

Hospitality Management - National Diploma (ND)

YEAR 2 SEMESTER 2

Course: Food and Beverage Production IV2
Course: Food Beverage Service IV 10
Course: Accommodation Operation II 16
Course: Bar Operation and Liquor Studies22
Course: Small Business Management I26
Course: Project.....34
Course: Introduction to Customer Service39

Course: Food and Beverage Production IV

Department/Programme:: HOSPITALITY MANAGEMENT (NATIONAL DIPLOMA)			
Course: FOOD AND BEVERAGE PRODUCTION IV	Course Code: 241	Credit Hours: 6	
Year: Semester:	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	4 hours/week
GENERAL OBJECTIVES:			
On completion of this course, the students should be able to:			
<ol style="list-style-type: none">1. Know basic principle in cake making2. Understand the preparation of eggs, grains and farinaceous dishes3. Preparation of eggs grains and farinaceous dishes.4. Understand the preparation of pastries, pudding and seats.5. Understand the preparation of flavours, sand-wishes and beverages.6. Understand the [process involved in preparation of non-alcoholic drinks.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0: Know basic principle in cake making						
1	<p>1.1 Describe the different materials used in cake making and their properties.</p> <p>1.2 Make simple cake applying different methods.</p> <p>1.3 Identify the different faults in cake making and remedy them.</p> <p>1.4 Decorate cakes using different icing.</p>	<p>Explain the materials used in cake making and their properties.</p> <p>Explain different methods of making cakes.</p> <p>Explain different faults in cake making and how to remedy them.</p> <p>Explain how to decorate cakes using different types of icing.</p>	<p>Books</p> <p>Text books</p> <p>Text Book</p> <p>Pictures.</p>	<p>Identify the different materials used in cake making and their properties</p> <p>Identify and Describe simple cake applying different materials</p> <p>Identify the different fault in cake making and how to remedy them.</p> <p>Identify different types of icing in cake decoration.</p>	<p>Students to list materials used in cake making and their properties.</p> <p>Demonstrate cake making by applying different methods.</p> <p>Bake simple cake applying different methods.</p> <p>Guide students in groups to decorate cake using different icing.</p>	<p>Kitchen</p> <p>-</p> <p>Cake materials Kitchen Equipment.</p> <p>Cake materials e.g. egg, sugar, butter, Baking powder etc. Kitchen Equipments.</p> <p>Kitchen Icing materials e.g. Icing sugar, glycine, glucose, gelatine, egg etc.</p> <p>Icing equipments sweet pipinsbag, syringe, nossles etc. Mixing machine etc.</p>
General Objective:2.0 Understand the preparation of eggs, grains and farinaceous dishes						
2	<p>2.1 Describe the use of eggs in food production.</p> <p>2.2 Prepare egg dishes and apply garnish, sauce and suitable accompaniments.</p>	<p>Explain the uses of egg on food production.</p> <p>Explain egg dishes applying saucers, garnish, and suitable</p>	<p>Text Books</p> <p>Text Books</p> <p>Text Books</p>	<p>Identify the uses of eggs in food production</p> <p>Identify eggs dishes using ganishes sauces and suitable accompaniments.</p>	<p>Prepare egg dishes in food production</p> <p>Prepare egg dishes and apply ganish, sauce and suitable accompaniment</p>	<p>Kitchen</p> <p>Food materials</p> <p>Equipments</p>

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	2.3 Describe foods classified as farinaceous products.	accompaniments. Explain farinaceous products.		Identify foods classified as Farinaceous products. Identify eggs dishes using ganishes snacks and suitable accompaniments.	Prepare Farinaceous dishes in food production.	Kitchen Food materials Equipments
General Objective: 3.0 Preparation of eggs grains and farinaceous dishes						
3	3.1 Make farinaceous dishes in the kitchen. 3.2 Explain the principles underlying the choice of ingredients in making farinaceous dishes. 3.3 Apply garnishes, sauces and accompaniments to farinaceous dishes.	Explain how to make Farinaceous dishes. Demonstrate preparation of egg grains and farinaceous dishes. Explain the principles underlying the choice of ingredients in making Farinaceous dishes.	Text Books Text Books Text Books Text Books	Identify Farinaceous dishes in food production. Describe the principles underlying the choice of ingredients in making Farinaceous dishes. Identify ganishes sauces and accompaniments to farinaceous dishes.	Prepare farinaceous dishes in the kitchen Group students to discuss principles underlying the choice of Farinaceous dishes. Prepare Farinaceous dishes and apply ganishes sauces and accompaniment.	Kitchen Food Materials Equipments Kitchen Kitchen Raw Materials Equipments.
4	3.4 Identify the varieties of grain used in cookery. 3.5 Produce grain dishes using different varieties. 3.6 Explain the need for correct rations of liquid to grain for varied presentations. 3.7 Apply garnishes, sauces or accompaniments to grain dishes.	Explain how to apply ganishes, sauces and accompaniments to Farinaceous dishes. Explain various grains used in cookery. Explain different methods of producing grain Explain the need to correct liquid to grain for various presentation Explain how to apply ganishes, sauces or accompaniments to grain dishes.		Identify the varieties of grain used in cookery. Identify the variety of grain dishes. Identify the need for correct ration of Liquid to grain for various presentation. Identify the sauces and accompaniment for grain dishes.	Prepare varieties of Grain dishes. Same as above Students to produce grain dishes applying correct ration of liquid. Prepare varieties of grain dishes using suitable sauces, garnishes and accompaniments.	Kitchen Kitchen Raw Materials Equipments. Same as above Raw materials Equipment Kitchen. Raw materials Equipment Kitchen.

