

*Philadelphia University  
Faculty of Administrative & Financial Sciences  
Department of Hotel & Tourism Management*

# **Hotel & Tourism Management Program**

## **Undergraduate Handbook**

### **2008 - 2009**

<b>Contents</b>			
<b>1. Introduction</b>		4	
<b>2. Important Dates</b>		4	
1. Registration		4	
2. Session Dates 2008/2009		4	
3. Timetable		6	
<b>3. Scope and Input Resources</b>		6	
i. Aims and Objectives		6	
ii. Staff		9	
iii. Academic Staff		9	
iv. Non-Academic Staff		9	
v. . Departmental Learning Resources		9	
vi. Extracurricular Activities		11	
<b>4. . Student Support and Guidance</b>		12	
. Academic Guidance		12	
<b>5. Assessment and Examinations</b>		17	
1. Criteria for Assessing Examination Work		17	
2. Role of Internal and External Examiners		19	
<b>6. Quality Assurance Committee</b>	<b>21</b>		
<b>7. Module Evaluation Questionnaires</b>		21	
<b>8. Curriculum Guidance Plane</b>	<b>23</b>		
<b>9. Course Description</b>	<b>26</b>		

## I. Introduction

This handbook contains important general information for students undertaking the Undergraduate Degree program in the Department of Hotel & Tourism Management. During the academic year 2008 / 2009, this handbook will be made available on paper and on the web.

Your degree program is subject to regulations contained in the **University Student Guide**. This departmental handbook interprets the regulations and your tutors may give advice, but the University Student Guide defines the regulations.

## II. Important Dates

### 1. Registration:

Admission criteria are issued by the Higher Education Council, which governs all private universities (55% in the Tawjihi exam). First year students must attend the University and they will be given a full timetable for the introductory activities. Departmental and University registration must be completed at the time specified in the introductory timetable (shown below). Returning students must also register in the times specified during the introductory week.

### 2. Session Dates 2008/2009

#### A. FIRST TERM

Start on: Sunday 7<sup>th</sup> October 2008

Ends: Thursday 29<sup>th</sup> January 2009

The first semester includes

- Teaching, learning, and assessment activities in Hotel & Tourism Management, will run for 16 weeks, from Sunday 7<sup>th</sup> October 2008 to Thursday 29<sup>th</sup> January 2009.
- **There are 4 holidays namely on 8<sup>th</sup> – 12<sup>th</sup>, 25<sup>th</sup>, 28<sup>th</sup> December 2008, 1st January 2009.**

## **B. SECOND TERM**

Start on: Sunday 15<sup>th</sup> February 2009

End: Sunday 7<sup>th</sup> June 2009

The second semester includes

- Teaching, learning, and assessment activities in Hotel & Tourism Management, will run for 16 weeks, from Sunday 15<sup>th</sup> February 2009 to Tuesday 9<sup>th</sup> June 2009.
- **There are 2 holidays on 8<sup>th</sup> March, , and, 25<sup>th</sup> May 2009.**

## **C. SUMMER TERM**

Start on: Tuesday 28<sup>th</sup> June 2009

End: Thursday 20<sup>th</sup> August 2009

**Summer semester includes teaching, learning, and assessment activities, which will run from Tuesday 28<sup>th</sup> June 2009 to Thursday 23<sup>th</sup> August 2009.**

### **•Examination Periods**

**First Semester, Sunday 18<sup>th</sup> January to Wednesday 28<sup>th</sup> January, 2009.**

**Second Semester - Thursday 28<sup>th</sup> may to Sunday 7<sup>th</sup> June, 2009.**

**Summer - Tuesday 18<sup>th</sup> August to Thursday 20<sup>th</sup> August, 2009.**

### **3. Timetable**

The lecture timetable is published separately from this book. Whilst every attempt is made to schedule reasonable combinations of course units (modules), various constraints make some combinations and outside options impossible. If you have a timetable problem, please consult your personal tutor in the first instance.

## **3. Scope and Input Resources**

### **Mission of the Faculty:**

The Faculty is committed to provide opportunities for students to obtain a high quality degree level education in a wide range of Business related disciplines, through properly resourced structures which support a vibrant community of well qualified individuals who are charged with the responsibility of providing appropriate education to the students in the Faculty.

### **Faculty Goals**

- To provide an opportunity for suitably qualified students to pursue higher education in the fields of Accounting, Business Administration, Banking & Finance, Marketing, Business Networking and Systems Management, Hotel & Tourism Management, Hospital Management, and Library & Information Science
- To provide and maintain management structures which facilitate and encourage the process of learning and teaching.
- To promote scholarly and research activities in Tourism & Hotel Management Sciences and other fields of business.
- To inculcate a spirit of team work and cooperation amongst staff, students and other participants in the Faculty
- To set and meet high standards in the provision of education and related activities through formal and systematic Quality Assurance procedures.

## ***Hotel & Tourism Management Department:***

### **Mission of the Department**

Tourism, and in broad sense, Hospitality industry is one of the world largest, greatest and fastest growing industries. It is considered as the major provider of employment opportunities in worldwide.

For this reason this management based degree is to provide those who have the willing to work in private, as well as public sectors with high standard and qualified recruits who understand the needs of the industry and can make positive contribution in the changing job market in Jordan and at regional level.

### **Aims**

Tourism and hotel management department at Philadelphia University seeks to accomplish the following tow aims;

- To provide Tourism and Hotels establishments with highly qualified labor force that serve the needs of the local and regional market.
- To participate in Tourism research and the development of techniques.

### **The Objectives of the Department**

1. Provide qualified Graduate to work in tourism industry and hospitality Management.
2. Qualifying and adopting student to manage the tour operators and travel Agencies.
3. Preface highly qualified and motivated graduates to join tour transport and our lines companies.
4. Prepare highly qualified student to administrate and organized hospitality management e.i . Banqueting , conference or convention and public meeting.
5. Provide qualified graduates to work in community service by arranging scientific conference and providing consultancy services.
6. Prepare highly qualified student to successful business carrer, including the ability to think creatively, undertake research, respond constructively to advice, and use information technology.

