



# **College of Hospitality Industry Management**

**TQF5**

## **Course Report**

**Course Code:** ABI 1204

**Course Title:** Ground Service Management

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

**Semester /Academic Year:** 1/2023

**Students :** Bachelor of Arts Program in Airline Business

**Lecturer(s) :** Miss Korawin Kungwola

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

## **Course Report**

**Institution** : Suan Sunandha Rajabhat University

**Campus/Faculty/Department** : College of Hospitality Industry Management

### **Section1: General Information**

**1. Course Code and Title: ABI 1204 Ground Service Management**

**2. Pre-requisite (if any) : None**

**3. Faculty Member(s) Teaching the Course and Sections**

Miss Korawin Kungwola

**Sections: Airline Business 65**

Room No. 204

**4. Semester and Academic Year**

Semester 1, Academic Year 2023

**5. Venue** College of Hospitality Industry Management Suan Sunandha Rajabhat University, Nakorn Pathom

## Section 2 : Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan

### 1. Number of actual teaching hours compared with the teaching plan

Week	Topic/Outline	Period	Learning Activities and Media
1	Unit 1: Introduction to Airport & Airline Ground Operation  -Airport as an Operational System  -Passenger terminal environment	3	<ul style="list-style-type: none"> <li>• Power Point , Google meet</li> <li>• Guide line to study the course</li> <li>• Discussion</li> <li>• Student-centered: Cooperative learning</li> <li>- Students' individual assignm : "Fly me to the moon"</li> <li>- Students' Group research: Performance activities 'Come with me'</li> </ul>
2	Unit 2: Air traveling Process	3	<ul style="list-style-type: none"> <li>• Direct instruction</li> <li>• Students' individual performar activities 'Fly me to the moon' persons a week</li> </ul>
3	Unit 3: Preflight Preparation	3	<ul style="list-style-type: none"> <li>• Direct instruction</li> <li>• You tube</li> <li>• Students' individual performar activities 'Fly me to the moon' persons a week</li> </ul>

<b>Week</b>	<b>Topic/Outline</b>	<b>Hours</b>	<b>Learning Activities and Medias</b>
<b>4</b>	Unit 4: Check-in counter setup and travel document	3	Power point and google meet <ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Student-centered: Cooperative learning</li> <li>• Students' individual performance activities 'Fly me to the moon 5 persons a week</li> </ul>
<b>5</b>	Unit 5: Check-in process	3	<ul style="list-style-type: none"> <li>• Power point</li> <li>• Discussion</li> <li>• Student-centered: Cooperative learning</li> </ul> Students' individual performance activities 'Fly me to the moon 5 persons a week
<b>6</b>	Unit 6: Baggage Acceptance Boarding gate and Flight-finalizing procedures	3	<ul style="list-style-type: none"> <li>• Group Discussion</li> <li>• Student-centered: Cooperative learning</li> </ul> Students' individual performance activities 'Fly me to the moon 5 persons a week
<b>7</b>	Check in Practice	3	<ul style="list-style-type: none"> <li>• Student centered</li> <li>• YouTube</li> </ul>
<b>8</b>	<b>Mid-term Examination</b>	3	<ul style="list-style-type: none"> <li>• Paper test</li> </ul>

<b>Week</b>	<b>Topic/Outline</b>	<b>Hours</b>	<b>Learning Activities and Medias</b>
<b>9</b>	Unit 7: Boarding Gate  -Boarding gate sequence  - Boarding gate announcement	3	<ul style="list-style-type: none"> <li>• Direct instruction</li> <li>• Discussion</li> <li>• Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon"</li> </ul>
<b>10</b>	Unit 8: Arrival  -Arrival passengers	3	<ul style="list-style-type: none"> <li>• On demand</li> <li>• Direct instruction</li> <li>• Problem solving</li> <li>• Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon"</li> </ul>
<b>11</b>	Unit 9: Special Handling Passengers	3	<ul style="list-style-type: none"> <li>• Direct instruction</li> <li>• Problem solving: VDO</li> <li>• case study</li> <li>• Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon 5" persons a week</li> </ul>
<b>12</b>	Unit 10: Dangerous Goods	3	<ul style="list-style-type: none"> <li>• Discussion</li> <li>• Student-centered: Cooperative learning Students' individual performance activities 2 "Fly me to the moon 5" persons a week</li> </ul>