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective: 4.0 Understand the preparation of pastries, pudding and sweets						
6	4.1 Describe the fats and flours and other commodities available for production of pastries, puddings and sweets.	Explain the commodities available for the production of pastries, puddings and sweets.	Pictures, Text Books	Identify the fats and flours and other commodities available for production of pastries, pudding and sweets.	Demonstrate the preparation of pastries, pudding and sweets.	Kitchen Equipment Raw Materials
	4.2 Describe the sauce quality and storage of commodities available for production of pastries, puddings and sweets.	Explain the quality and storage of commodities available for production of pastries, pudding and sweets.	Text Books Text Books	Identify the sauces qualities and storage of commodities available for the production of pastries pudding and sweets	Prepare pastries, pudding and sweets. Make pastries, batters and doughs using manual and mechanized means.	Raw materials Equipments Kitchen Raw materials
	4.3 Make pastries, batters and dough by manual and mechanized means.	Explain how to make pastries batters and dough by manual and mechanized means.	Text Books	Select pastries, batters and dough to be produced by manual and mechanized means.	Demonstrate various pasters, dough and batter for a range of presentation.	Equipments Kitchen
7	4.4 Describe the uses of products mentioned in 1.3 above.	Explain the uses of products mentioned in 4.1		Identify the uses of products mentioned in 4.3 above.	Guide students to prepare various paste, dough and batters for a range of presentation.	Kitchen Raw Materials
	4.5 Make various pastes, dough and batters or a range of presentations.	Explain how to make various paste, dough and batters and evaluate recipe balance.		Identify different types of pastes, dough and batters.	Lead students to compile and produce an acceptable menu applying the principles of recipe balance.	Kitchen Raw Materials Kitchen Equipments
	4.6 Show evaluation of recipe balance.	Explain how to produce various items using food additives.		Describe evaluation of recipe balance	Produce various items using appropriate foams mentioned in 4.7	Raw Materials Kitchen Equipments.
	4.7 Produce various items using appropriate foams, egg emulsions, gelatin, emulsifying agents and other food additives.	Explain how to produce hot and cold soufflés, pudding soufflés, hot and cold farinaceous and grain presentation and custard-based items.		Identify the various food additives e.g. Foam, egg, emulsions, gelatine, emulsifying agents etc.	Prepare Hot and Cold Sweet.	Raw Materials Kitchen Equipment
8	4.8 Describe raw materials for the production of hot and cold soufflés, pudding soufflés, hot and cold farinaceous and grain presentation and custard-based items.	Explain how to prepare Hot and Cold sweet.		Select Raw Materials for the production of hot and cold soufflés pudding soufflés, hot and cold farinaceous and grain presentation and custard based items.		Raw Materials Kitchen Equipment
	4.9 Prepare hot and cold sweets					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives						
9	4.10 Describe the use of chilling and freezing techniques.	Explain the use of chilling and freezing techniques.	Books	Identify hot and cold sweets.	Select raw materials for the production of hot and cold soufflés, pudding etc. Hot and cold sweet.	Kitchen Raw Materials Equipments.
	4.11 Present chilled and iced confectioneries.	Explain chilled and iced confectioneries.	Raw materials and equipment	Identify chilling and freezing technique	Demonstrate chilling and frozen technic.	Kitchen, equipment e.g. Cold room, Refridgerator etc. Raw materials.
	4.12 Explain the principle of sugar boiling.	Explain the principle of sugar boiling.	Text Books	Describe chilled and oced confectionaries	Prepare clulled and iced confection aries.	Kitchen Raw materials Equipments
	4.13 Produce various presentations using boiled sugar.	Explain various ways of presentation using boiled sugar.	Text Books	Identify principles of sugar boiling	Show various presentation using boiled sugar.	Kitchen Equipment Raw materials
	4.14 Boil sugar to make caramel.	Explaon how to make caramel.	Text Books	Describe various [resentation using boiled sugar.	Produce various presentation using boiled sugar.	Kitchen Equipment Raw materials.
10	4.15 Present various sweets using fresh and processed fruit.		Text Books			
	4.16 Make various sauces for sweet presentations.	Explain how to make sweet using fish and processed fruit.	Text Books	Describe how to make caramel	Demonstrate how to prepare caramel.	Raw materials equipment kitchen.
	4.17 Prepare, cook and present the following using convenience products with evaluation of the quality and cost difference between them and those produced by traditional methods: (a) fermented goods (b) sponge (c) hot and cold sweets (d) iced confections (e) cold and boiled meringues (f) dry, glazed, baked and dipped petit fours	Explain how to make various sauces for sweet presentations. Explain how to prepare and present items in 4.17 using convenience products.		Identify various sweets from Fresh and processed fruit Describe various sauces for sweet for presentation. Describe how to cook and present items listed in 4.17-9-f using convenience product.	Prepare various sweets using fresh and processed fruit. Demonstrate to students various sauces for sweet and presentation. Prepare, look and present item listed in 4.17 using convenience product with evaluation of the quality and cost difference between them and those produced by traditional methods.	Raw materials equipments kitchen Raw materials equipment kitchen

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objectives: 5.0 Understand the preparation of savouries sandwiches and beverages						
11	5.1 Describe hot and cold savouries using paste panadas, bread, biscuits, barquettes tartlets and bouchees.	Explain hot and cold saving savouries using paste panadas, bread, biscuits, barquettes tartlets and bouchees.	Text books " "	Identify hot and cold savouries using paste panadas, bread, biscuit, brunettes tartlet and botches	Produce hot and cold savouries using paste, panada, bread, biscuit, barquettee, tartlet and bouchees.	Raw materials equipment kitchen
	5.2 Prepare and use fillings for hot and cold savouries.	Explain fillings for hot and cold savouries.	Text books	Describe how to use fillings for hot and cold savouries	Prepare and use fillings for hot and cold savouries.	Raw materials equipment kitchen
	5.3 Produce garnish and finish hot savouries.	Explain garnish and finish hot savouries	Text books	Identify garnish and finish hot savouries.	Produce garnish and finish hot savouries.	Raw materials equipment kitchen.
12	5.4 Produce cold savouries and use aspic.	Explain cold savouries and use aspic.		Identify cold savouries and aspic.	Produce cold saviouries and use aspic.	' Same as above
	5.5 Identify the types of bread and bakery products suitable for making rolls and sandwiches.	Explain types of bread and bakery products suitable for making rolls and sandwiches.		Describe the types of bread and bakery products suitable for making follsand sandwiches.	Guide students to prepare bread and bakery product e.g. bread Sandwiches etc.	Raw materials equipment kitchen
	5.6 Prepare and use fillings and toppings.	Explain fillings and Toppings.		Identify fillings and topping.	Demonstrate how to apply fillings and topping	Same as above.
	5.7 Identify and use appropriate commercially available wrappings for sealing and packaging.	Explain the appropriate wrapping for sealing and packaging.		Describe how to use appropriately commercially available wrappings for sealing and packaging.	Demonstrate appropriately how to use commercelly available wrappings for sealing and packaging finished product.	Kitchen Equipment e.g. Sealing machine nylon etc. Raw materials

