

## Course Syllabus

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|----------------------------------|---|
| 1. <b>Program of Study</b>       | B.B.A. (Tourism and Hospitality Management) |
| <b>Faculty/Institute/College</b> | Mahidol University International College    |
| 2. <b>Course Code</b>            | ICTM 442                                    |
| <b>Course Title</b>              | Hospitality Training                        |
| 3. <b>Number of Credits</b>      | 4 (4-0-8) (Lecture-Lab-Self-study)          |
| 4. <b>Prerequisite (s)</b>       | ICTM 212                                    |
| 5. <b>Type of Course</b>         | Elective Course                             |
| 6. <b>Session</b>                | Trimester 1, 2 3 / Every academic year      |
| 7. <b>Conditions</b>             | Maximum number of students is 20            |

### 8. Course Description

The training of hospitality staff in their assigned tasks, training methods and different teaching methodologies for adult education.

### 9. Course Objective (s)

After successful completion of this course, students will be able to:

- 9.1 Discuss and demonstrate understanding of training as well as the relationship of training strategy and business strategies together with an organizational goal.
- 9.2 Understand and discuss in depth on 4 phases of training system model which are training need analysis, instructional design, implementation and evaluations.
- 9.3 Recognize and comprehend different learning styles and assess self-learning styles.
- 9.4 Discuss and understanding learning organization and knowledge management.
- 9.5 Explain and use skills in designing, presenting and evaluating training programs.
- 9.6 Recognize and demonstrate the understanding of lesson plan write up, standard operating procedure and budgeting.
- 9.7 Understand and discuss principles and importance of transfer of training.

## 10. Course Outline

Week	Topics	Hours			Instructor
		Lecture	Lab	Self-Study	
1	<b>Employee Training and its strategy</b> <ul style="list-style-type: none"> <li>• Business strategy and evolution of training's role</li> <li>• Strategic training and development process.</li> <li>• Identify strategic training and development and its activities that support company strategy.</li> <li>• Corporate university.</li> </ul>	4	0	8	Tevabanchachai, N.
2	<b>Employee Training and its strategy</b> <ul style="list-style-type: none"> <li>• Principles of training.</li> <li>• Internal and external factors that influence people to learn.</li> <li>• Roles of trainers / who is in charge of training.</li> </ul>	4	0	8	
3	<b>Systems model of training</b> <ul style="list-style-type: none"> <li>• Functionality of systems model of training.</li> <li>• Principles of all phrases of system model training and their techniques</li> </ul>	4	0	8	
4	<b>Lesson Planning and standard operating procedure</b> <ul style="list-style-type: none"> <li>• Principles and lesson plan write up method</li> <li>• Standard operating procedure – its principles and usage</li> </ul>	4	0	8	
5	<b>Mid-term examination</b> <b>Budgeting in training</b> <ul style="list-style-type: none"> <li>• Composition of training budget</li> <li>• Budget preparation</li> </ul>	4	0	8	
6	<b>Learning theories and styles</b> <ul style="list-style-type: none"> <li>• Principles of learning and different learning theories and styles</li> <li>• Adult learning theory</li> </ul>	4	0	8	
7	<b>Deliveries training techniques</b> <ul style="list-style-type: none"> <li>• Considerations in designing effective training programs</li> <li>• How trainers can make the site and instruction conducive to learning</li> </ul>	4	0	8	
8	<b>Training evaluations</b> <ul style="list-style-type: none"> <li>• Why is an evaluation necessary?</li> <li>• Evaluation principles and process.</li> </ul>	4	0	8	

Week	Topics	Hours			Instructor
		Lecture	Lab	Self-Study	
9	<b>Transfer of training</b> <ul style="list-style-type: none"> <li>Principles of transfer of training and model of transfer process.</li> <li>Characteristics of climates for transfer of training.</li> </ul>	4	0	8	Tevabanchachai, N.
10	<b>Learning organization and Knowledge management</b> <ul style="list-style-type: none"> <li>Features of a learning organization.</li> <li>Systems and ways of knowledge management.</li> </ul>	4	0	8	
11	Summary of result of all individual training Session (class discussion)	4	0	8	
	<b>Total</b>	<b>44</b>	<b>0</b>	<b>88</b>	
<b>Final Examination</b>					

NB. The course is subject to change without prior notice to fit the changing tourism circumstances.

