

## Tamkang University Academic Year 112, 2nd Semester Course Syllabus

Course Title	INTERNATIONAL HOTEL OPERATIONS	Instructor	JUAN, PIN-JU
Course Class	TRBXB2P DEPARTMENT OF INTERNATIONAL TOURISM MANAGEMENT (ENGLISH-TAUGHT PROGRAM), 2P	Details	◆ General Course ◆ Selective ◆ One Semester
Relevance to SDGs	SDG4 Quality education SDG9 Industry, Innovation, and Infrastructure SDG10 Reducing inequalities SDG11 Sustainable cities and communities		
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.			
Subject Departmental core competences			
A. Ability to analyze and solve problems.(ratio:20.00) B. Ability to communicate in English.(ratio:30.00) C. Proper service and work attitude.(ratio:10.00) D. Tourism management knowledge.(ratio:20.00) E. Tourism management skills.(ratio:20.00)			
Subject Schoolwide essential virtues			
1. A global perspective. (ratio:10.00) 2. Information literacy. (ratio:20.00) 3. A vision for the future. (ratio:10.00) 4. Moral integrity. (ratio:10.00) 5. Independent thinking. (ratio:10.00) 6. A cheerful attitude and healthy lifestyle. (ratio:10.00) 7. A spirit of teamwork and dedication. (ratio:20.00) 8. A sense of aesthetic appreciation. (ratio:10.00)			

Course Introduction	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.			
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.let students know about how's the front office management and housekeeping work.			Cognitive
2	2.Front office and housekeeping procedures and management are placed within the context of the overall operation of a 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	12345678	Lecture, Experience	Testing, Study Assignments, Discussion(including classroom and online), Report(including oral and written), Activity Participation
2	ABCDE	12345678	Lecture, Discussion, Practicum, Experience	Testing, Study Assignments, Practicum, Report(including oral and written), Activity Participation
Course Schedule				
Week	Date	Course Contents		Note

1	113/02/19 ~ 113/02/25	Introduction to the Lodging Industry	
2	113/02/26 ~ 113/03/03	Introduction to the Lodging Industry	
3	113/03/04 ~ 113/03/10	Hotel Organization	
4	113/03/11 ~ 113/03/17	Front Office Operations	
5	113/03/18 ~ 113/03/24	Reservations	
6	113/03/25 ~ 113/03/31	Registration	
7	113/04/01 ~ 113/04/07	Spring Break	
8	113/04/08 ~ 113/04/14	Communications and Guest Service	
9	113/04/15 ~ 113/04/21	Midterm Exam Week	
10	113/04/22 ~ 113/04/28	Communications and Guest Service	
11	113/04/29 ~ 113/05/05	The Role of Housekeeping in Hospitality Operations	
12	113/05/06 ~ 113/05/12	Housekeeping Inventory	
13	113/05/13 ~ 113/05/19	Guestroom Cleaning	
14	113/05/20 ~ 113/05/26	On-Premises Laundry Management	
15	113/05/27 ~ 113/06/02	Safety, Chemical, and Security Management	
16	113/06/03 ~ 113/06/09	Safety, Chemical, and Security Management	
17	113/06/10 ~ 113/06/16	Final Exam Week (Date:113/6/11-113/6/17)	
18	113/06/17 ~ 113/06/23	Flex week, learning activities should be arranged.	
Key capabilities		self-directed learning Information Technology Social Participation	
Interdisciplinary		STEAM course (S:Science, T:Technology, E:Engineering, M:Math, A field:Integration of Art and Humanist)	
Distinctive teaching		Project implementation course	

Course Content	Logical Thinking Sustainability issue
Requirement	<p>此課程每堂課皆會點名，若未能出席，請假依學生手冊規定，缺曠課時數達18小時，會列為扣考名單。</p> <p>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.</p>
Textbooks and Teaching Materials	<p>Self-made teaching materials:Textbooks</p> <p>Using teaching materials from other writers:Textbooks</p>
References	Michael L. Kasavana. (2017). Managing Front Office Operations, 10th Edition. Washington, D.C.: American Hotel & Lodging Educational Institute
Grading Policy	<p>◆ Attendance : 20.0 %    ◆ Mark of Usual : 30.0 %    ◆ Midterm Exam : 20.0 %</p> <p>◆ Final Exam : 30.0 %</p> <p>◆ Other &lt; &gt; : %</p>
Note	<p>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>.</p> <p>※ <b>Unauthorized photocopying is illegal. Using original textbooks is advised. It is a crime to improperly photocopy others' publications.</b></p>