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective: 6.0 Understand the process involved in preparation off non-alcoholic drinks						
13	6.1 Describe the commodities available for making non-alcoholic beverages.	Explain the commodities available for making non alcoholic beverages.	Text books Text books	Identify the commodities available for making non-alcoholic beverages.	Demonstrate preparation of non-alcoholic beverages.	Raw materials kitchen equipments.
	6.2 Prepare the following:- (a) Tea - china, India, lemon, iced tea (b) Coffee - instant, pot, ground, iced coffee, etc.	Demonstrate preparation of non-alcoholic beverages. Explain the following 6.2.9-h		Describe how to prepare the followings: Tea - china, India, lemon, iced tea Coffee - instant, pot, ground, iced coffee, etc. Other hot beverages Hot chocolate/melted milk Meat extracts, hot fruit drink Milk, milk shakes and cordials Ginger, beer, paw paw drinks Rice, water, mint, lemon, pineapple drink	Guide students to prepare the items listed in 6.2(a-h)	Kitchen Raw Materials Equipments.
	(c) Other hot beverages (d) Hot chocolate/melted milk (e) Meat extracts, hot fruit drink					
14	(f) Milk, milk shakes and cordials					
15	(g) Ginger, beer, paw paw drinks (h) Rice, water, mint, lemon, pineapple drink					

Assessment:

Give details of assignments to be used:
Practical 100 %

Recommended Textbooks & References:

Course: Food Beverage Service IV

Department/Programme:: HOSPITALITY MANAGEMENT (NATIONAL DIPLOMA)			
Course: FOOD BEVERAGE SERVICE IV	Course Code: 242	Credit Hours:	5
Year: Semester:	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	3 hours/week
GENERAL OBJECTIVES:			
On completion of this course, the students should be able to:			
<ol style="list-style-type: none">1. Know clients' needs and expectations.2. Acquire social skills and appreciate their importance in food sales and service3. Understand the application of sales techniques in food service4. Know the operation characteristics of the various sectors of the food service industry.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective: 1.0 Know client's need and expectations						
1	1.1 State the needs that the client might be seeking to satisfy, to include: (a) Physiological (b) Economical (c) Social (d) Psychological (e) Convenience	Explain the needs that the client might be seeking to satisfy: (a) Physiological (b) Economical (c) Social (d) Psychological (e) Convenience	Classroom, Chalk Marker Board Classroom Board Marker/Chalk Chart	Describe the type of clients in terms of captive market segments as follows: (a) Non-Captive Market (b) Semi-Captive Market (c) Captive Market	Guide students to group type of clients in terms of market segments in and visit market Non-Captive Market Semi-Captive Market Captive Market	Market
2	1.2 Identify type of clients in terms of captive market segments as follows: (a) non-captive markets (b) semi-captive markets (c) captive markets	Students to group type of clients in terms of captive market segments as follows: (a) non-captive markets (b) semi-captive markets (c) captive markets Explain the meal experience factors to include:	Classroom Board Marker/Chalk			
3	1.3 Define and give meal experience factors to include (a) food and drink (b) level of service	(iii) food and drink (iv) level of service (v) level of cleanliness and hygiene (vi) value for money/price (vii) atmosphere				
4	(c) level of cleanliness and hygiene (d) value for money/price (e) atmosphere					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 2.0 Acquire social skill and appreciate their importance in food sales and service						
5	1.1 Identify the range of social skills important to sales and service situation.	Explain the range of social skills important to sales and service situations.	Classroom, chalk/Marker Board	Describe the range of social skills important to sales and service situations.	Demonstrate the range of social skills important to sales and service situations	Restaurant Charts Posters
6	1.2 Explain by means of examples why the skills mentioned in 2.1 above are regarded as important.	Students to discuss by means of Examples the range of socials important too sales and service situations.	Restaurant- wares and furniture	Describe the followings	Demonstrate the following:	Restaurant
7	1.3 Carry out the following services: (a) take personal and telephone bookings for restaurant tables (b) establish customer contact in given situation (c) identify the host of a group of guests	Explain the following services take personal and telephone bookings for restaurant tables establish customer contact in given situation identify the host of a group of guests lead customers to table and seat them present menu card and take orders deal with mind accidents and complaints present bill	As above	<ul style="list-style-type: none"> • take personal and telephone bookings for restaurant tables • establish customer contact in given situation • identify the host of a group of guests • lead customers to table and seat them • present menu card and take orders • deal with mind accidents and complaints • present bill 	(a) take personal and telephone bookings for restaurant tables (b) establish customer contact in given situation (c) identify the host of a group of guests (d) lead customers to table and seat them (e) present menu card and take orders (f) deal with mind accidents and complaints (g) present bill	
	8		(d) lead customers to table and seat			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	<p>them</p> <p>(e) present menu card and take orders</p> <p>(f) deal with mind accidents and complaints</p> <p>(g) present bill</p>					
General Objective 3.0 Understand the application of sales techniques in food service						
9	<p>2.1 Explain sales techniques.</p> <p>2.2 Identify the various selling methods used in the restaurant, bar and front office.</p>	<p>Explain and discuss sales techniques:</p> <p>List and discuss various selling methods used in the Restaurant.</p> <p>Explain the application of positive sales techniques in food and Beverage sales.</p>	<p>Classroom, chalk/Marker</p> <p>Restaurant</p> <p>Chart</p> <p>Posters</p>	<p>Describe sales techniques and examine the various selling methods used in the Restaurant.</p> <p>Describe the application of positive sales techniques in and Beverage sales and the service situation.</p>	<p>Demonstrate sales techniques and lead/Guide students to examine various selling methods used in the Restaurant.</p> <p>Demonstrate sale techniques and group requirement of effective sales display.</p>	<p>Restaurant Charts Posters</p> <p>Restaurant Charts Posters</p> <p>Card board Posters Charts</p>
10	2.3 Describe the application of positive sales techniques in food and beverage sales and the service situation.	Group and discuss the requirements of effective sales display.	Restaurant	List the requirements of effective sales display.		
11	2.4 List the requirements of effective sales display.	Students to design a sales display exhibiting the features mentioned in 2.4	Chart	Design a sales display exhibiting the features mentioned in 2.4	Guide students to draw a sales display exhibiting the features mentioned in 2.4	
12	2.5 Design a sales display exhibiting the features mentioned in 3.4 above.		Posters			
			Marker			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4.0 Know the operational characteristics of the various sectors of the food service industry						
13	<p>3.1 Describe the various sectors of the food service industry such as:-</p> <p>(a) fast food operation</p> <p>(b) franchise operation</p> <p>(c) hospital catering</p> <p>(d) hotels - coffee shops, restaurants, snack bars</p> <p>(e) industrial catering</p>	<p>Explain the various sectors of the food service industry such as</p> <p>(a) fast food operation</p> <p>(b) franchise operation</p> <p>(c) hospital catering</p> <p>(d) hotels - coffeshops, restaurants, snack bars</p> <p>(e) industrial</p> <p>Explain the followings:</p> <p>(f) catering</p> <p>(g) outdoor catering</p> <p>(h) specialty restaurant</p> <p>(i) institutional catering - prison, welfare homes etc</p>	<p>Classroom Chalk/Marker Restaurant Wares and furniture Board</p> <p>Classroom Board Chalk/Marker</p> <p>Restaurant</p>	<p>Describe the various sectors of the food service industry such as</p> <p>(a) fast food operation</p> <p>(b) franchise operation</p> <p>(c) hospital catering</p> <p>(d) hotels - coffeshops, restaurants, snack bars</p> <p>(e) industrial</p> <p>(f) catering</p> <p>(g) outdoor catering</p> <p>(h) specialty</p>	<p>Demonstrate the various sectors of the food service industry such as</p> <p>fast food operation franchise operation hospital catering hotels - coffeshops, restaurants, snack bars industrial</p> <p>catering outdoor catering specialty restaurant</p>	<p>Hotel Hospital Fast Food Industry</p> <p>Outdoor Restaurant e.g. Chinese Restaurant</p> <p>Transport Restaurant Institutional Canteen Cafeterial</p>
14	<p>(f) outdoor catering</p> <p>(g) specialty restaurant</p> <p>(h) transport -</p>	<p>Students to discuss the principal characteristics of each of the sectors in 3.1 (a-i)</p>				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	rail, road, air and sea (i) institutional catering - prison, welfare homes etc			restaurant (i) institutional catering - prison, welfare homes etc		
15	3.2 Explain the principal characteristics of each of the sectors in 4.2 above.					