### 11. Teaching Method (s)

- 11.1. Lectures
- 11.2. Group discussion
- 11.3. Individual presentations

### 12. Teaching Media

- 12.1. LCD overhead projector
- 12.2. PowerPoint
- 12.3. Multimedia resources
- 12.4. Handouts
- 12.5. Text books

### 13. Measurement and evaluation of student achievement

Student achievement is measured and evaluated by

- 13.1 the ability in discussing and demonstrating understanding of training as well as the relationship of training strategy and business strategies together with an organizational goal.
- 13.2 the ability in understanding and discussing in depth on 4 phases of training system model which are training need analysis, instructional design, implementation and evaluations.

- 13.3 the ability in recognizing and comprehending different learning styles and assess self-learning styles.
- 13.4 the ability in discussing and understanding learning organization and knowledge management.
- 13.5 the ability in explaining and using skills in designing, presenting and evaluating training programs.
- 13.6 the ability in recognizing and demonstrating the understanding of lesson plan write up, standard operating procedure and budgeting.
- 13.7 the ability in understanding and discussing principles and importance of transfer of training.

Student's achievement will be graded according to the faculty and university standard using the symbols: A, B+, B, C+, C, D+, D, and F.  
 Students must have attended at least 80% of the total class hours of this course.

Ratio of mark

1. Class attendance	5%
2. Participative skill	5%
3. In-class exercises / assignments	10%
4. Mid term examination	30%
5. Practical final individual training	20%
6. Written final examination	30%
<b>Total</b>	<b>100 %</b>

**14. Course evaluation**

- 14.1. Students' achievement as indicated in number 13 above.
- 14.2. Students' satisfaction towards teaching and learning of the course using questionnaires.

**15. Reference (s)**

Noe, R., Hollenbeck, J., Gerhart, B. and Wright, P. (2006) *Human Resource Management – Gaining a competitive advantage*. (5 ed.). New York: McGraw-Hill.

Bohlander, G. and Snell, S. (2004) *Managing Human Resources*. (13<sup>th</sup> ed.) Ohio: South western College Publishing.

**16. Instructor (s)**

Nate-tra Tevabanchachai  
 Lecturer  
 Travel Industry Management Division  
 Mahidol University International College

## 17. Course Coordinator

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## 18. Additional Information

### Class structure:

The class is divided into two parts: theory and practice. Therefore, in one week, 2 hours will be devoted for the theory / class / group discussion and another 2 hours will be designed to allow students to gain training skill through practices.

### Class Policy:

- Students are required to be punctual at all times; attendance, assignments etc.
- Students are expected to be well-groomed and perform professionally according to the MUIC rules and regulations.
- Students must fulfill the minimum requirement of 80% of total class attendance. Failure to meet this requirement will not be eligible for the final examination.
- Medical certificate is required for any class absenteeism.

### **Assignment of final examination – individual training**

**Assignment title:** Individual Training session (trainer)

**Due date:** To be discussed (depends on the number of students in the class)

**Assignment Overview:** Students will act as a trainer, to select the topic, to write the standard operating procedure or handout preparation depending upon the instructional objectives. Further, students will ensure that all participants are to be evaluated with a cleared technique of objective evaluation.

**Overall Aim:** To complement the theory provided in class with an opportunity for practical application.

### **Learning Outcomes:**

- To able to write instructional objectives and conduct an accurate objective evaluation.
- To able to deliver the topic in an effective way.

**Instruction:** students are required to discuss with the lecturer in advance on the topic selection.

**Task and weighting (20%):**

Accurate objective (s)	5%
Effective teaching technique	5%
- Ice breaking	
- Posture & gesture & eye contact & facial expression	
- Grooming / relevant costume	
- Appropriate and cleared language used	
- Overall technique of presentation and training	
Accurate instructional evaluation (s)	5%
Documentations:	5%
- Lesson Plan	
- Standard operating procedure	

**Remarks:** Please refer to the lecturer if there is any concern or any further clarification your group may need.