College of Hospitality
Industry Management
Suan Sunandha Rajabhat University

Lesson Plan for SSRU Next Blended Learning

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

Degree Program - Bachelor Degree

Program – Airline Business

Semester 1 Academic Year 2022

Lecturer   Ms. Kanittha Charernnit

Course Code IAC 2405

Course Title   In-Flight Meals and Beverages Services

Learning Management System (LMS)   Moodle

Link of Personal Website (Moodle)   http://www.elic.ssru.ac.th/Kanittha_Ch/

Lesson Plan (Online 50 / Onsite 50 / with on demand)

*(Subject to change to Online 100 with on demand depends on the situation)

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
1	• Introduction to Food and Beverages • Overview of the Food and Beverages operation • The composition of the Food service management Front of the House/Back of the House/Office Practice	Online	Google Meet	Inflight Meals & Beverages Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
2	• Galley equipment	Online (with On demand 1)	Google Meet	Powerpoint Lecture Notes	Sign-in to the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
	• Meal cart arrangement • Drink cart arrangement • Function of the service equipment			Youtube Video (Inflight Meals - On demand)	Sign-out off the class
3	• Familiarization of the Menu • In various cuisines • French words • Cooking terms	Online	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
4	• Familiarization of the Beverages Menu • Alcohol • Non-Alcohol • Mixed drinks	Online	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
5	• Familiarization with the ingredients, Special meals / Crew meals	Online (with On demand 2)	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
6	• Student Presentation	Online (with On demand 3)	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
7	Mocktail Practice	Online (with On demand 4)	Google Meet	Powerpoint Lecture Notes Youtube Video (Mocktail Basic knowledge - On demand)	Sign-in to the class Sign-out off the class
8	Mid-term Examination	Onsite / Online (Subject to change)	Google Meet		Sign-in to the class Sign-out off the class Midterm Examination Paper
10	• Individual Presentation	Online	Google Meet	Powerpoint Lecture Notes	Sign-in to the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
	• Service Provider attitudes and Characters Customers Satisfaction			Discussion	Sign-out off the class
11	Inflight Technology Management.	Onsite (with On demand 5) *Subject to change to Online	Direct Teaching Moodle *Google Meet	Powerpoint Lecture Notes Youtube Video (Airline Safety - On demand)	Sign-in to the class Sign-out off the class
12	• Group Presentation	Onsite *Subject to change to Online	Direct Teaching Moodle *Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
13	• Total Quality Service Standard • Beverages Service in Premium class	Onsite *Subject to change to Online	Direct Teaching Moodle *Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
14	Group Discussion	Onsite *Subject to change to Online	Direct Teaching Moodle *Google Meet	Youtube Video Discussion	Sign-in to the class Sign-out off the class
15	Group presentation VDO clip 'Cross culture with Airline Volunteer Planning)' Summarize & Quiz	Onsite *Subject to change to Online	Direct Teaching Moodle *Google Meet	Presentation Discussion	Sign-in to the class Sign-out off the class Quiz
16	Make-up class	Onsite *Subject to change to Online	Direct Teaching Moodle *Google Meet	Discussion	Sign-in to the class Sign-out off the class
17	Final Examination	Onsite / Online (Subject to change)			Sign-in to the class Sign-out off the class Final Examination Paper

Table of Contents

Section 1 General Information

1. **Code and Course Title:**

   Course Code: IAC2405

   Course Title   (English): Inflight Meals and Beverages Services

   (Thai): การบริการอาหารและเครื่องดื่มบนเครื่อง

2. **Credits:** 3 (3-0-6)

3. **Curriculum and Course Category:**

   3.1 Curriculum: Offer in College of Hospitality Industry Management, Bachelor of Arts in Airline Business

   3.2 Course Category:

   ☐ General Education   ☑ Required Course

   ☐ Elective Course   ☐ Others ……………

4. **Lecturer Responsible for Course and Instructional Course Lecturer(s):**

4.1 Lecturer responsible for Course: Ms. Kanittha Charernnit

4.2 Instructional Course Lecturers: Ms. Kanittha Charernnit

5. Contact/Get in touch

Room number 304

5.1 Ms. Kanittha Charernnit

Tel: 081-6682310   E-mail: Kanittha.ch@ssru.ac.th

6. Semester/ Year of Study

6.1 Semester: 1 Year of Study 2021

6.2 Number of the students enrolled: 1 class (approx. 25 students/ class)

7. Pre-requisite Course (If any)

None

8. Co-requisite Course (If any)

None

9. Learning Location

College of Hospitality Industry Management, Suan Sunandha Rajabhat University, Nakhonpathom Education Center.

10. Last Date for Preparing and Revising this Course:

July, 2022

Section 2 Aims and Objectives

1. Course Aims

At the end of this course, the student will reach to five domains in the following areas of performance:

1.1 Morals and Ethics

(1) Be able to deliver or to complete a required task at the appointed time.