**Intended Learning Outcomes:**

The program provides opportunities for students to develop and demonstrate knowledge and understanding, qualities, skills and other attributes in the following areas: A, B, C & D.

**A- Knowledge and Understanding: Graduates of this program will be able to:**

- A1)** Communicate effectively in written, oral and electronic Hotel & Tourism Management formats. (Arabic and English languages; and computer skills);
- A2)** Understand Hotel administration and other lodging services management knowledge, needed for career development;
- A3)** Demonstrate awareness of tourism planning, and design , and Tourism information system ;
- A4)** Acquire knowledge in the major functional areas of Tourism Financial Management, and loans.
- A5)** Clarify principles of Tourism products and services in various regions and sites.

**B- Thinking and Analysis skills: Graduates of this program will be able to:**

- B1)** Articulate how management functions and practices impact on Tourism organization at different levels;
- B2)** To identify and merge Demand – supply relationship;
- B3)** Apply Food and Beverage services methods in a scientific and practical method;
- B4)** Solve unusual operation problems, in lodging and other tourism establishment i-e (case-studies) and suggest recommendations for action.
- B5)** Understand the global strategy (Tourism as atool for peace in the world) and recognize the impact of diverse socio-economic and cultural factors on Tourism services systems.

**C- Practical skills:**

**Graduates of this program will be able to:**

1. Participate in decision- making through management by (M.B.O) objectives technique.
2. Practice various menu serving methods –i.e. American, French, Russian and English methods.
3. Understand the most recent computers reservation system (CRS) in Hotels and Tour Operation establishment i.e. Galelio and Fidelio reservation programs.
4. Analysis and distribute different types of activities and facilities and the designing method of tourist resorts.
5. Understand the hygiene and sanitation role for preparing and serving food and beverage.
6. Recognize the relationship between hosts and guests through customers – behaviours technique.
7. Realize the importance of the financial aspect in the investment process and procedure .
8. Understand the importance of Geographical information system ( GIS ) as a tool for enhancing and analysing tourism product.

**D- Personal development skills:**

**Graduates of this program will be able to:**

- 1- Carry out and analysis survey relating to the guest experience in tourism.
- 2- Develop personal characters and grooming with an emphasis on personal hygiene
- 3- Practice the negotiation and conciliating skills.
- 4- Distribute the job- tasks for the team working in lodging service.
- 5- Supervise the various method of food service and all job-task in catering industry.
- 6- Supervise the various departments for lodging industry.
- 7- Preparing the master-plan for different kinds of tourism resorts .
- 8- Participate in the formation process for multiple functions of tourism trips and Itinerary plan.
- 9- Solve unusual problems for tourism and hotel operation process.

**The following factors promote these outcomes:**

- 1- Create appropriate strategies and educational learning methods, which ensure the achievement of the outcomes;
- 2- Provide varied and suitable educational and learning resources;
- 3- Provide high educational facilities and services.

The University and the Faculty of Administrative and Financial Sciences eagerly support the staff in every attempt to enrich their experience and capabilities concerning the educational process requirements; and the outcomes of the program, together with the mechanisms for achieving them and making them known to students, full and part-time academic staff, as well as external examiners.

With its high quality curriculum, competent academic staff and the learning resources in the Department provides the students with the best teaching, learning and training in the multidisciplinary field of Hospitality Management. This can be witnessed by:

- 4- Emphasizing the cognitive and thinking aspects through dialogues, discussions, and exercise problem solving abilities;
- 5- Research papers, field work and graduation reports, which enable the student to search for information, analyzing it, and present it and define it. Online learning approach, whereby the students are provided with different ideas of Tourism products and Services through, internet, Tourism sites , Hospitality planning analysis , , and others by using the department special software.

The strategies of teaching, learning, and assessment are regularly reviewed by the Department to make knowledge work through accessible programs of teaching and learning. The primary aims of the strategies are two folds:

- a) To employ students in the relevant activities that provide them with knowledge, understanding and specialized practical and professional skills, cognitive and transferable skills; and active services and community awareness related to the issue.
- b) Attracting and retaining highly academic faculty from Arab regions, and encouraging and supporting their research potentials to contribute widely in the enrichment of their modules contents by linking their researches to the modules they teach to keep abreast of the Hospitality Management environmental changes.

## **2. Staff**

### **A. Academic Staff**

#### **a. Qualifications**

The academic staff members are divided into two categories: full-time and part-time. The number of full-time staff members are 4 and two part-timers, the later depends on the number of students and the needs of the Department.

## b. Specialisations

Full-time as well as part-time teaching staff members have various specialisations. At present, there are **number of research teams at the Department** and young staff members belong to these teams.

## B. Non-Academic Staff

Besides the academic staff, the Department **has 2 other** part time members,.

## 3. Departmental Learning Resources

### • **Code of Practice for Students of Hospitality Management**

This code of practice is supplementary to University regulations concerning the use of computing equipment which you are required to accept at Registration.

1. You must follow all rules, regulations and guidelines imposed by the Faculty of Administrative and Financial Sciences and the University in addition to the Department's Code of Practice.
9. You must not use machines belonging to the Department for commercial purposes without the prior written permission of the Head of the Department. You must not sell the product of any work you do using Departmental facilities without the prior written permission of the Head of the Department.
10. You must not write or knowingly store on machines belonging to the Department software that, if executed, could hinder or annoy other users, except with the prior written permission of the Head of the Department.

### c. **Business Incubator**

#### • **Student Bookshop**

Photocopy facilities are available in the student Bookshop, **Room 103, Tel. 2222**. Reference copies of textbooks are available at affordable prices. Copies of previous week's tutorial solutions are also available. Lending copies of textbooks are available in the University Library.

#### • **Printing**

You can take printouts (free of charge) in any Department lab. Each lab contains at least one printer for this purpose.

