration	11/30 Quiz of CH 5
13	112/12/04 ~ 112/12/10	CH. 7 Registration	12/07 Quiz of CH 6
14	112/12/11 ~ 112/12/17	CH. 8 Check-Out and Settlement	12/14 Quiz of CH 7
15	112/12/18 ~ 112/12/24	CH. 8 Check-Out and Settlement	12/21 Quiz of CH 8
16	112/12/25 ~ 112/12/31	CH. 9 The Night Audit	12/28 Quiz of CH 9
17	113/01/01 ~ 113/01/07	1/3 期末考 Final Exam	1/4 NO CLASS
18	113/01/08 ~ 113/01/14	Flex week, learning activities should be arranged.	
Key capabilities		self-directed learning Problem solving	
Interdisciplinary		STEAM course (S:Science, T:Technology, E:Engineering, M:Math, A field:Integration of Art and Humanist)	

Distinctive teaching	Industry-university collaboration courses
Course Content	Logical Thinking Environmental Safety
Requirement	1.每節課必點名，並會於期末進行扣考(Withhold the test)，若進入扣考名單旅館經營管理學期成績必會是0分。 根據淡江大學學則第三十八條規定，如下: 學生經核准請假而缺席者為缺課，未經請假或請假未准而缺席者為曠課，缺課及曠課之處理規定如下： 一、曠課一小時，作缺課二小時論。 二、學生對某一科目之缺課總時數達該科全學期授課時數三分之一，經該科教師通知教務處時即不准參加該科目之考試，該科目學期成績以零分計算。 Each student in this course is expected to abide by the University’ s Code of Academic Integrity. During examinations, you must do your own work. Talking or discussion is not permitted during the examinations, nor you copy from textbooks, lecture notes, or others, or collaborate in any way. Any collaborative behavior during the examination will result in failure of the exam and may lead to failure of the course and University disciplinary action. 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. 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 3.沒有期中考試 No Midterm, but we have a field trip. 4.期末考試 We have a Final Exam
Textbooks and Teaching Materials	Self-made teaching materials:Textbooks, Presentations, Handouts, Videos, Worksheets Using teaching materials from other writers:Textbooks, Presentations, Handouts, Videos, Worksheets
References	Bridgette Redman (1999), Lodging Management Program Year One. Michigan: Educational Institute of the American Hotel & Motel Association.
Grading Policy	◆ Attendance： 20.0 % ◆ Mark of Usual：50.0 % ◆ Midterm Exam： % ◆ 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.**