(2) Be able to do the right thing according to the values, beliefs and principles they claim to hold,

(3) Be able to make decisions in airline business according to moral concepts and judgments.

1.2 Knowledge

(1) Be able to identify the air transport business services and activities and describe important case studies

(2) Be able to provide an analysis and provide the solution to real world problems

(3) Be able to use airline business knowledge integrated with other disciplines

1.3 Cognitive Skills

(1) The ability to gather and summarize information, and conduct research

(2) Self-study and sharing information to the class

(3) The ability to solve problems from case studies

1.4 Interpersonal Skills and Responsibility

(1) Be able to communicate in English.

(2) Be able to use English to solve Airline business problem.

(3) Initiate some new type of air transport business ideas and have leadership.

1.5 Numerical Analysis, Communication and Information Technology Skills

(1) Be able to use basic ICT skills and apply them to daily.

(2) Be able to use statistics and mathematics to solve air transport business problems.

(3) Be able to use IT to search for new knowledge and apply numerical analysis in communication with emphasis on practical and real-life experiences.

2. Objectives for Developing / Revising Course (content / learning process / assessment / etc.)

The frequency and level of student engagement will be assessed for the curriculum including multimedia, homework assignments, exams, and textual content. Learning exercises and activities that result in higher student engagement will be adapted to future lessons.

Section 3 Characteristics and Operation

1. Course Outline / Course Structure

A learning outline of In-Flight meals and Beverages services is designed to develop students' knowledge about "types of menus" which includes the aspects of Food preparation, Food service and Food provider. The course also provides the studies of Galley equipment and problem solving for inflight service.

2. Time Length per Semester (Lecture – hours / Practice – hours / Self Study – hours)

Lecture (hours)	Remedial Class (hours)	Practice/ Field Work/ Internship (hours)	Self Study (hours)
45	3+ (if any)	0	90

3. Time Length per Week for Individual Academic Consulting and Guidance

- Self consulting at the lecturer's office: Office Hours at Room Number 304 College of Hospitality Industry Management, Nakhonpathom Campus
- Consulting via E-Mail: Kanittha.ch@ssru.ac.th

Section 4 Developing Student's Learning Outcomes

1. **Morals and Ethics**

    1.1 Morals and Ethics to be developed

    (1) Be able to deliver or to complete a required task at the appointed time.

    (2) Be able to do the right thing according to the values, beliefs and principles they claim to hold,

    (3) Be able to make decisions in airline business according to moral concepts and judgments.

    1.2 Teaching Strategies

    (1) Lecture (On-line, Off-line)

    (2) Participation in class

    (3) Group discussion

    (4) Problem-based learning

    1.3 Assessment Strategies

    (1) Written examinations

    (2) Group assignment

2. **Knowledge**

    2.1 Knowledge to be developed

    (1) Be able to identify the air transport business services and activities and describe important case studies

    (2) Be able to provide an analysis and provide the solution to real world problems

    (3) Be able to use airline business knowledge integrated with other disciplines

    2.2 Teaching Strategies

    (1) Lecture

    (2) Participation in class

    (3) Group discussion

    (4) Problem-based learning

2.3 Assessment Strategies

> (1) Written examinations

> (2) Group assignment

3. Cognitive Skills

3.1 Cognitive Skills to be developed

> (1) The ability to gather and summarize information, and conduct research

> (2) Self-study and sharing information to the class

> (3) The ability to solve problems from case studies

3.2 Teaching Strategies

> (1) Lecture

> (2) Participation in class

> (3) Group discussion

> (4) Problem-based learning

3.3 Assessment Strategies

> (1) Written examinations

> (2) Group assignment

4. Interpersonal Skills and Responsibilities

4.1 Interpersonal Skills and Responsibilities to be developed

> (1) Be able to communicate in English.

> (2) Be able to use English to solve Airline business problem.

> (3) Initiate some new type of air transport business ideas and have leadership.

4.2 Teaching Strategies

> (1) Lecture

> (2) Participation in class

> (3) Group discussion

> (4) Problem-based learning

4.3 Assessment Strategies

> (1) Written examinations

(2) Group assignment

5. Numerical Analysis, Communication and Information Technology Skills

5.1 Numerical Analysis, Communication and Information Technology to be developed

(1) Be able to use basic ICT skills and apply them daily.

(2) Be able to use statistics and mathematics to solve air transport business problems.

(3) Be able to use IT to search for new knowledge and apply numerical analysis in communication with emphasis on practical and real-life experiences.

