

1	Course title	Practical Training in Hotel Industry (in Hotels from 3 to 5 stars)
2	Course number	2603456
3	Credit hours (theory, practical)	6
	Contact hours (theory, practical)	
4	Prerequisites/corequisites	
5	Program title	
6	Program code	
7	Awarding institution	The University of Jordan
8	School	School of Archaeology and Tourism
9	Department	Department of Tourism Management
10	Level of course	
11	Year of study and semester (s)	3ed and Final year
12	Final Qualification	
13	Other department (s) involved in teaching the course	
14	Language of Instruction	English
15	Date of production/revision	11/10/2018

16. Course Coordinator:

Office numbers, office hours, phone numbers, and email addresses should be listed.
25043, (Su-Tu-Th 11am to 12pm, Mo-We 11am to 12pm), 0799414613, abualasal75@gmail.com

17. Other instructors:

Office numbers, office hours, phone numbers, and email addresses should be listed.
25043, (Su-Tu-Th 11am to 12pm, Mo-We 11am to 12pm), 0799414613, abualasal75@gmail.com

18. Course Description:

As stated in the approved study plan.
This practical course focuses on training students how to work in hotels and deal with tourists. In addition to making students aware of the operation-sections of the hotel industry like front office, general operations, sales and marketing, food and beverage, service keeping and catering.

19. Course aims and outcomes:

<p>A- Aims:</p> <p>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.</p> <p>Course module objectives:</p> <ol style="list-style-type: none"> 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 <p>B- Intended Learning Outcomes (ILOs): Upon successful completion of this course students will be able to ...</p>
<p>• Knowledge and understanding</p> <ol style="list-style-type: none"> 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
<p>• Cognitive skills (thinking and analysis).</p> <ol style="list-style-type: none"> 1- Skills of analyzing the organizational chart of the hotel company. 2- Skills of M.B.O participation. (Management by Objectives)
<p>• Communication skills (personal and academic).</p> <ol style="list-style-type: none"> 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.
<p>• Practical and subject specific skills (Transferable Skills).</p> <ol style="list-style-type: none"> 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.

20. Topic Outline and Schedule:

Topic	Week	Instructor	Achieved ILOs	Evaluation Methods	Reference
Meeting with students	1				
Distribution of students upon different hotels	2				
An introduction to the	3				

job task and identifying each department of the hotel					
Food and Beverage techniques	4				
Food and Beverage techniques	4				
Food and Beverage techniques	6			First Examination	
Food production methods/ hot- kitchen	7				
Food production methods/ cold- kitchen	8				
Reservation techniques	9				
Reception techniques	10				
Bill- for the quest	11				
Operator	12			Second Examination	
Stores and Laundry	13				
Back- office/marketing /public relation /accounting	14				
Back- office- part two	15				
Writing report	16			Final Examination	

21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

1. Follow-up and monitoring	10%
2. Institution Evaluation	20%
3. Training Report	30%
4. Discussion and presentations	40%
Total:	100%

23. Course Policies:

A- Attendance policies:

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.

B- Absences from exams and handing in assignments on time:

C- Health and safety procedures:

D- Honesty policy regarding cheating, plagiarism, misbehavior:

E- Grading policy:

F- Available university services that support achievement in the course:

24. Required equipment: (Facilities, Tools, Labs, Training,...)

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2°. References:

Required book (s), assigned reading and audio-visuals:
- Training and Manual books

Recommended books, materials, and media:

2٦. Additional information:

- Protection by copyright
- Avoiding plagiarism.

Name of Course Coordinator: *Dr. Hussein M. Ibrahim* Signature: ----- Date: -----

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: ----- -Signature: -----