Assessment:

Give details of assignments to be used:
 Projects 100%

Recommended Textbooks & References:

Course: Accommodation Operation II

Department/Programme: HOSPITALITY MANAGEMENT (NATIONAL DIPLOMA)			
Course: ACCOMMODATION OPERATION II	Course Code: 243	Credit Hours:	4
Year: Semester:	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	2 hours/week
GENERAL OBJECTIVES:			
On completion of this course, the student should be able to:			
1.0 Understand the reservation process and accommodation selling techniques.			
2.0 Understand how to improve service quality in customer care and guest relations.			
3.0 Know the payment procedures and the standard system of billing in hotels.			
4.0 Know the equipment and the application of information technology in the Front Office (F.O.)			
5.0 Know the legal aspects and the obligations of Front Office (F.O) management in a hotel.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0 Understand reservation processes and accommodation selling techniques						
1	1.1 List and explain the details that should be known before taking a reservation: Room type and description; Number of rooms, Room rates; Hotel services and facilities; Double booking, cancellation, percentage occupancy; Density chart, advance booking.	Discuss the information which should be available before reservation. Explain the different types of reservation.		List and explain the details that should be known before taking a reservation: Room type and description; Number of rooms, Room rates; Hotel services and facilities; Double booking, cancellation, percentage occupancy; Density chart, advance booking.	Group discussion on making reservation and various means of reservation. Organise a visit to a first class hotel.	Cardboard Sheets Felt pen/markers Visit travel agents.
2	1.2 State and explain the different types of reservations including (a) New, amended, cancelled, confirmed, guaranteed (b) Individual, group/tour, travel agents, conferences, corporate (c) Also be familiar with leisure and business guests 1.3 List the different means of reservations (telephone, facsimile, telex, letters, in person, internet, and central reservation systems).	Describe leisure and business guests. List the different means of making reservations Describe the method of advance reservation Record advance reservation and occupancy reports. Explain organisational procedure regarding payment.		<ul style="list-style-type: none"> • State and explain the different types of reservations including • New, amended, cancelled, confirmed, guaranteed • Individual, group/tour, travel agents, conferences, corporate • Also be familiar with leisure and business guests 	Guide students to draw a density chart for illustration and fill in information. Work out occupancy percentages. Guide students to complete reservation forms and record reservation and occupancy reports. Students on industrial visit to see the different means of making reservation.	
3	1.4 Describe and apply the methods of advance a reservation e.g. forms and record reservation and occupancy reports. 1.5 Follow organizational procedures regarding payment.			List the different means of reservations (telephone, facsimile, telex, letters, in person, internet, central reservation systems). Describe and apply the methods of advance a reservation e.g. forms and record reservation and occupancy reports.	Visit to internet café to browse internet for internet booking.	