5.2 Teaching Strategies

(1)   Lecture

(2)   Participation in class

(3)   Group discussion

(4)   Problem-based learning

5.3 Assessment Strategies

(1)   Written examinations

(2)   Group assignment

Section 5 Lesson Plan and Assessment

1. Lesson Plan and Assessment

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
1	• Introduction to Food and Beverages • Overview of the Food and Beverages operation • The composition of the Food service management Front of the House/Back of the House/Office Practice	Online	Google Meet	Inflight Meals & Beverages Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
2	• Galley equipment	Online (with On demand 1)	Google Meet	Powerpoint	Sign-in to the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
	• Meal cart arrangement • Drink cart arrangement • Function of the service equipment			Lecture Notes Youtube Video (Inflight Meals - On demand)	Sign-out off the class
3	• Familiarization of the Menu • In various cuisines • French words • Cooking terms	Online	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
4	• Familiarization of the Beverages Menu • Alcohol • Non-Alcohol • Mixed drinks	Online	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
5	• Familiarization with the ingredients, Special meals / Crew meals	Online (with On demand 2)	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
6	• Student Presentation	Online (with On demand 3)	Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
7	Mocktail Practice	Online (with On demand 4)	Google Meet	Powerpoint Lecture Notes Youtube Video (Mocktail Basic knowledge - On demand)	Sign-in to the class Sign-out off the class
8	Mid-term Examination	Onsite / Online (Subject to change)	Google Meet		Sign-in to the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
					Sign-out off the class Midterm Examination Paper
10	• Individual Presentation • Service Provider attitudes and Characters Customers Satisfaction	Online	Google Meet	Powerpoint Lecture Notes Discussion	Sign-in to the class Sign-out off the class
11	Inflight Technology Management.	Onsite (with On demand 5) *Subject to change to Online	Direct Teaching Moodle *Google Meet	Powerpoint Lecture Notes Youtube Video (Airline Safety - On demand)	Sign-in to the class Sign-out off the class
12	• Group Presentation	Onsite	Direct Teaching	Powerpoint	Sign-in to the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
		*Subject to change to Online	Moodle *Google Meet	Lecture Notes	Sign-out off the class
13	● Total Quality Service Standard ● Beverages Service in Premium class	Onsite *Subject to change to Online	Direct Teaching Moodle *Google Meet	Powerpoint Lecture Notes	Sign-in to the class Sign-out off the class
14	Group Discussion	Onsite *Subject to change to Online	Direct Teaching Moodle *Google Meet	Youtube Video Discussion	Sign-in to the class Sign-out off the class
15	Group presentation VDO clip 'Cross culture with Airline Volunteer Planning)' Summarize & Quiz	Onsite *Subject to change to Online	Direct Teaching Moodle *Google Meet	Presentation Discussion	Sign-in to the class Sign-out off the class Quiz
16	Make-up class	Onsite *Subject to change to Online	Direct Teaching Moodle *Google Meet	Discussion	Sign-in to the class Sign-out off the class

Week	Content	Teaching Management	Program/Teaching Strategies	Materials/Media	Assessment
17	Final Examination	Onsite / Online (Subject to change)			Sign-in to the class Sign-out off the class Final Examination Paper

2. Learning Assessment Plan

	Learning Outcome	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
1	**Morals and Ethics** - Academic honesty - Personal discipline, integrity, and responsibility	Attendance Written examinations, group assignment	Throughout the semester	10%
2	**Knowledge** - Basic understanding of psychology main theories and knowledge relevant to service industry	Written examinations, group assignment	Throughout the semester	40%
3	**Cognitive Skills** -Development of analytical and critical thinking skills	Written examinations, group assignment	Throughout the semester	20%
4	**Interpersonal Skills and responsibility** - Ability to work individually and as a part of team	Written examinations, group assignment	Throughout the semester	20%
5	**Numerical Analysis, Communication and Information Technology Skills** - Development of communication and information technology skills		Throughout the semester	10%

	Learning Outcome	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
	- Ability to communicate in English	Written examinations, group assignment		

3. Assessment Evaluation

Assessment Plan	Attendance / Punctuality (10%)	Individual Assignment (10%)	Group Assignment (15%)	Group Assignment	Quiz (10%)	Midterm Examination (20%)	Final Examination (30%)	Total Five Domains
1. Morals and Ethics (10%)								
- Be able to deliver or to complete a required task at appointed time	2	1		1	1			**5**
- Be able to do the right thing according to the values, beliefs, and principles they claim to hold	2				1			**3**
- Be able to make decisions in business according to moral concepts and judgments			1	1				**2**
2. Knowledge (55%)								
- Be able to identify the proper theories and describe important case studies (Individual presentation and Examination)		4	1		2	8	20	**35**
- Be able to provide an analysis and provide the solution to real world problems (Quiz/Individual presentation and Group presentation)			2	1	3	5		**11**
- Be able to organize self-study and sharing information to the class (Presentation)	2	2	5					**9**
3. Cognitive skills (20%)								