#### • **Administrative Infrastructure**

There are 31 offices at the Faculty of Administrative & Financial Sciences used for administrative functions as follows: Dean, Assistant Dean, Dean's Secretary, 8 Department Heads, 8 Department Head Secretaries, 8 rooms for student advisory services, and 4 general meeting rooms.

#### • **Academic Infrastructure**

It is composed of

- **21 Department** classrooms plus some other classrooms shared with other faculties and one auditorium equipped with support facilities: computer, data show, overhead projector.
- 5 laboratories (each contains 20 to 22 PCs).
- 4 staff offices where each staff member is supplied with a PC.
- 1 room for staff meetings
- 1 office for student guidance and the examination working groups.

- **Lecture Support Facilities**

In the Faculty, there are 21 overhead projectors and 5 data shows used to support modules and seminar presentations.

- **The University Computer Center**

This centre provides the Department with training and maintenance facilities.

- **Networking Facilities**

**Ethernet.** The PCs in each laboratory are connected to an Ethernet platform 10/100 Mbps.

**Intranet.** All computing facilities of the University are connected to a Gigabit Intranet backbone.

**Internet.** The University is connected to the Internet by 2 Mbps lines.

**Library Facilities** At the University level, a mixture of learning resources is available to staff and students through a fully equipped and sophisticated library. IT and other learning and teaching resources, up-to-date module textbooks are available in the library with five different texts for each module. Resources are updated regularly to meet current and projected module requirements. In addition, library resources are continuously monitored to assure availability and currency. The electronic library is also a part of the main University library.

### **Extracurricular Activities**

The University provides recreation facilities for students to enrich their talents. This includes:

- A Deanship of Student Affairs which organises the social, cultural and sports events at the University. It also has an alumni office to keep track of graduates
- Several spaces for cultural activities e.g. celebration of festivals, etc
- Several common rooms for meetings, snacks, and cafeterias.
- Three Internet cafes each containing 11 PCs.
- One Student Club.

## 4. Student Support and Guidance

### Academic Guidance

All new students should have academic (personal) tutors. The new students are grouped into 20 – 30 students and each group is assigned to an academic staff member who is their academic tutor. The students remain with the same tutor till their graduation. The tutor deals with all routine undergraduate inquiries, advises for academic registration at the beginning of each semester, and any other outstanding problems. However, problems which cannot be dealt with by the tutor will be referred to the Head of the Department, the Dean of the Faculty, or to an appropriate member of academic staff. Academic guidance is available on specified dates in the terms, and any advisory service offered by the Assistant Dean is available daily to all students at Dr. marwan office .

**Time:** Morning 08.00 AM to 04:00 PM Sunday to Thursday during term,  
**Venue:** Room 31203 , Evening time 16.00p.m – 20.00 p.m . From Sunday – Thursday.

The advisory service offers advice on departmental and University matters and helps with anything that concerns the student, whether in the studies, in the Department, at the University or in the students outside life. Each of the staff in these offices is available with information about the Department and university and the willingness to listen and help with whatever the student bring. Note that

- All visits to the advisory service offices are strictly confidential.
- If the student have difficulties with material on particular course units he should normally first approach his tutors (or lecturers/project supervisors). May also consult their students tutors on matters that are more general but they can equally well call in at the Assistant Dean's Office.
- If students have health problems, they are welcome to consult an advisor in the Department but they may prefer to go directly to their doctor or to the University Clinic.

Feel free to make use of these services at any time.

## 5. Assessment and Examinations

### 1. Criteria for Assessing Examination Work

**First class (90 – 100 marks).** First class answers demonstrate depth of knowledge or problem solving skills, which is beyond that expected from a careful and conscientious understanding of the lecture material. Answers will show that the student

1. has a comprehensive knowledge of a topic (often beyond that covered directly in the program) with an absence of misunderstandings;
2. is able to apply critical analysis and evaluation;
3. can solve unfamiliar problems not drawn directly from lecture material and can adjust problem solving procedures as appropriate to the problem;
4. can set out reasoning and explanation in a logical, incisive and literate style.

**Upper Second class (80 – 89 marks).** Upper second class answers provide a clear impression of competence and show that the student

1. has a good knowledge base and understanding of all the principal subject matter in the program;
2. can solve familiar problems with easy way and can make progress towards the solution of unfamiliar problems;
3. can set out reasoning and explanation in a clear and coherent manner.

**Lower Second class (70 – 79 marks).** Lower second class answers will address

A reasonable part of the question with reasonable competence but may be partially incomplete or incorrect. The answer will provide evidence that the student:

- has a satisfactory knowledge and understanding of the principal subject matter of the program but limited to lecture material and with some errors and omissions;
- can solve familiar problems through application of standard procedures;
- Can set out reasoning and explanation which, whilst lacking in directness and clarity of presentation can nevertheless be followed and readily understood.

**Third Class (60 – 69 marks).** Third class answers will demonstrate some relevant knowledge but may fail to answer the question directly and/or contain significant omissions or incorrect material. Nevertheless, the answer will provide evidence that the student

- has some basic knowledge and a limited understanding of the key aspects of the lecture material;
- can attempt to solve familiar problems albeit inefficiently and with limited success.

**Pass (50 – 59 marks).** Answers in this category represent the very minimum acceptable standard. Such answers will contain very little appropriate material, major omissions and will be poorly presented lacking in any coherent argument or understanding. However the answer will suggest that the student

- has some familiarity with the general subject area;
- whilst unable to solve problems he can at least formulate a problem from information given in a sensible manner.

## **2. Assessment Regulations**

In general, every module is assessed as follows: 50% is given for two 1-hour midterm exams, coursework and/or seminars, projects, or essays, and 50% for the final exam that may be a written exam only or a written exam plus a final laboratory exam (if applicable), final small project, or seminar presentation. The 50% for the final exam is stipulated in the University regulations. The minimum pass mark is 50% for any module, whereas the minimum passing cumulative average in each semester is 60%. Students are placed on academic probation if their cumulative average drops below 60%. In this case, students are encouraged to repeat those modules with low marks in order to increase their cumulative average. However, students will be dismissed from the University if this average is not achieved in the third attempt.