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 2.0: Understand how to improve service quality in customer care and guest relations						
4	2.1 Describe the value of time management for own tasks and for the guest, be able to complete tasks within set times.	Explain the importance of guests and management of the ability to perform tasks and complete tasks within set times.	Visit Video		Demonstrate the application of customer care at the reception.	
5	2.2 Explain how working as a team can enhance the quality of service by following management and operational procedures (i) List the attributes of a good team member (ii) State how the operations of other departments can be enhanced	Explain the importance of team work in enhancing quality service. Analyse the attributes of a good team member. Discuss how the operation of other departments can be enhanced through team work or drawn back by lack of it.			Apply role play to illustrate the handling of complaints and seeking assistance.	
6	2.3 Customer care procedures at the reception. 2.4 Handle complaints and seeking assistance.	Explain customer care procedures at the front office. Explain how to handle guests' complaints and any assistance which a guest may seek.				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 3.0 Know the payment procedures and the standard system of billing in hotels						
7	<p>3.1 Describe guest departure procedures</p> <p>(a) Source relevant information of guest expenditure and state of accommodation provided from other departments using accepted standard organizational procedures</p> <p>(b) Check guest account for accuracy before presenting to the guest</p> <p>(c) Take appropriate action to recover key or know about decoding techniques on key cards</p>	<p>Explain how to ensure that adequate information on guests expenditure are gathered before billing the guest.</p> <p>Describe procedure in recovering the key or decoding.</p> <p>Explain the final handing</p> <p>Safe deposits, luggage handling, forward reservations, process messages for guests who have left and return correct deposit to guests.</p> <p>Explain the standard system of hotel billing.</p>	<p>Computers</p> <p>Billing Machine</p>		<p>Illustrate the principle of book keeping.</p> <p>Prepare sample of tabular ledger guests bill for students to make entries.</p> <p>Guide students in the use of the billing machine.</p>	
8	<p>(d) Finalize safety deposit records according to the procedures</p> <p>(e) Luggage handling and transport coordination</p> <p>(f) Make forward reservations</p>	<p>Describe the basic principles of book keeping used in maintain hotel guest accounts, tabular ledger, guest bill, billing machines.</p> <p>Explain how to post transaction to the</p>				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	(g) Process messages for guests who have departed (h) Return correct deposits to guests	tabular ledger. Explain the preparation of guest bills using the billing machine.				
9	3.2 (i) identify the basic principles of book keeping used in maintaining hotel accounts-guests tabular ledger, guest bill, billing machines (ii) Prepare and post transactions in the tabular ledger guests bills. (iii) Prepare guest bills using the billing machine.					
General Objective 4.0 Know the equipment and the application of information technology in the FO operations						
10	4.1 Operate telex, facsimile and computer facilities in accordance with manufacturers' instructions.	Explain the use of telex, facsimile and computer facilities in accordance with manufacturers' instructions.	Reservation soft wax package. Computer internet facilities.		Guide students in the use of the internet to see internet advertising and internet reservation and shopping.	Sample of credit cards
11	4.2 Explain how information technology is used in: (j) Reservations - CRS; Guest history record, internet advertisement, credit		E-mail facilities Excel (spreadsheet		Demonstrate the use of credit cards in the payment of bills.	

Take students to hotel

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	card sales, key card and security				to see the use of keycards.	
12	4.3 Describe how information technology is used in FO statistics.					
General Objective 5.0 Know the legal aspects and the obligations of FO management in a hotel						
13	5.1 Explain the right of lien. 5.2 Explain the obligations of a hotel to a guest and the government	Explain the proprietors' right of lien. Explain the obligation of the hotel to the guest and to the government.	Law books/legislation		Take students on industrial visit to see telephone exchange and other telecommunication systems.	Vehicle to take students.
14	5.3 Explain the law of contract in relation to hotel accommodation. 5.4 Describe the law relating to registration of guests.	Explain the law of contract in relation to reserving of hotel accommodation.			Show students the proper procedure for preparing outgoing mail, filing techniques.	
15	5.5 Explain licensing laws 5.6 Explain the wages act as it affects the hospitality industry.	Discuss the law relating to registration of guests. Describe the licensing laws. Describe the wages act as it affect the hospitality industry.				

Assessment:

Give details of assignments to be used:
individual Coursework/Assignments 40%; Group Presentation 60 %

Recommended Textbooks & References:

