

Philadelphia University

Faculty of Administrative and Financial Sciences

Department of Hotel and Tourism Management

Course Description 2012

Hotel Operations 1 0381312

This course will focus on a study of the systems and procedures for operating and controlling accommodation activities in hotels and the management of rooms division operations. This course will also aim to provide students with the necessary skills and knowledge of the front office functions and its relationship with other departments within the organisational chart of the hotel.

Hotel Operations 2 0381412

This course will focus on a study of the systems and procedures for operating and controlling Housekeeping activities in hotels and the management of rooms division operations. This course will also aim to provide students with the necessary skills and knowledge of the housekeeping department functions and its relationship with other departments within the organisational chart of the hotel.

Tour Operations & Travel Agencies Management 0381341

This course will aim 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 travel and tourism industry.

Exhibitions and Conferences Management 0381222

Exhibitions and Conferences is a part of general course called Event Management, which is rapidly developing and makes significant contribution to business and leisure-related tourism. The course focus on providing skills and knowledge required for students, and cover areas such as exhibitions and conferences planning and management, marketing, finance, human resources management and operations.

Special English Language for Hotel and Tourism Management Students 0381243

This unit aims to help students to improve their command of English within the frame work of the specialized vocabulary that their job requires and to enable them to communicate clearly and fluently with hotel guests and other English speaking members of the staff. It is important to stress that the unit does not teach English from the beginning level. The student is assumed to have a Knowledge of the basic structures as well as a general vocabulary.

Sustainable Tourism 0381231

This module will enable students to develop their knowledge and understanding of sustainable tourism issues, impacts and opportunities. It also 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.

Tourism Guidance 0381462

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, and characteristics

Hotel and Resort Management 0381314

This unit aims to help students improving their management practices for hotel and resort industry. It concern with practical issues of quality and productivity of the utilities and facilities provided at the resort. Students should have particular skills to make the resort services both unique and pleasurable for the guest.

History and Monuments of Jordan 0381406

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.

Hospitality Law 0381462

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.

Hotel and Tourism Computer Applications 0381450

In this course students are provided with an overview of the property management systems used in hotels, for Front Office and Back Office functions, Food & Beverage system and also Galileo system for the Travel and Tourism Industry. It also explains Hotels sales computer applications and yield management strategies.

Food and Beverage management / English 0381310

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.

Principles of food production / English 0381110

This course introduces students to kitchen structure, equipment, and operation, as well as methods and systems of proper food storage, and hygienic food preparation. in addition, it also

focus on basic methods used in preparation of food and factors influencing the completion of recipes and menu planning.

Principles of Tourism and Hotel Management/ English 0381141

This course provides an introduction to the hospitality industry, descriptions of types of hotels, structures, classifications, etc. It also introduces and explains the importance of tourism, explaining the effects of supply and demand on the economy, culture and the environment.

Internship 1 0381460

This course aims to provide students the opportunity to have their internship and practical training at leading five star hotels and restaurants. Students are expected to complete 144 training hours.

Internship 2 0381461

This course aims to provide students the opportunity to have their internship and practical training at leading tour operators and travel agencies. Students are expected to complete 144 training hours.

Research Project 0381465

The course attends to make student familiar with exploring and solving problems facing the hotels and tourism establishments. The unit will also allow students to use their knowledge that obtained from different scientific and specialized courses and utilize their knowledge in the different stages of preparing the project. The titles and the area of the study will depends mainly on the desire of the student, however he has to choose either the lodging or the catering industry. At the end of the course students have to present and talk about the methodology they used in preparing the project.