

Tamkang University Academic Year 113, 2nd Semester Course Syllabus

Course Title	BUTLER SERVICE TRAINING	Instructor	I-HSUAN SHIH
Course Class	TRBXB3P DEPARTMENT OF INTERNATIONAL TOURISM MANAGEMENT (ENGLISH-TAUGHT PROGRAM), 3P	Details	<ul style="list-style-type: none"> ◆ General Course ◆ Selective ◆ One Semester ◆ 3 Credits
Relevance to SDGs	SDG2 Zero hunger SDG3 Good health and well-being for people SDG4 Quality education 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:20.00) C. Proper service and work attitude.(ratio:30.00) D. Tourism management knowledge.(ratio:10.00) E. Tourism management skills.(ratio:20.00)			
Subject Schoolwide essential virtues			
1. A global perspective. (ratio:10.00) 2. Information literacy. (ratio:10.00) 3. A vision for the future. (ratio:10.00) 4. Moral integrity. (ratio:20.00) 5. Independent thinking. (ratio:10.00) 6. A cheerful attitude and healthy lifestyle. (ratio:20.00) 7. A spirit of teamwork and dedication. (ratio:10.00) 8. A sense of aesthetic appreciation. (ratio:10.00)			

Course Introduction	<p>This course is an introduction of butler service for the lodging industry. It provides students insight into background knowledge and skills relating to the service industry. The course will introduce the history, rationale, characteristics and communication skills of the traditional butler and tie in some current elements to reflect common modern scenarios. The goal of this course is to prepare students with both the management theories and operational competencies necessary for entering the industry.</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) To develop an understanding of the significance of butler service (2) To understand the common hospitality business practices in butler service	Cognitive
2	(3) To develop service skills for handling unexpected problems that arise daily (4) To cultivate critical thinking skills with a hospitality perspective.	Affective

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, Discussion	Testing, Study Assignments, Discussion(including classroom and online)
2	ABCDE	12345678	Lecture, Discussion, Experience, Imitation	Testing, Study Assignments, Discussion(including classroom and online), Report(including oral and written), Activity Participation

Course Schedule			
Week	Date	Course Contents	Note
1	114/02/17 ~ 114/02/23	Introduction of the course Class schedule and assignments; Grouping	
2	114/02/24 ~ 114/03/02	What is Butler?	
3	114/03/03 ~ 114/03/09	Catering and events - Party Planning	
4	114/03/10 ~ 114/03/16	Cheese Board Platter	
5	114/03/17 ~ 114/03/23	Menu Design for Easter Brunch	
6	114/03/24 ~ 114/03/30	Familiar with equipment for Easter Event	
7	114/03/31 ~ 114/04/06	Spring Break	
8	114/04/07 ~ 114/04/13	Movie, Reflection & Kahoot Review	
9	114/04/14 ~ 114/04/20	Midterm Quiz & class moves to Easter Event on 4/20	
10	114/04/21 ~ 114/04/27	Class moves to 4/20 the Event Day.	
11	114/04/28 ~ 114/05/04	Looking after guests	
12	114/05/05 ~ 114/05/11	Guest Speaker	
13	114/05/12 ~ 114/05/18	Finger Food & Gentleman' s Gentleman	
14	114/05/19 ~ 114/05/25	Board Games Lead the Way, Navigate Your Career	
15	114/05/26 ~ 114/06/01	Notes for beginning butler	
16	114/06/02 ~ 114/06/08	Kahoot Review	
17	114/06/09 ~ 114/06/15	Final Exam/Final Assessment Week (teachers can adjust the week as needed)	
18	114/06/16 ~ 114/06/22	Flexible Teaching Week: Generally, no in-person classes; teachers may arrange teaching activities or final assessments, among other options.	
Key capabilities		self-directed learning Social Participation Problem solving	
Interdisciplinary			

Distinctive teaching	Game-based learning courses Project implementation course Special/Problem-Based(PBL) Courses
Course Content	Logical Thinking
Requirement	
Textbooks and Teaching Materials	Self-made teaching materials:Worksheets Using teaching materials from other writers:Handouts
References	
Grading Policy	◆ Attendance : 20.0 % ◆ Mark of Usual : 20.0 % ◆ Midterm Exam : 5.0 % ◆ Final Exam : 5.0 % ◆ Other (Reflection & Project) : 50.0 %
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.