Course: Bar Operation and Liquor Studies

Department/Programme:: HOSPITALITY MANAGEMENT (NATIONAL DIPLOMA)			
Course: BAR OPERATION AND LIQUOR STUDIES		Course Code: HMT 244	Credit Hours: 4
Year: 2 Semester: 2	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	2 hours/week
GENERAL OBJECTIVES:			
On completion of this course, the student should be able to:			
1.0 Know the scope of bar operation and wine service			
2.0 Understand health and safety aspects in bar operation			
3.0 Know alcoholic and non-alcoholic beverages and their selling techniques			
4.0 Understand the characteristics of alcoholic beverages			
5.0 Know laws relating to the sales of alcoholic beverages			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1.0 Know the scope of bar operation and wine service						
1	1.1 Give an outline history of, and the development of bar operation and wine service in Nigeria and other wine producing countries.	Describe the history and the typical bar area.	Notes, chalk and blackboard, staff	Trace the history of and the development of operation and wine service.	Organise trip to an hotel with a bar/wines services.	Textbooks Chalk board
2	1.2 Identify various personnel in the bar area bringing out their qualities and responsibilities. 1.3 Describe various types of bars e.g. public bar, dispense bar, cocktail bar, lounge bar etc.		" " Diagrams and staff			
3	1.4 Identify a bar layout. 1.5 Describe the various components of a bar layout.		Lecture notes			
General Objective 2.0 Understand health and safety aspects in bar operation						
4	2.1 Explain the personal hygiene necessary in bar operations e.g. the care of body, appearance, use of cosmetics and how this can be achieved.	Teach the personal hygiene necessary in bar operation..	Chalkboards. Textbooks	Explain the simple first and procedures for minor accidents	Demonstrate the simple first and treatment for minor accidents.	First aid box. Chalkboard.
5	2.2 Explain causes of accidents, which can occur in the bars, public cellars and storage areas and explain how these accidents can be prevented. 2.3 State the correct reporting procedures for bars and stores.	Mention and describe the simple first aid procedures for minor accidents.	First aid box.			
6	2.4 Describe the simple first-aid procedures for minor accidents e.g. cuts, burns etc and the procedure to be followed in the event of injury to the customers and colleagues.					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 3.0 Know alcoholic and non-alcoholic beverages and their selling techniques						
7	3.1 Identify the types and characteristics of alcoholic and non-alcoholic beverages commonly available.	Explain the differences between alcoholic and non-alcoholic.	Lecture notes and textbooks	Explain the taking and handling or orders at the bar area.	Organise the taking and handling or orders at the bar area.	.Bar area glassware.
8	3.2 Identify non-alcoholic beverages found in stillrooms etc. 3.3 Recognize substandard and products.	Explain how substandard and products can be recognised.	A bar area and other books Stillroom and beverages	Describe the characteristics of non-alcoholic and alcoholic beverages.	Prepare for service in bar area. Carry and clean any dirty glassware by hand.	Blacksound
9	3.4 Explain the requirements and purchasing factors and means of acquiring alcoholic beverages.		Lab/bar area Lab/bar area Wine glasses and trays textbooks			
General Objective 4.0 Understand the characteristics of alcoholic beverages						
10	4.1 Explain what is meant by an alcoholic beverage. 4.2 List and explain the basic alcoholic beverages e.g. wine, cocktails, butters, spirits, beers, liqueurs.	Identify the basic alcoholic beverages. Describe the process of making alcoholic beverages.	Blackboard Lecture notes and books Supermarket and hotel bars	Explain basic alcoholic beverage. State the process of making alcoholic beverages.	Display various alcoholic beverages for comparison. Organise a visit supermarkets and hotels where different beverages are sold.	Alcoholic and non-alcoholic beverages.
11	4.3 Define the unit in which alcoholic contents of beverages are measured. 4.4 Explain different process of making alcoholic beverages e.g. fermentation, distillation, infusion etc.	State types of wine and countries produced. State main effect alcoholic beverages have on human metabolism and behaviour.	Lecture notes	Identify types of wines and countries produced (present to students different types).		
12	4.5 Identify the different types of wines and countries in which they are produced and classify them accordingly. 4.6 Explain the main effect alcoholic beverages have on human metabolism and behaviour.					

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 5.0 Know laws relating to the sales of alcoholic beverages						
13	5.1 Explain the provision of laws relating- (i) to the sales and supply of drinks (ii) permitting hours for sales of drinks (iii) illegalities concerned with the sales of drink	Make reference to cases where either the barman or customer contravene the law.	Textbooks Chalkboard.			
14	(iv) right of entry to people with authority to enter and inspect the premises (a) licenses responsibility and customer's own responsibility					
15	(b) barkeeper's liability to the customer (c) explain the various types of licenses for operating a bar					

Assessment:

Give details of assignments to be used:
Coursework/Assignments %; Course test %; Practical %; Projects %; Examination %

Recommended Textbooks & References:

Course: Small Business Management I

Programme: (National Diploma)			
Course: Small Business Management I	Course Code: LTM 226	Total Hours:	2
Year: 2 Semester: 4	Pre-requisite:	Theoretical:	1 hour/week
		Practical:	1 hour/week
Goal: This course is designed to provide the student with the basic knowledge on the various tools used in the management of small-scale businesses.			
GENERAL OBJECTIVES:			
On completion of this course, the diplomate will be able to:			
<ol style="list-style-type: none">1. Understand the nature of small-scale enterprises.2. Understand the legal framework for small-scale enterprises.3. Understand the role of governments in small-scale enterprises in Nigeria4. Understand a business plan for a small-scale business enterprise.5. Understand marketing management in a small business enterprise6. Understand the general concept of production management7. Know human capital needs for an enterprise			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Understand the nature of small-scale enterprises.						
1	1.1 Define the range and scope of a small business. 1.2 Explain the importance of a small business. 1.3 Describe the problems associated with small business operations.	Explain range, scope and importance of a small scale business. Explain problems associated with small business operations.	Text Books Journals Publications	Select a small business enterprise and indicate its signs of success and failures. Use case studies based on a local organisation.	Guide students in identifying range, scope and importance of a small scale business.	Internet and relevant websites Guest speaker on small businesses
2	1.4 Describe types of businesses that could be run on a small scale. 1.5 Describe the merits and demerits of being self-employed 1.6 Identify the starting problems and signs of failure of a small business	Explain types of businesses that could be run on small scale, their associated problems and signs of failure during operations. Explain wage employment and self employment. Explain the merits and demerits of self employment.	Text Books Journals Publications	Select a small business enterprise and indicate its signs of success and failures. Use case studies based on a local organisation.	Guide students in identifying types of businesses that could be run on small scale, their associated problems and signs of failure during operations.	Internet and relevant websites Guest speaker on small businesses
General Objective 2: Understand the legal framework for small-scale enterprises.						
3	2.1 Explain the types of business organization. 2.2 Identify the legal form of business.	Explain the types of business organization Explain legal formation and regulatory status of small business. Explain environmental factors of business.	Text Books Journals Publications	Use CAMB to explain the regulatory frame work of small business. Group work to set up a small business - realistic scenarios Use of relevant documentation taken from the internet.	Guide students to identify the legal formation and regulatory status of small business.	Internet and relevant websites

