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TQF 3

Bachelor’s Degree

**College of**

**Hospitality Industry Management**

**Course Specification**

Course Title: IHH 2304

Front Office Operation and Management

Credits : 3 (3-0-6)

Program**:** Bachelor of Arts

in Hotel and Tourism Innovation Management

(Hotel Innovation)

College of Hospitality Industry Management,

Suan Sunandha Rajabhat University

(CHM)

Semester :1 Academic Year: 2021

**Section 1 General Information**

**1. Code and Course Title:**

Course Code: IHH 2304

Course Title (English): Front Office Operation and Management

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

**3. Curriculum and Course Category :**

Bachelor of Art in Hotel and Tourism Innovation Management Program

(Hotel Innovation Major)

❏ General Education ☑ Required Course

❏ Elective Course ❏ Other

**4. Lecturer Responsible for Course and Instructional Course Lecturer:**

4.1 Lecturer Responsible for Course: Aj.Nuntana Ladplee

Room Number : 306 Tel. 034-964946 Ext. 330

E-mail : nantana.la@ssru.ac.th

4.2 Instructional Course Lecturer (s):

(1) Aj.Nuntana Ladplee

(2) ……….N/A……………..

**5. Semester/Year of Study**

5.1 Semester 1 Year of Study 2021

5.2 Number of the student enrolled 7 persons (HM63)

**6. Pre-requisite Course (If any)**

None

**7. Co-requisite Course:**

None

**8. Learning Location**

Room: Online via Google Meet Platform

Building: International College, Nakhon Pathom Campus

**9. Last Date for Preparing and Revising this Course:**

25th July, 2021

**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 Ethics and Morals

(1) Be able to deliver or to complete a required task at or 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 business according to moral concepts and judgments.

* 1. Knowledge

(1) Understanding the business theories and important case studies taught

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

(3) To be able to use 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 Responsibilities

(1) Be able to communicate with foreigners in English

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

(3) Initiate some new business ideasand 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 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.)**

Learning process will be revised by applying online learning method and take-home examination during COVID-19 situation.

**Section 3 Course Structure**

**1. Course Outline**

Front desk operation; guest service cycle; hotel terminology; systems; techniques for dealing with guest; departmental structure and management; reservations; check-in and check-out; guest requests and issues.

**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)** |
| 48 | Upon request | 0 | 96 |

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

1 hour/ week

3.1 Self consulting at the lecturer’s office; Room no. 306 International College

3.2 Consulting via mobile phone 095-953-6924

3.3 Consulting via E-mail : [nantana.la@ssru.ac.th](mailto:nantana.la@ssru.ac.th)

3.4 Consulting via Social Media : Line id : nuntanaladplee

3.5 Consulting via Computer Network : Moodles and Google Meet

(E-Learnning)

**Section 4: Developing Student’s Learning Outcomes**

1. **Moral and Ethics**

**1.1 Moral and Ethics to be developed**

● (1) Be able to deliver or to complete a required task at or 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 business according to moral concepts and judgments.

* 1. **Teaching Strategies**

(1) The team of students will help to remind other team members to be on time.

(2) Provide an example of integrity in classroom such as no plagiarism.

(3) Provide a case study that explains business ethics.

* 1. **Assessment Strategies**

1. Checking student attendance every class
2. Evaluate from how many students cheating in exam.
3. Evaluate from students’ responsibility on their contribution on group project.
4. **Knowledge**

**2.1 Knowledge to be developed**

● (1) Understanding the business theories and important case studies taught

○ (2) To be able to provide an analysis and provide the solution to real world problems

○ (3) To be able to use business knowledge integrated with other disciplines

* 1. **Teaching Strategies**

(1) Use Problem-based learning

(2) Use cooperative learning techniques

(3) Invite guest speaker who is an expert in real world business

* 1. **Assessment Strategies**

1. Use Problem-based learning
2. Use cooperative learning techniques
3. Invite guest speaker who is an expert in real world business
4. **Cognitive Skills**