For the practical training module, each student should submit a technical report of his/her training, and a team of academic staff members makes several observations on the trainee's work in their place of training. Then according to the observations and the report, have been use students.

On the other hand, a committee of three staff members, including the supervisor of the project, assesses the graduation project module. The project's assessment will include the supervisor mark (35%) and the discussion committee mark (65% given as follows: 20% for project presentation, 25% for report writing, and 20% for project discussion).

## **3. Role of Internal and External Examiners**

If many lecturers teach the same module, the main coordinator of such a module plays the role of the internal examiner of that module. All lecturers of this module propose exam questions (for the first, second and final exams). The main coordinator will collect these questions from lecturers and select some of them to include in the exam paper.

On the other hand, external examiners validate the standard of the degree program. The external examiners are expected to look at the question papers,

inspect a selection of scripts and project reports (particularly the borderline ones). They supply an assessment report to the Department.

## **6. Quality Assurance Committee**

The Departmental Teaching Quality Assurance and Enhancement Committee is responsible for the quality of teaching in the Department, including the analysis of Course Evaluation Questionnaire responses.

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## **7 Module Evaluation Questionnaires**

The Department attaches great importance to the opinion of students on the quality of the teaching provided, and every student is asked to complete a Module Evaluation Questionnaire for each module. The questionnaires are anonymous.

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## **8. Curriculum Guidance Plan**



Guidance Plan For  
Tourism and Hotel Management Department  
2008

Academic Year	First Semester				Second Semester			
	Course No.	Course Name	Prerequisite	Total Hours	Course No.	Course Name	Prerequisite	Total Hours
First Year	0110101	Arabic Language Skills (1)	---	3	0130102	English Language Skills (2)	0310101	3
	0130101	English Language Skills (1)	0130099	3	0310101	Principles of Accounting (1)	---	3
	0330101	Introduction to Management	---	3	0350160	Principles of Marketing	---	3
	0381101	Principles of Hotel & Tourism Management / English	---	3	0381221	Geography , Tourist sight &landmarks	---	3
			University Elective	---		University Elective		3
			<b>Total of Credit Hours</b>		<b>15</b>		<b>Total of Credit Hours</b>	
		<b>First Semester</b>				<b>Second Semester</b>		
Second Year	0111100	Military Sciences	---	3	0111101	National Education	----	3
		University Elective	----	3	0140101	French Language/1		3
	0340102	Principles of Microeconomics	---	3	0371101	Computer Application for Administrative Sciences	---	3
	0381180	Human Resources Management for Hotel &Tourist Organization	0381101	3	0320110	Principles of Finance	---	3
	0381225	English for Hospitality &Tourism	----	3	0320106	Principles of library sciences	---	3
	0381219	Accommodation Management /1	0381101	3	0381160	Hotel & Tourism Marketing	---	3
			<b>Total of Credit Hours</b>		<b>18</b>		<b>Total of Credit Hours</b>	
		<b>First Semester Selective</b>				<b>Second Semester</b>		
Third Year	0330222	Small Business Management	0330101	3	0111162	Methods of Scientific Research	0320106	3
	0381110	Principle of Food Production / English	0381101	3		Department Elective		3
		University Elective	----	3	0381310	Food & Beverage Management / English	0381101	3
	0381320	Food Sanitation & Safety	---	3	0381341	Travel & Tourism Office Management / English	0381101	3
	0381120	Hospitality Law	0381101	3	0381390	Tourism Correspondence / English	0381101	3
	0381350	Computer Application in Hotel &Tourism / English	0371101 0381101	3	0381101	Restaurant , Banqueting and conventions management	0381120	3
			<b>Total of Credit Hours</b>		<b>18</b>		<b>Total of Credit Hours</b>	
		<b>First Semester Selective</b>				<b>Second Semester</b>		
Fourth Year	0381406	History & Monuments of Jordan	---	3	0381330	Resort Management	0381101	3
	0381301	Hotel & Tourism Culture (E)	0381101	3	0381480	Research Project	4 th level 111162	3
	0381491	Hotel & Tourism Training / 1	3 <sup>th</sup> Level	3	0381462	Tourism guidance	----	3
	---	University Elective	---	3	0381492	Hotel & Tourism Training / 2	3 th level	3
	---	Department Elective	---	3	---	Department Elective	----	3
			<b>Total of Credit Hours</b>		<b>15</b>		<b>Total of Credit Hours</b>	



# Hotels & Tourism Management Department

College Requirements: Credit Hours (24)

A-College compulsory requirement credit hours(21)

**Second. Faculty Requirements (24 Credit Hours)**

**A. Faculty Compulsory (21 Credit Hours)**

Course No.	Course Title	Cr.	Pre-req
0310101	Principles of Accounting I	3	-
0320102	Principles of Macroeconomics	3	-
0320110	Principles of Finance	3	-
0330101	Introduction to Management	3	-
0350160	Principles of Marketing	3	-
0371101	Computer Principles for Administrative & Financial Sciences	3	-
0130102	Skills of English language (2)	3	0130101

**B. Faculty Elective (3 Credit Hours)**

Course No.	Course Title	Cr.	Pre-req
0381101	Basics of Tourism and Hotel Management	3	-
0390101	Introduction to Library Science	3	-