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
4	2.3 Describe the environmental factors of business - law of sales, licenses, failure signs, etc.	Explain legal formation and regulatory status of small business.	Text Books Journals	Use CAMB to explain the regulatory frame work of small business.	Guide students to identify the environmental factors of business.	Internet and relevant websites
	2.4 Explain regulatory status and formation of small business.	Explain environmental factors of business.	Publications	Group work to set up a small business - realistic scenarios Use of relevant documentation taken from the internet.		
General Objective 3: Understand the role of governments in small-scale enterprises in Nigeria						
5	3.1 Explain government policies for small enterprises development.	Explain government policies for small enterprises development and effects of the policies on direct and indirect assistance to these enterprises.	Text Books Journals	Identify government policies and their effects on small scale business.	Guide students to evaluate the contributions of the promoting bodies (IDC, NASA, NERFUND, NDE, NAPEP etc to growth of small business in Nigeria.	Internet and relevant websites
	3.2 Explain the effects of government policies on direct and indirect assistance to small businesses		Publications			
6	3.3 State the role of the following institutions in promoting small enterprises	Explain the following institutions and their roles in promoting small scale enterprises.	Text Books Journals	Identify and explain beneficiaries of the bodies. Promotion SME in Nigeria.	Guide students to evaluate the contributions of the promoting bodies (IDC, NASA, NERFUND, NDE, NAPEP etc to growth of small business in Nigeria.	Internet and relevant websites
	(a) Industrial Development Centre (IDC) (b) State Ministries of Commerce and Industries. (c) State Export Promotion	- IDC, State Ministries of Commerce, State Export Promotion Committees, CMD, NDE, NAPPEP, CIRD NERFUND NACRDB, NEPC NASSI, NASME, etc	Publications			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	Committees. (d) Centre for Management Development (CMD) (e) National Directorate of Employment (NDE) (f) NAPPEP (g) CIRD (h) NERFUND (i) NACRDB, NEPC (j) NASSI, NASME, etc					
General Objective 4: Understand a business plan for a small-scale business enterprise.						
7	4.1 Explain business plan. 4.2 Explain the purpose of business plan 4.3 Identify the components of a business plan from project development up to project cost.	Explain business Plan, its purpose and components from project development to project cost.	Text Books Journals Publications	Identify business plan. Identify how to plan in small business. Formulate a business plan for a particular project.	Guide students to:- Work in pairs to develop a relevant business plan. Refer to business planning information on the internet Present the plans and justify the goals	Internet and relevant websites

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
8	4.4 State the necessary steps in carrying out financial analysis and planning for a small business	Explain steps in carrying out financial analysis and planning for a small business.	Text Books	Identify business plan.	Guide students to:-	Internet and relevant websites
	4.5 Compare personal goal and business goals.	Explain personal goals and business goals.	Journals	Identify how to plan in small business.	Work in pairs to develop a relevant business plan.	
	4.6 Identify influences of family goals in business goals	Explain influences of family goals in business goals. Invite a successful entrepreneur to give a talk.	Publications	Formulate a business plan for a particular project.	Refer to business planning information on the internet Present the plans and justify the goals	
General Objective 5: Understand marketing management in a small business enterprise						
9	5.1 Understand the basic concept of marketing.	Explain basic concepts of marketing.	Text Books	Identify the process of conducting a marketing survey.	Guide students to use the internet to identify the marketing needs of small business enterprises.	Internet and relevant websites
	5.2 Identify the steps in conducting market surveys to determine demand and supply for particular products.	Explain steps in conducting marketing survey to determine demand and supply for particular products.	Journals	Identify appropriate training strategies for products produced on a small scale.		
	5.3 Identify markets for specific products.	Explain how to identify markets for specific products.	Publications			
10	5.4 Identify channels of distribution for a selected product or service.	Explain channels of distribution for a selected product or service.	Text Books	Identify the process of conducting a marketing survey.	Guide students to use the internet to identify the marketing needs of small business enterprises.	Internet and relevant websites
	5.5 Explain the promotional and sales activities for a selected product or service	Explain promotional and sales activities for a selected product or service	Journals	Identify appropriate training strategies for products produced on a small scale.		
	5.6 Explain appropriate pricing strategies	Explain appropriate pricing strategies	Publications			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 6: Understand the general concept of production management						
11	6.1 Explain the basic concepts of production	Explain the basic concepts of production	Text Books	Identify appropriate technology for different types of SME. Identify sources of machinery and material from the internet. Identify appropriate locations and their problems for SMES	Guide students to prepare a case study on the location of an industry and factory layout Oversee group work and guide reference to relevant web sites	Internet and relevant websites
	6.2 Explain choice of appropriate technology	Explain choice of appropriate technology	Journals			
	6.3 Identify types and sources of machinery and equipment.	Explain types and sources of machinery and equipment, their installed and utilized capacity.	Publications			
	6.4 Explain the installed capacity.		Sample business			
	6.5 Explain the utilized capacity.					
12	6.6 Identify sources of raw materials.	Explain sources of raw materials.	Text Books	Identify appropriate technology for different types of SME. Identify sources of machinery and material from the internet. Identify appropriate locations and their problems for SMES	Guide students to prepare a case study on the location of an industry and factory layout Oversee group work and guide reference to relevant web sites	Internet and relevant websites
	6.7 Describe factory location and factors in the selection of site.	Explain factory location, its layout and safety measures.	Journals			
	6.8 Describe factory layout.	Explain Plant and machinery maintenance.	Publications			
	6.9 Explain plant and machinery maintenance.	Explain plan and scheduling.	Sample business			
	6.10 Explain Plan and scheduling.					
13	6.11 Explain quality control issues.	Explain quality control.	Text Books	Identify appropriate technology for different types of SME. Identify sources of machinery and material from the internet. Identify appropriate locations and their	Guide students to prepare a case study on the location of an industry and factory layout Oversee group work and guide reference to relevant web sites	Internet and relevant websites
	6.12 Explain factory safety measures.	Explain problems of production in the Nigerian situation and how to cope with them.	Journals			
	6.13 Identify problems of production in the Nigerian	Organise a field trip to a successful small business establishment.	Publications Sample business			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	situation. 6.14 Explain how to cope with production problems in Nigeria.			problems for SMES		
General Objective 7: Know human capital needs for an enterprise						
14	7.1 Identify human capital needs for an enterprise. 7.2 Explain recruitment procedures. 7.3 Explain need for training of workers. 7.4 Explain how to motivate workers.	Explain human capital management and its needs for small business enterprises. Explain recruitment procedures	Text Books Journals Publications Cardboard	Identify the recruitment compensation and training procedures of workers in SMES. Identify problems of human capital management and how to solve them in SMEs	Guide students to prepare organizational charts for SME and how to forecast their employment needs.	Internet and relevant websites
15	7.5 Explain how to compensate workers. 7.6 Explain organization of work force, organizational chart. 7.7 Explain problems of human capital management in small business enterprises. 7.8 Explain how to cope with the problems of human capital management.	Explain need for training of workers. Explain how to motivate. and compensate workers Explain organization of work force. Guide students to prepare organizational, chart for a small business enterprise. Explain problems of human capital management in small business enterprises and how to cope with them.	Text Books Journals Publications Cardboard	Identify the recruitment compensation and training procedures of workers in SMES. Identify problems of human capital management and how to solve them in SMEs	Guide students to prepare organizational charts for SME and how to forecast their employment needs.	Internet and relevant websites