**3.1 Cognitive 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

* 1. **Teaching Strategies**

1. Group Presentations
2. Participate in real competitions.
3. Problem-based learning
   1. **Assessment Strategies**
4. Presentation
5. Peer review
6. Check list
7. Portfolios
8. Self Evaluation
9. **Interpersonal Skills and Responsibilities**

**4.1 Interpersonal Skills and Responsibilities** **to be developed**

● (1) Be able to communicate with foreigners in English

○ (2) Be able to use English to solve business problem

○ (3) Initiate some new business ideasand have leadership

* 1. **Teaching Strategies**

(1) Allow students with work in unfamiliar situation with new team members

(2) Practice business manner and how to deal with customers

(3) Use advance business English to communicate in class and with lecturers

**4.3 Assessment Strategies**

(1) How students participate in teamwork

(2) How students use advance business English in their presentation.

**5. Numerical Analysis, Communication and Information Technology Skills**

**5.1 Numerical Analysis, Communication and Information Technology Skills to be developed**

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

● (2) Be able to use statistics and mathematics to solve 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) Use activities such as encouraging students to show their work in an exhibition.

(2) Students will form a team and do the group projects that require two-ways communication and develop their social skills.

**5.3 Assessment Strategies**

(1) Evaluate their ability to present their work in at a exhibition.

(2) Evaluate their ability to use software computer such as Photoshop doing their work.

Remark:

Symbol ● means “major responsibility”

Symbol ○ means “minor responsibility”

No Symbol means “no responsibility”

**Section 5 Lesson Plan and Assessment**

1. **Lesson Plan**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Week** | **Topic/Outline** | **Hours** | | **Learning Activities and Medias** | | **Lecturer(s)** |
| 1 | **Introduction**  ‐ Explanation of course syllabus | 3 | | (1) Cooperative learning  (2) Group Work  (3) Pre-Test | | Aj.Nuntana  **ONLINE** |
| 2 | **Chapter 1 : Front Office Operation**  - Front Office Operation work flow  - Front Office Service Cycle | 3 | | (1) Problem-based learning  (2) Cooperative learning techniques  (3) Problem solving | | Aj.Nuntana  **ONLINE** |
| 3 | **Chapter 2 : Reservation**  - Type & Source of reservation  - Problem of reservation | 3 | | (1) Group Work  (2) Student Research  (3) Problem-based learning | | Aj.Nuntana  **ONLINE** |
| 4 | **Chapter 3 : Arrival Procedure**  - Registration & Check in | 3 | | (1) Performance Activity  (2) Discussion  (3) Problem-based learning | | Aj.Nuntana  **ONLINE** |
| 5 | Individual Presentation (1) | 3 | | (1) Performance Activity  (2) Discussion  (3) Student Research | | Aj.Nuntana  **ON**  **DEMAND** |
| 6 | Individual Presentation (2) – *Continued* | 3 | | (1) Performance Activity  (2) Discussion  (3) Student Research | | Aj.Nuntana  **ON**  **DEMAND** |
| 7 | Quiz (1) Hotel Reservation Code | 3 | | (1) Problem solving  (2) Problem-based learning  (3) Cooperative learning techniques | | Aj.Nuntana  **ONLINE** |
| 8 | **Midterm Examination** | | | | | |
| **Week** | **Topic/Outline** | **Hours** | | **Learning Activities and Medias** | | **Lecturer(s)** |
| 9 | **Chapter 4 : Departure Procedure**  - Settle guests account & check out  - Handle request & complaint | 3 | | (1) Group Work  (2) Student Research  (3) Problem-based learning | | Aj.Nuntana  **ONLINE** |
| 10 | **Chapter 5 : Front Office Strategies**  - Develop Front Office Manual  - Upselling techniques | 3 | | (1) Group Work  (2) Student Research  (3) Problem-based learning | | Aj.Nuntana  **ONLINE** |
| 11 | **Chapter 6 : English Conversation for Front Office Department** | 3 | | (1) Performance Activity  (2) Discussion  (3) Student Research | | Aj.Nuntana  **ON DEMAND** |
| 12 | Quiz (2)  Hotel Room Facility and Amenity | 3 | | (1) Performance Activity  (2) Discussion  (3) Student Research | | Aj.Nuntana  **ONLINE** |
| 13 | Group Presentation | 3 | | (1) Problem Solving  (2) Group Work | | Aj.Nuntana  **ON DEMAND** |
| 14 | Case Study (1) Case Study From **Research** “*Dealing with Difficult Customers*” | 3 | | (1) Problem Solving  (2) Group Work | | Aj.Nuntana  **ON DEMAND** |
| 15 | Case Study (2) Case Study From **Research** “*Front Office Manual Development Of Hotel Skills & Staff Performance”* | 3 | | (1) Group Work  (2) Student Research  (3) Problem-based learning | | Aj.Nuntana  **ON DEMAND** |
| 16 | Make up Class | 3 | |  | |  |
| 17 | **Final Examination** | | | | | |
| Total of Hours | | | 48 | |  | |