**Third. Department Requirements (81 Credit Hours)**

**A. Department Compulsory (66 Credit Hours)**

Course No.	Course Title	Cr.	Pre-req
0381180	Human Resources Management For Hotel & Tourism Organization	3	
0381225	English for Hospitality & Tourism	3	
0381101	Principles of Hotel & Tourism Management/English	3	
0381110	Principles of Food Production /English	3	
0381120	Restaurant, Banqueting, and Conventions Management	3	
0381160	Hotel & Tourism Marketing	3	
0381210	Accommodation Management /1	3	
0381221	Geography, Touristic Sights & Landmarks	3	
0381221	Hospitality Law	3	
0381301	Hotel Culture In Tourism & Hotels/ English	3	
0381310	Food and Beverage Management /English	3	
0381320	Food Sanitation and Safety	3	
0381330	Resort Management	3	
0381341	Tourist & Travel agency management / English	3	
0381350	Computer Applications in Tourism & Hotels / English	3	
0381390	Tourism Correspondence / English	3	
0381406	History and Monuments of Jordan	3	
0381462	Tourism Guidance	3	
0381480	Research Project	3	
0381491	Hotel & Tourism Training /1	3	
0381492	Hotel & Tourism Training /2	3	

**First. University Requirements (27 Credit Hours)**

**A. First Field: University Compulsory (12 Credit Hours)**

Course No.	Course Title	Cr.	Pre-req.
0110101	Arabic Language Skills (1)	3	-----
0111100	Military Science	3	-----
0111101	National Education	3	-----
0130101	English Language Skills (1)	3	-----

**B. Second Field: University Electives (15 Credit Hours)**

Students should study ONE/TWO Course(s) from the following Fields:

1. Humanities (3 – 6 Credit Hours)			
Course No.	Course Title	Cr.	Pre-req.
0110102	Arabic Language Skills (2)	3	110101
0130103	English Language Skills(3)	3	130102
0140101	French Language Skills(1)	3	-
0140104	Foreign Language (Italian)	3	-
0140106	Foreign Language (Hebrew)	3	-
2. Social and Economic Sciences (3 – 6 Credit Hours)			
0111111	Introduction to Sociology	3	-
0111112	Introduction to Psychology	3	-
0111135	Human Thought and Culture (1)	3	-
0111142	Communication and Society	3	-
0330101	Introduction to Management **	3	-
3. Science / Information Technology / Agriculture / Health (3-6 Credit Hours)			
0210121	History of Science	3	-
0240141	Principles of Nutrition	3	-
0240151	Human and Environment	3	-
0620105	Automobile Essentials	3	-
0750111	Computer Skills	3	-

\* All students should set for Placement Examination in Arabic, English and Computer Skills. Those who fail these exams (less than 50%) should study (099) courses.

\*\* Not for Faculty of Administrative & Financial Science's Students.

**B. Compulsory Supporting Requirements (6 Credit Hours)**

Course No.	Course Title	Cr.	Pre-req
0111162	Methods of scientific research		
0140101	French language/1		
0330222	Small Business Management		

**C. Department Electives (9 Credit Hours)**

Course No.	Course Title	Cr.	Pre-req
0381204	Eco – Tourism	3	
0381220	Accommodation Management /2	3	
0381490	Tourism Informatics & Advertising	3	
0381410	Hotel Accounting	3	
0381241	Principle of Tourism Finance and Investment	3	
0381484	Hotel culture/French	3	

English 99		3	
Computer (1)		3	
Arabic		3	
Student Name			
Student No.:			



## **9. course Description**

### **0381484 French Culture in Hospitality**

Building on the skills learned in French this course will introduce the student to the written and spoken French necessary to communicate with French -speaking guests in a hotel environment. The presented material will cover situations that might arise in the food and beverage, front desk, guest services, housekeeping departments of a hotel, know about transportation moods and how to prepare tourist programs

### **0381180 Human Resource Management for Hotels and Tourist Organizations**

This course aims at introduction the student with the basic principle in job analysis, recruitment, task planning, motivating employees, development of abilities through practical training, on the job training. It also aims at introducing the students with problem solving skills, and job appraisals in order to maximize the organization's outcomes and reach its goals.

### **0381101 Principles of Hotel & Tourism Management/ English**

This course provides an introduction to the Hospitality Industry, descriptions of types of Hotels, structures, classifications, and the Jordanian Hotel Industry. It introduces the importance of Tourism, explaining the effects of supply and demand on the economy.

### **0381110 Principles of Food Production/ English**

This course is designed to explain the following:

- Kitchen structure, equipment, and operation.
- Methods and systems of proper food storage, and hygienic food preparation.
- Proper food production methods that insure the preservation of food's natural flavor, texture and nutritional value.
- Basic methods used in preparation of parties.
- Factors influencing the completion of recipes and menu planning.

### **0381120 Restaurants, Banqueting and Convention Management**

This course aims at identifying the student with the different types of restaurants, their structure, shifts, menus, and service options available for the guest. It also aims at identifying students with the proper banquet and conventions preparation.

### **0381160 Hotel & Tourism Marketing**

This course is designed to explain factors affecting demand on Hotel and Tourism services. It includes identifying the marketing mix suitable to increase demand on hotels and Tourism services, determining the means of advertising and promotion, planning and budgeting advertising campaigns, defining target markets and studying competition.

### **0381204 Eco Tourism**

This course identifies the student with the different components of the tourism environment, and how to invest in it. It focuses on the importance of retaining and protecting the environment in order to achieve the best economical and cultural results.

### **0381219 Accommodation Management**

This course provides an operational view of the Rooms Division department, and all its sub-departments. It explains the functions of both the Front and Back offices in Hotels, and their inter-related duties.

### **0381221 Geography, Tourist Sights and Landmarks**

This course aims at introducing students to the various types of tourism in Jordan and their geographical locations. It studies the different effects of Tourism on the economy, society and the environment in the various sights and landmarks in Jordan. Regular field trips are arranged to introduce the students to these various sights and landmarks.

### **0381241 Principles of Tourism Finance and Investment**

This course is designed to study financial concepts in Hospitality management. It includes the hotel cash flow management, the concepts of liquidity and profitability. It explains financial strategies for expansion and new projects, analysis and explanation of financial data budgets and feasibility studies.

