



Philadelphia University
Faculty of Administration and Financial Sciences
Department of Tourism and Hotel Management
Semester, 2008/2009

Course Syllabus

Course Title: Hotel and tourism training (1)	Course code: 0381491
Course Level: third year	Course prerequisite (s) and/or co requisite (s):
Lecture Time:	Credit hours: 3

Academic Staff Specifics

Name	Rank	Office Number and Location	Office Hours	E-mail Address

Course module description:

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.

Course module objectives:

- 1- To identify the importance of training program
- 2- To be familiar with the job- tasks and environment .
- 3- Identify the advantages and disadvantages for each job characteristics .

Course/ module components

- Books (title , author (s), publisher, year of publication)

Training and manual books .

- Support material (s) (vcs, acs, etc).
- Study guide (s) (if applicable)
- Homework and laboratory guide (s) if (applicable).

Teaching methods:

Lectures, discussion groups, tutorials, problem solving, debates, etc.

Learning outcomes:

- Knowledge and understanding
 - 1- To understand the job- task description for each department .
 - 2- To know the job nature and abilities for each position in hotel industry .
 - 3- To know the articles included in the hotel and tourism legislation and instruments .
- Cognitive skills (thinking and analysis).
 - 1- Skills of analyzing the organizational chart of the hotel company .
 - 2- Skills of M.B.O participation .
- Communication skills (personal and academic).
 - 1- Skills of communicating with different levels of hotel management staff
 - 2- Skills of being an active member to identify hosts and guest relationship .
 - 3- Communicate with web sites.
- Practical and subject specific skills (Transferable Skills).
 - 1- Skills of writing and presenting different themes for the job- task .
 - 2- Skills of applying the theoretical techniques to be a part of practical policy .

Assessment instruments

- Short reports and/ or presentations, and/ or Short research projects
- Quizzes.
- Home works
- Final examination: 50 marks

<u>Allocation of Marks</u>	
Assessment Instruments	Mark
First examination	15
Second examination	15
Final examination: 50 marks	50
Reports, research projects, Quizzes, Home works, Projects	20
Total	100

Documentation and academic honesty

- Documentation style (with illustrative examples)

- Protection by copyright
- Avoiding plagiarism.

Course/module academic calendar

week	Basic and support material to be covered	Homework/reports and their due dates
(1)	Meeting with students	
(2)	Distribution of students upon different hotels	
(3)	An introduction to the job-task and identifying each department of the hotel	
(4)	Food and Beverage techniques	
(5)	Food and Beverage techniques	
(6) First examination	Food and Beverage techniques	
(7)	Food production methods/ hot- kitchen	
(8)	Food production methods/ cold- kitchen	
(9)	Reservation techniques	
(10)	Reception techniques	
(11)	Bill- for the quest	
(12) Second examination	Operator	
(13)	Stores and Lundry	
(14)	Back- office/marketing /public relation /accounting	
(15) Specimen examination (Optional)	Back- office- part two	
(16) Final Examination	Writing report	

Expected workload:

On average students need to spend 2 hours of study and preparation for each 50-minute lecture/tutorial.

Attendance policy:

Absence from lectures and/or tutorials shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to and approved by the Dean of the relevant college/faculty shall not be allowed to take the final examination and shall receive a mark of zero for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

Module references**Books**

- Training and Manual books

Journals

- Journal of sustainable tourism .
- Tourism analysis
- Journal of leaching in travel and tourism

Websites

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