1. **Learning Assessment Plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Learning Outcome** | **Assessment Activities** | **Time Schedule**  **(Week)** | **Proportion for Assessment (%)** |
| 1 | Ethics and Morals To have responsible in fully participate and being on time for classes. | Class attendance checklist | Throughout semester | 10% |
| 2 | Knowledge  Able to identify, analyze the subject and able to have the feedback among other students on the course materials. | Midterm examination  Final Examination | Week 8, and 17 | 50%  (20%, 30%) |
| 3 | Cognitive Skills  Work on an individual assignment | Individual Assignment  Writing Practice | Throughout semester | 20% |
| 4 | Interpersonal Skills and  Responsibilities  Able to participate in class and work with classmates appropriately. | Class participation | Throughout semester | 10% |
| 5 | Numerical Analysis,  Communication and Information Technology Skills  Able to demonstrate with communication skills and working as a team. | Group assignment | Throughout semester | 10% |

**Section 6 Learning and Teaching Resources**

**1. Textbook and Main Documents**

* Michael L. Kasavana, Ph.D. (2009), Managing Front Office Operations, 8th Edition, University and Richard M. Brooks, Michigan State .

**2. Important Document for extra study**

* Ahmed Ismail (2002), Front Office Operations and Management.
* Gary K.Vallen, Jerome J.Vallen (2005), Check-In Check-Out: Managing Hotel Operations, 7th Edition.
* James A. Bardi (2006), Hotel Front Office Management, John Wiley & Sons Inc., New Jersey.
* Sue Baker, Jeremy Huyton and Pam Bradley (2000), Principles of Hotel Front Office Operations, 2nd Edition.

**3.Suggestion Information**

* <http://www.hospitalitynet.org/index.html>
* <http://www.hoteliermagazine.com/>
* <http://www.chrie.org/about/index.aspx>
* <http://lhonline.com/technology/guestservices/>
* <http://www.roomschronicle.com/content.cfm?fuseaction=dsp_front_office>

**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.

1. **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 assignments are interesting and stimulating.

(11) The lecturer’s use of technology enhanced learning in the classroom.

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.

1. **Teaching Revision**

Lecturer revises teaching / learning process based on the results from the students’ survey questions, the lecturer team’s observation, and classroom research.

1. **Feedback for Achievement Standards**

International College Administrator Committee monitor to assessment process and grading.

1. **Methodology and Planning for Course Review and Improvement**

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

(2) Assign different works for teaching this course to enhance students’ performance.

Curriculum Mapping Illustrating the Distribution of Program Standard Learning Outcomes to Course Level

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Courses | 1. Morals and Ethics | | | 2. Knowledge | | | 3. Cognitive Skills | | | 4. Interpersonal Skills  and Responsibility | | | 5. Numerical Analysis, Communication and Information Technology  Skills | | | 6.Other Domain ie.Learning Management Skills | | |
| Major Requirement Course | **● Major Responsibility ○ Minor Responsibility** | | | | | | | | | | | | | | | | | |
| **1** | **2** | **3** | **1** | **2** | **3** | **1** | **2** | **3** | **1** | **2** | **3** | **1** | **2** | **3** | **1** | **2** | **3** |
| IHH 2304  Front Office Operation and Management | ● | ● | O | O | ● | O | O | O | ● | O | ● | O | O | ● | O |  |  |  |