**0381301 Hotel Culture/ English**

This course designed to increase the level of English proficiency for hotel management students, by focusing on hotel and restaurant specific situations, and using role plays. This course aims at raising the level of skills and knowledge of English language by focusing in hospitality related issues

**0381310 Food and Beverage Management/ English**

This course is designed to explain the planning and managing of commercial food service operations, including independent restaurants. It outlines the duties of different departments in different restaurants.

**0381320 Food Sanitation and Safety**

This course aims at identifying the student with nutrition, the importance of food in the development of the human body. It explains the basic nutrients and their sources. This course focuses on personal hygiene and the right conditions that should be available in food processing and serving areas, as well as the prevention of food spoilage, and the prevention of food-borne diseases

**0381330 Resort Management**

It offers a complete approach to the operation of resort properties beginning with historical development, financial investment management. The course examines the future and the impact of the condominium concept, time sharing, technological change, and the increased cost of energy and transportation.

**0381340 Hospitality Law**

This course is designed to study the various laws affecting the Hotel and Tourism Industry in Jordan. It includes the study of legal licensing of tourism activities, labor law, commercial law, travel and tourism law.

**0381341 Tourist and Travel Agency Management/ English**

The aim of this course is to explain the different roles taken by travel agencies and tour operators in the travel and tourism sectors. It illustrates the importance of these agencies in the development of tourism.

**0381450 Computer Applications in Tourism/ English**

In this course students are provided with an overview of the property management systems used in hotels, for both Front office and back office functions. It explains Hotel sales computer applications and yield management strategies.

**0381390 Tourism Correspondence/ English**

This course is designed to familiarize students with effective communication skills and correspondence used in Hotels and tourism organizations. It includes the study of communication models, effective communications and writing business letters.

**0381406 History and Monuments of Jordan**

It identifies the student with the geographical distribution of ancient cultures in Jordan. It provides information about the different civilizations that resided in this part of the world since the beginning of history.

**0381410 Hotel Accounting**

This course is designed to provide an understanding of the accounting system in Hotels. It also explains accounting reports, income statements, balance sheets, internal flow, accounting information and accounting ethics.

**0381480 Research Project**

This course is required of last year students, who have accumulated a number of skills as well as enough knowledge of the Hospitality industry to research any specific area of the industry. This research project must be hospitality related and of valid point and importance to the industry.

**0381491 Hotel and Tourism Training /1**

The aim of this course is to provide student with the practical experience essential in the hospitality industry by training them in different hotel departments.

**0381492 Hotel and Tourism Training /2**

The aim of this course is to provide students with the practical experience that is essential in the hospitality industry by training them in Travel and Tourism offices.

**0381462 Tourist Guidance**

This course aims at identifying students with the importance of Tourists guidance, techniques in dealing with tourist groups. It focuses on the tourist guide, his requirements, his characteristics.

**0381464 Religious Tourism**

This course will include the historical background of the Religious tourism in Jordan both Islamic and Christian religious sites.

**0381490 Tourism Informatics and Advertising**

It focuses on the role of a successful advertisements policy in the enhancement of an organizations sales, and the increase in business volume.

**0381230 Management of Touestic Relations / English**

This course introduces the functions of Tourism Public Relations in the Hotels and Tourist organizations. It includes the study of significance, structure, responsibility of the Public Relations unit in both Hotels and Tourist organizations.

**0381210 Accommodation management(1)**

This course aims to provide students with the necessary skills and knowledge of the Front office function and its relationship with other departments within the organizational chart of the hotel. The emphasis will be on the recent techniques for reservation and guest relation.

**0381220 Accommodation management (2)**

This module will seek to provide students with different knowledge and skills about the functions and techniques of the house keeping department and different sections such as security, laundry, purchasing and storing. It also explore the relationship with other hotel departments.

**2381225 English for hospitality and tourism**

This course will focus on the technical terms used within the tourism and hospitality industry an emphasis on the various teams, abbreviation used in body language through various case studies and on-job training.

## • Book References

Code	Course Name	Author	Title	Edition	Publisher	ISBN	Language
381101	Principles of Tourism & Hotel Management/ English	Paul R. Dittmer	Hospitality industry	Third	Wiley	0-471-38479-8	2
		John R. Walker	Introduction to Hospitality	Second	Prentice Hall	0-13-917881-3	2
		Rocco M, Angelo, CHA Andrew N. Vladimir, CHE	Hospitality Today An Introduction	Third	Educational institute American Hotel & Matel Association	0-86612172-2	2
			Tourism Principle, practices, philosophies	Second	Goeldner, Charles R	John Wiley & sons	2
		Hallaway, J christopher	The Business of Tourism	Second	Longamn	Longamn	2
0381110	Principles of Food Production / E	Kinton, Ceserani	The Theory of Catering	Seventh	ELBS	034575034	2
		Reay	Hotel Catering for BTEC first	First	Pitman	0-273-6133-2-4	2
		Wallace, Ronde	Professional Food Service		Wiley	0-471-577-46-4	2
		Cesarini, Kinton	Practical Cooking	Seventh	ELBS Pitman	0340539070	2
						-	2
0381120	Restaurant, banqueting and convention Management	Lundberg, Walker	The Restaurant, from concept to operation	Second	Wiley	0-471057883-5	2
		Kinton, Ceseani	The Theory of Catering	Seventh	ELBS	0-340-57503-4	2
		Katsigris, Thomas	Design and Equipment for Restaurants and Food services	-	Wiley	0471-09068-9	2
		Ismail	Catering Sales & convention services	-	Delmar	0-7668-0037-7	2
0381160	التسويق السياحي والفندقي	د. اسعد ابو رمان د. ابي سعيد الديوه	التسويق السياحي والفندقي المفاهيم والأسس العلمية	الأولى	الحامد	2000/5/628	1
		د. خالد مقابلة	الترويج الفندقي الحديث	الأولى	دار وائل	9957-11-055-1	1
		Powers	Marketing Hospitality	Second	Wiley	0-471-12703-5	2
		Kotler, Bowen, Makens	Marketing for Hospitality & Tourism	Second	Prentice Hall	0-13-01103-1-0	2
0381219	Accommodation Management	Baker, Huyton, Bradely	Principles of Hotel Front office Operations	Second	Continuum	0-8264-4709-0	2
		Abbot, Lewry	Front Office, Procedures, social skills and yield management	Second	Butterworth Heinemann	0-7506-4230-0	2