<b>Week</b>	<b>Topic/Outline</b>	<b>Hours</b>	<b>Learning Activities and Media:</b>
<b>13</b>	Unit 11: Irregular Operations	3	<ul style="list-style-type: none"> <li>• Direct instruction</li> <li>• Discussion</li> <li>• Student-centered: Cooperative learning</li> <li>Students' individual performance activities 2 "Fly me to the moon 5" persons a week</li> </ul>
<b>14</b>	Unit 12: Baggage services and Ground Handling Equipment	3	<ul style="list-style-type: none"> <li>• Direct instruction</li> <li>• Problem solving</li> <li>• Student-centered: Cooperative learning</li> <li>Students' individual performance activities 2 "Fly me to the moon 5" persons a week</li> </ul>
<b>15</b>	<ul style="list-style-type: none"> <li>• Conclusion</li> </ul>	3	<ul style="list-style-type: none"> <li>• Direct instruction</li> <li>• Student-centered: Cooperative learning</li> <li>• Students' group performance activities on 'Come fly with me</li> </ul>
<b>16</b>	<ul style="list-style-type: none"> <li>• Make up Class</li> </ul>		<ul style="list-style-type: none"> <li>• Group discussion</li> </ul>
<b>17</b>	<ul style="list-style-type: none"> <li>• Final</li> </ul>		<ul style="list-style-type: none"> <li>• Paper Test</li> </ul>

**2. Topics that couldn't be taught as planned**

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
-	-	

**3. Effectiveness of the teaching methods specified in the Course Specification**

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
1. Morals and Ethics		✓	-	
2. Knowledge		✓	-	
3. Cognitive Skills		✓	-	
4. Interpersonal Skills and Responsibilities		✓	-	
5. Numerical Analysis, Communication and Information Technology Skills		✓	-	

6. Learning Management Skills		✓	-	
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#### 4. Suggestions for Improving Teaching Methods

### Section 3: Course Outcomes

1. Number of registered students: 10

2. Number of students at the end of semester : 10

3 Number of students who withdrew (W) : 0

#### 4. Grade distribution

Grade	No. of students	Percentage
A	0	0
A-	0	0
B+	3	30
B	4	40
B-	1	10
C <sup>+</sup>	2	20
C	0	0
C-	0	0
D	0	0
D-	0	0
F		
Incomplete (I)	0	0



**5. Factors causing unusual distribution of grades (If any)**

**6. Discrepancies in the evaluation plan specified in the Course Specification**

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
-	-

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
-	-

**7. Verification of students' achievements**

Verification Method(s)	Verification Result(s)

**Section 4 : Problems and Impacts**

**1. Teaching and learning resources**

<b>Teaching Problems:</b> Hard to observed students' moral during the teaching	<b>Impacts on students' learning :</b> Sometime students distracted from the class easily
<b>Learning Resources Problems:</b>	<b>Impacts on students' learning :</b>

**2. Administration and organization**

<b>Problems from administration</b>	<b>Impacts on students' learning</b>
<b>Problems from organization</b>	<b>Impacts on students' learning</b>

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### **Section 5 : Course Evaluation**

#### **1. Results of course evaluation by students**

1.1 Important comments from evaluation by students

1.2 Faculty members' opinions on the comments in 1.1

#### **2. Results of course evaluation by other evaluation methods**

2.1 Important comments from evaluation by other evaluation methods

2.2 Faculty members' opinions on the comments in 2.1

### **Section 6 : Improvement Plan**

#### **1. Progress of teaching and learning improvement recommended in the previous Course Report**

Improvement plan proposed in Semester2 Academic year 2024	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.)
1. More practices in the real place	1. ....
2. Assign more individual practice	2. ....
3. ....	3. ....

#### **2. Other improvements**

**3. Suggestions for improvement for Semester 2 Academic year 2023**

Suggestions	Time Frame	Responsible person
More practice in Mock-up		

**4. Suggestions of faculty member(s) responsible for the course**

**Responsible Faculty Member/ Coordinator Mrs. Korawin Kungwola**

Signature..... Submission Date 8 Dec 2023

**Chairperson/Program Director:** .....

Signature..... Receipt Date .....