



College of Hospitality Industry Management

TQF5 Course Report

Course Code: HIM3310

Course Title: Meeting and Catering Management

Credits: 3(3-0-6)

Semester/Academic Year: 2/ 2021

Students: Bachelor of Arts, Program in Hotel Management (Restaurant Business Major)

Lecturer(s): Ms.Yupaporn Kithwang

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: HIM3310 Meeting and Catering Management

2. Pre-requisite (if any): None

3. Faculty Member(s) Teaching the Course and Sections: Ms. Yupaporn Kithwang

Sections: RB62

Room No. (online)

4. Semester and Academic Year: Semester 2, Academic Year 2021

5. Venue: College of Hospitality Industry Management, Suan Sunandha Rajabhat University, Nakhon Pathom Campus.

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

Topics	No. of teaching hours in the plan	No. of actual teaching hours	Reason(s) (in case the discrepancy is more than 25%)
Unit 1 Introduction to course HIR3310 <ul style="list-style-type: none"> • Course Outline evaluation and criteria • Food service Industry knowledge Banqueting and Catering structure	3	3	
Unit 2 The Banqueting and Catering Department <ul style="list-style-type: none"> • Structure and organization Chart • The department concerned with Banqueting and Catering Department Contemporary hotel catering	3	3	
Unit 3 The Banqueting and Catering Business and the Manager <ul style="list-style-type: none"> • Duty and responsibility 	3	3	
Unit 4 Managing the function <ul style="list-style-type: none"> • Types of function • How to book functions • Banqueting documentation BEO sheets knowledge	3	3	
Unit 5 MICE knowledge Event assignment (group work)	3	3	
Event assignment for the project (group work)	3	3	
Event assignment for the project (group work) Course review for midterm examination	3	3	
Midterm Examination	3	3	
Unit 6 Food and beverage control <ul style="list-style-type: none"> • The objective of food and 	3	3	

beverage control <ul style="list-style-type: none"> • The fundamentals of control • Setting the budget and break-even analysis • Methods of food and beverage control • EPOS reporting • Food and beverage control checklists • Revenue control • System of revenue control 			
Study trip (Hotel visiting)	3	-	COVID-19
Unit 7 The menu: Food and beverage <ul style="list-style-type: none"> • Type of menus • Menu offering • Menu pricing • Menu knowledge • Beverage menus/lists • Menu merchandising 	3	3	
Unit 8 Staffing issues <ul style="list-style-type: none"> • Recruitment • Staff turnover • Staff training • Legal framework • Staff scheduling Supervision and communication	3	3	
Unit 9 Food and beverage marketing <ul style="list-style-type: none"> • Marketing • Advertising • Public relations • Merchandising • Sales promotion Personal selling and up selling	3	3	
Unit 10 Managing quality in food and beverage operations <ul style="list-style-type: none"> • What is quality? • Why is quality important? • Managing quality in food and beverage operations • A systematic approach to quality management Developing approaches to quality management	3	3	

Course summary and final examination review <ul style="list-style-type: none"> • Course summary • Final examination review • Final assignment/ project 	3	3	
Final Examination	3	3	
Total	48	48	

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) Have positive attitudes towards service careers. (4) Have self-discipline, be punctual, responsibility to self, profession and society	<ul style="list-style-type: none"> •Class attendance checklist •Individual portfolio 	✓	-	

<p>2. Knowledge (1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically, and internationally. (2) Have integrated knowledge in other related disciplines.</p>	<ul style="list-style-type: none"> • Midterm and final examination • Personal and group assignment 	✓	-	
<p>3. Cognitive Skills (2) Be able to apply both theoretical and practical knowledge into real-life problem. (3) Be able to apply innovation and knowledge from other related academic fields in developing working skills.</p>	<ul style="list-style-type: none"> • Individual assignment and paper works/self-study 	✓	-	
<p>4. Interpersonal Skills and Responsibilities (1) Have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems. (2) Be responsible for the improvement of self-academic learning and the profession continuously.</p>	<ul style="list-style-type: none"> • Group work & presentation 	✓	-	

<p>5. Numerical Analysis, Communication and Information Technology Skills (1) Be competent in foreign languages in listening, speaking, reading, writing and summarizing the main points effectively.</p>	<ul style="list-style-type: none"> • Group and individual assignment 	<p>✓</p>	<p>-</p>	
<p>6. Learning Management Skills</p>		<p>✓</p>	<p>-</p>	

4. Suggestions for Improving Teaching Methods

Section 3: Course Outcomes

1. Number of registered students: 8

2. Number of students at the end of semester: 8

3. Number of students who withdrew (W): 0

4. Grade distribution

Grade	No. of students	Percentage
A	-	-
A-	-	-
B+	-	-
B	-	-
B-	-	-
C ⁺	-	-
C	-	-
C-	-	-
D	-	-
F	-	-
Incomplete (I)	8	100

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)
<ul style="list-style-type: none"> Personal/ group assignment: presentation and role play Midterm and Final Examination 	<ul style="list-style-type: none"> Students were able to execute good works, detail oriented and improvisation.

Section 4: Problems and Impacts

1. Teaching and learning resources

Teaching Problems: Internet connection and home environment	Impacts on students' learning: The delay or freezing internet and home environment distract and disturb the concentration
Learning Resources Problems: -	Impacts on students' learning: -

2. Administration and organization

Problems from administration -	Impacts on students' learning
Problems from organization -	Impacts on students' learning

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 Semester... Academic year 1. None 2. 3.	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.) 1. 2. 3.
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2. Other improvements: -

3. Suggestions for improvement for Semester 2 Academic year 2022

Suggestions	Time Frame	Responsible person
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4. Suggestions of faculty member(s) responsible for the course

Responsible Faculty Member/Coordinator: Ms. Yupaporn Kithwang

Signature: Ms. Yupaporn Kithwang Submission Date: May 10th, 2022

Chairperson/Program Director: Mr. Watcharawish Permsinpanthong

Signature..... Receipt Date