		Bardi	Hotel Front Office Management	Second	Wiley	0-471-28712-1	2
		Rutherford	Hotel Management & operations	Second	Wiley	0-471-28568-4	2
0381204	السياحة البيئية	د. محمد احمد حميد	الثقافة البيئية	الاولى	دار الرضا للنشر		1
		د. محمد سعيد العباريني د. رشيد حمد الحمد	الانسان والبيئة والتربية البيئية	الاولى			1
		J.K.Sharma	Tourism Development design for Ecological sustainability	First	Kanishka	81-739-364-1	2
		د. عبدالاله ابو عياش د. حميد الطائي د. جمال الحرامي	السياحة في الاردن		شركة العين	2005/6/1272	1
381221	الجغرافيا والمعالم السياحية	د. موفق الحميري د. نبيل الحوامده	الجغرافيا السياحية في القرن الحادي والعشرين	الاولى	دار الحامد عمان 2006		1
		شنتيكيه	جغرافيا السياحة ووقت الفراغ	الاولى	الجامعة الاردنيه 1991		مترجم الى العربية ترجمة نسيم فارس
		محمد خميس الزوكه	صناعة السياحة من المنظور الجغرافي		دار المعرفة الجامعيه - الاسكندريه 2000		1
		محمد مرسي الحريري	جغرافية الساحه		دار المعرفة الجامعيه - الاسكندريه 1991		1
		فضل محمد يونس	الجغرافيه السياحيه		دار النهضه العربيه - بيروت 1993		1
381241	أسس التمويل والاستثمار السياحي	الحضيري/حامد العربي	تقييم الاستثمارات الفندقية	الاولى	دار الكتب العلميه القاهره 1999		1
		د. حسن خريوش	الاستثمار والتمويل بين النظرية والتطبيق	الاولى	دار زهران عمان 1999		1
		محمد امين محي الدين	ادارة الفنادق ورفع كفاءتها الانتاجيه	الاولى	دار وائل للطباعه 1998		1
0381301	Hotel Culture in / English	Kotler, Bowen, Makens	Marketing for Hospitality and Tourism	Prentice Hall	Third	-120057-13-07	2
		Borrows, Bosselman	Hospitality Management Education		Haworth Hospitality press	0-7890-0441-0	2
		Lane, Dupre	Hospitality World , an Introduction		Wiley	0-471-28989-2	2
		Brotherton	The International Hospitality industry		Butter worth, Heinemann	0-7506-5295-0	2
		John R . Walker	Introduction to Hospitality		Prentice Hall	0-13-917881-3	2

		Paul R. Dittmer	Hospitality industry		Wiley	0-471-38479-8	2
0381310	Food & Beverage Management / English	Lundberg, Walker	The Restaurant , from concept to operation	Second	Wiley	-57883-471-05	2
		Scanlon	Quality Restaurant services guaranteed	-	Wiley	-02852-471-05	2
		Lillicrap, Cousins	Food & Beverage Services	Third	ELBS	539089-340-0	2
		Briggs	Food Purchasing and preparation	-	Cassel	-33866-304-04	2
3813200	صحة الاغذية وسلامتها	د.منى بركات	اساسيات الغذاء والتغذية	الاولى			1
		حامد التكروري	تغذية الانسان	الاولى	دار حنين عمان	1994	1
		ايمن سليمان كزاهر	تغذية الانسان	الاولى	دار الخليج عمان	2000	1
		فريال عبدالعزيز اسماعيل	الغذاء والتغذية	الاولى	مكتبة الفلاح الكويت	1988	1
		مصطفى كمال دوحه	الاطعمه والتغذية	الاولى	المكتبة الاكاديميه القاهره	1995	1
0381330	ادارة القرى والمجمعات السياحيه	د.موفق الحميري	ادارة وتسويق القرى والمجمعات السياحيه	الاولى	دار الحامد عمان	2006	العربي
		ياسين الكلبي	ادارة الفنادق والقرى السياحيه	الاولى	دار الوفاء الاسكندريه	1998	العربي
		د.عثمان محمد غنيم	التخطيط السياحي في سبيل تخطيط مكاني شامل ومتكامل	الاولى	دار صفاء عمان	1999	العربي
		د.نبيل الروبي	التخطيط السياحي	الاولى	مؤسسة الثقافة الجامعيه الاسكندريه	1993	العربي
		Margaret Huffadine	Resort Designn	First			English
3813400	القوانين والتشريعات السياحيه والفندقية		التشريعات والقوانين السياحيه		دار الحامد		1
		وزارة السياحه والآثار	القوانين والانظمه المختلفه للبنى السياحيه	سنوي	سنوي		1
		وزارة السياحه العالميه W.T.D	منشورات ومحلات منظمة السياحه العالميه	سنوي	سنوي		1
		د.هدى سيد لطيف	الاجهزه والمنظمات الساحيه		الشركه العربيه للنشر والتوزيع		1
		د.سوزان علي	التشريعات السياحيه والفندقيه (القاعده القانونيه)		دار الجامعه للنشر		1
0381341	Tourist & travel management/English	Chand	Travel Agency Management	First	An mol	81-261-0583-6	2
		Syratt, Finstt	Manual of Travel Agency Practice	Second	Butter worth, Heinemann	07562163x	2
		Rubin	Flying High in Travel		Wiley	0-471-551-73-3	2