Assessment Plan	Attendance / Punctuality (10%)	Individual Assignment (10%)	Group Assignment (15%)	Group Assignment (5%)	Quiz (10%)	Midterm Examination (20%)	Final Examination (30%)	Total Five Domains
- The ability to gather and summarize information, and conduct research (In-class practice)	2	1						**3**
- Self-study and sharing information to the class		1						**1**
- The ability to solve problems from case studies (Examination and Report – if any)			1			6	9	**16**
4. Interpersonal skills and Responsibilities (5%)								
- Be able to use interpersonal English communication skills	1		1					**2**
- Be able to collaborate well in teams for problem solving			1	1				**2**
- Be able to show leadership skills			1					**1**
5. Numerical Analysis, Communication and Information Technology Skills (10%)								
- Be able to use IT to search for new knowledge and apply numerical analysis in communication with emphasis on practical and real life experiences		1	1			1	3	**3**
- Be able to use ICT skills and apply them	1				2			**4**
- Be able to use ICT in the work place and apply numerical analysis in communication			1					**3**
Total	**10**	**10**	**15**	**5**	**10**	**20**	**30**	**100**

*Remarks:

1. The students must attend the class at least 80%.

2. The assignments due date must be submitted on time unless in agreement between the lecturers and the students.

3. The students will decide for the team scoring individually for their friends in Group assignment participation – 5%.

4. The individual and group assignment evaluation will be based on Content, English skill, and Personality.

Section 6 Learning and Teaching Resources

1. Textbook and Main Documents

Lertporn Parasakul, (2004). English in Airline Business: Dhurakit Pundit University   Book Center, Thailand

Marco P. Bruschweiler, (1999). Basic Cooking Methods, Thailand.

Marco P. Bruschweiler, (1999). Food Production, Thailand.

.Ronalds-Hannon, Elizabeth (2006). Service recovery Geometer's Sketchpad.
    Emeryville CA: Key Curriculum Press.

Vass, Beck (2010). Occupational Health and Safety. NY: Macmillan College Publishing
    Company.

World Food Safety Guidelines for Airline Catering, International Flight Service   Association, 2010, archived from the original on December 28, 2013, retrieved December 27, 2013

"American Airlines Inflight Dining, Recipes, Menus And More On". Aa.com. October 25, 2012. Archived from the original on January 22, 2014. Retrieved December 11, 2013.

"Airline Meals & Delta Dining | Delta Air Lines". Delta.com. November 10, 2013. Archived from the original on April 26, 2013. Retrieved December 11, 2013

"Airlines enlist gourmet chefs to draw first-class fliers". Associated Press/CNN. April 29, 2008. Archived from the original on September 15, 2008.

2. Important Documents for Extra Study: Updated Airline News. /Qantas service standard

3. Suggestion Information (Printing Materials/Website/CD/Others)
   Keywords for searching:
       www.inflightservice.com,
       http://standards
       http://premiumservice

Section 7 Course Evaluation and Revising

1. Strategies for Course Evaluation by Students

Using survey questions to collect information from the students' opinions to improve the course and enhance the curriculum. Examples of questions:

(1) Content objectives were made clear to the students.

(2) The content was organized around the objectives.

(3) Content was sufficiently integrated.

(4) Content was sufficiently integrated with the rest of the first-year curriculum.

(5) The instructional materials used were effectively.

(6) The learning methods appropriate assessed the students' understanding of the content.

(7) Overall, Students are satisfied with the quality of this course.

2. Strategies for Course Evaluation by Lecturer

2.1   Lecturers team observes the class and discusses the results as follow:

(1)   The lecturer is well prepared for class sessions.

(2)   The lecturer answers questions carefully and completely.

(3)   The lecturer uses examples to make the materials easy to understand.

(4)   The lecturer stimulated interest in the course.

(5)   The lecturer made the course material interesting.

(6)   The lecturer is knowledgeable about the topics presented in this course.

(7)   The lecturer treats students respectfully.

(8)   The lecturer is fair in dealing with students.

(9)   The lecturer makes students feel comfortable about asking question.

(10)   Course assignment is interesting and stimulating.

(11)   The lecturer's use of technology enhanced learning in the class room.

2.2   The Director / Head of program construct assessment items to evaluate four dimensions of lecturer's competencies: teaching skills, organization and presentation of materials, management of the learning environment, and teaching attitudes.

3. Teaching Revision

       Lecturer revises teaching/learning process based on the results from the students' survey

questions, the lecturer team's observation, and classroom research

Student evaluation and suggestions for improvement to the course

4. Feedback for Achievement Standards

       International College Administrator Committee monitor to assessment

process and Grading.

5. Methodology and Planning for Course Review and Improvement

   (1) Revise and develop course structure and process every two years.

   (2) Assign different lecturers to teach this course to enhance students'

      Performance.