		Inkapen	Travel & Tourism	Second	Long man	0582-3100-2-4	2
		Cook, Yale	Tourism the Business Travel		Prentice Hall	0-13-2710-32-3	2
0381390	Tourism Correspondence / English	Nauheim	How to Write a business Letter	First	Crest House	81-242-0098-x	2
		Stanton, Wood	Long man Commercial Communications	First	Long man	03582852730	2
		Shawish	Business Correspondence	Second	Dar - ALfikir	5291811989	2
		Ashley	Commercial Correspondence		ELBS	0194421279	2
3814060	تاريخ و آثار الأردن	لاتكستر هاردرنج ترجمة سليمان انوسي	آثار الأردن	الثالثة	وزارة السياحة و الآثار		1
		سعد المومني	القلاع الإسلامية في الفترة الأيوبية و المملوكية	-	دار النشر عمان		1
		يوسف درويش غوالمة	أضرحة الصحابة في غور الأردن	-	مركز الدراسات الأردنية		1
		عبد الله ابو عياش د. حميد الطاعي د. جمال الخرامي	السياحة في الأردن	الأولى	شركة العين		1
0381410	المحاسبه الفندقية	د. علام محمد نبيل	محاسبة المؤسسات الفندقية	الأولى	دار المريخ 1992		1
		د. هناء علي القباني	محاسبة التكاليف في المشروعات السياحية	الأولى	الدار الجامعيه 2002		1
		ديس الكحلي	محاسبة الفنادق	الأولى	دار زهران 1996		1
		فيفان محمد رياض	محاسبة المنشآت السياحية	الأولى	مكتبة عين شمس القاهره 1993		1
		محمد مزيد مهران	السياحة والضرائب	الأولى	دار مهدان القاهره 1994		1
0381462	الارشاد والدلاله السياحيه	د. خالد مقابله	فن الدلاله السياحيه		دار وائل للنشر		1

		مثنى الحوري	الارشاد السياحي	الثانيه			1
		د.عبدالله ابو عياش د.حميد الطائي د.جمال الحرامي	السياحه في الاردن	الاولى	شركة العين	2005/6/1272	1
		غسان برهان عويس	الدلالة والارشاد السياحي ( علم وفن )	2003	دار زهران	101/1/2003	1
		اسامة صبحي الفاعوري	الارشاد السياحي ما بين النظرية والتطبيق	2006	الوراق	998/4/2006	1
0381464	السياحه الدينيه	د.مرزوق العقيد د.خالد الحافظ	السياحه الدينيه في الاردن	الاولى	الحامد للنشر		1
		لاتكستر هاردرنج ترجمة سليمان انوسي	اثار الاردن	الثالثه	وزارة السياحه		1
		سعد الموفي	اضرحة الصحابه في غور الاردن	—	مركز الدراسات الاردنيه		1
		د.عبدالله ابو عياش د.حميد الطائي د.جمال الحرامي	السياحه في الاردن	الاولى	شركة العين	1272/6/2005	1
0381490	الاعلام والاعلان السياحي	د.فؤاده البكري	الاعلام السياحي		دار نهضة الشرق	977-245-136-0	1
		د.محمد عبدالقادر	الاعلام والدعايه		الانجلو المصريه		1
		د.محمد فريد الصحفي	الاعلان		الدار الجامعيه		1
		د.حسين شوقي	الاعلان في السياحه والفنادق		القاهره الحديثه		1
0381230	Management of Touristic Relation / English	Kotler, Bowen, Makens	Marketing for Hospitality &Tourism	Third	Prentice Hall	-120057-13-0 7	2
		Reich	Marketing Hospitality	-	Wiley	-31012-471-0 3	2
		Morrison, Wearne	Marketing Hospitality	-	Butter worth, Heinemann	-2688-7506-0 7	2

0381180	ادارة الموارد البشريه في الفنادق والمنشآت السياحية	د.حميد عبدالنبي الطائي	ادارة الموارد البشريه في صناعة الضيافه	الاولى	دار زهران عمان 2000		1
		احمد نادر البوشي	ادارة الموارد البشريه	الاولى	دار صفا عمان 2000		1
		عطيه فندي	تمكين العاملين : مدخل للتحسين والتطوير	الاولى	مؤسسة الوراق 2003		1
		د.حنان نصرالله	ادارة الموارد البشريه	الاولى	مؤسسة الوراق 2003		1
		Drummond Von	Human Resource Management for the Hospitality industry	First	Nostraud New York 1990		2

code	course	Author	Title	Edition	Publisher	ISBN	Language
0381220	ادارة الايواء 2	د. عماد عبد الهادي، د. حسن الرفاعي، محمود الديماسي، حسين عطير	إدارة الإيواء	الأولى	دار المسيرة		1
		د. نزيه الدباس د. نبيل حوامدة	إدارة الإيواء	الأولى	دار الحامد	2002/1/254	1
		Tuckor	The Professional Housekeeper		Ekplbs		1
		د. نائل علي	إدارة الإشراف الداخلي في الفنادق	الأولى	دار زهران		1
		Rutherford	Hotel management operation	Second	Wiley	0-47-28568-4	2
		Branson	Hotel and Hospital Housekeeping	Second	ekpbls		2

code	course	Author	Title	Edition	Publisher	ISBN	Language
0381210	ادارة الايواء 1	د. حميد الطائي	إدارة المكتب الأمامي في الفنادق	الأولى	دار زهران	383.47677	1
		د. نزيه الدباس	إدارة قسم الغرف الدوائر الأمامية والحجوزات	الثانية	دار الحامد	6479	1
		Bardi	Hotel front office management	Second	Wiley	-471-0 4-28568	2
		Abbot, lewry	Front office, procedures, socral skills and yield management	Second	Butterworth Heinemann	0-7506- 4230-0	2
		Rutherfod	Hotel , management & Operation	Second	Wiley	0-471- 28568-4	2

code	course	Author	Title	Edition	Publisher	ISBN	Language
0381225	English for hospitality and tourism	Baker, Huyton, And Bradley	Principles of hotel front office operations	2 nd	2000	64794068bak	E
		Ford and heaton	Managing the experience and hospitality	2 nd	2000	647.94068for	E
		Jhon walker	Introduction to hospitality	2 nd		0139178813	E