Assessment:

Give details of assignments to be used:

Coursework/Assignments %; Course test %; Practical %; Project %; Examination %

Type of Assessment	Purpose and Nature of Assessment	Weighting (%)
Examination	Final Examination (written) to assess knowledge and understanding	0
Test	At least 1 progress test for feed back.	25
Practical/Project	Project with group (25%) and individual (50%) components to be assessed by the teacher	75
Total		100

Course: Project

Programme: (National Diploma)			
Course: Project	Course Code: HMT 246	Total Hours:	6
Year: 2 Semester: 4	Pre-requisite:	Theoretical:	0 hours/week
		Practical:	6 hours/week
Goal: This course is designed to enable the student to undertake an individual project and write a report on it.			
GENERAL OBJECTIVES:			
On completion of this course, the diplomate should be able to:			
<ol style="list-style-type: none">1. Research a chosen topic at ND level from available sources.2. Collect data on the chosen topic.3. Produce a report on the chosen topic.			

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 1: Research a chosen topic at ND level from available sources.						
1	1.1 Choose, under guidance, an appropriate topic of interest.	Provide guidance in finding suitable topics.	Textbooks Lecture Notes Internet	Selection of a topic of interest.	Provide guidance in finding suitable topics.	Textbooks Lecture Notes Internet
2	1.2 Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
3	1.2 (continued) Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
4	1.2 (continued) Research a chosen topic from available sources.	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet	Demonstrate research ability	Provide guidance in finding suitable sources.	Textbooks Lecture Notes Internet
General Objective 2: Collect data on the chosen topic.						
5	2.1 Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
6	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
7	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
8	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
9	2.1 (continued) Collect data on the chosen topic from available sources.	Provide guidance in collecting data	Textbooks Lecture Notes Internet	Demonstrate ability to collect data	Provide guidance in collecting data.	Textbooks Lecture Notes Internet
General Objective 3: Produce a report on the chosen topic.						
10	3.1 Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet

Theoretical Content				Practical Content		
Week	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
11	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
12	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
13	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
14	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet
15	3.1 (continued) Produce a report on the chosen topic.	Provide guidance in report writing	Textbooks Lecture Notes Internet	Demonstrate ability in report writing	Provide guidance in report writing	Textbooks Lecture Notes Internet

Assessment:

Give details of assignments to be used:

Coursework/Assignments %; Course test %; Practical %; Projects %; Examination %

Type of Assessment	Purpose and Nature of Assessment (STA 226)	Weighting (%)
Examination	Final Examination (written) to assess knowledge and understanding	0
Test	0 progress tests	0
Practical	Report of up to 7,000 words	100
Total		100

Recommended Textbooks & References:

Course: Introduction to Customer Service

Department/Programme: NATIONAL DIPLOMA			
Course: INTRODUCTION TO CUSTOMER SERVICE	Course Code: HMT 238	Credit Hours:	
Year: 2 Semester: 2	Pre-requisite:	Theoretical:	2 hours/week
		Practical:	2 hours/week
GENERAL OBJECTIVES:			
On completion of this course the students should be able to:			
1.0 Understand the customer service process and practicalities			
2.0 Appreciate the basics of customer service in relation to the accommodation product			
3.0 Appreciate the basics of customer service in relation to the reservation process (pre, during and post- visit)			
4.0 Appreciate the basics of customer service in relation to the check-in and check-out processes			
5.0 Appreciate the basics of customer service in relation to the corporate and group sales			
6.0 Appreciate the basics of customer service in relation to electronic services.			

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective. 1.0 Understand the customer service process and practicalities						
1	1.1 Define customer service (CS)	Define and explain the meaning of CS	Sketches cardboard sheets pictures		Direct students in role playing. Group students to identify their perception of a good CS	Flipchart and coloured pens
2	1.2 Explain the CS process	Explain the CS process in terms of demand and supply of a service				
General Objectives: 2.0 Appreciate the basics of customer service in relation to the accommodation product						
3	2.1 Highlight the key element of the 'accommodation product' and identify related CS	Guest rooms Room rates and tariffs Marketing material			Reflect on the accommodation product in terms of guest rooms vs tariffs Role playing: student to deal with different customer needs and wants	As 1 above
4	2.2 Explain various types of guest needs and CS required	Type of guests (i.e. business, leisure, female, couples, single, etc.)				
General Objective 3.0 Appreciate the basics of customer service in relation to the reservation process and the pre, during and post- visit experience						
5	3.1 Explain the 'guest cycle' (pre-visit arrival, arrival, occupancy, departure)	Highlight the different phases of the guest cycle (i.e. reservation, check-in and registration, mail and information, information service and baggage handling, telephone calls and messages, guest account handling, check-out and bill settling)			Student to identify Guest needs in relation to the phases highlighted. Role play students to respond to different needs scenario prepared by the tutor Simulation of service offered to customer with special needs (i.e. visually impaired, physically inpared, etc.)	First aid box, overhead projector films Telephone, desk
6	3.2 Explain what makes a good CS from a customer perspective	Identify a good CS in relation to the above mentioned phases.				
7	3.3. Explain ways of dealing with customers with special needs (i.e. disabled customers)	Identify different CS specifications in relation to different kind of special needs				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
General Objective 4.0 Appreciate the basics of customer service in relation to the check-in and check-out processes						
8	4.1 Welcoming the guest	Identify the 'checklist' for welcoming guests (i.e. eye contact, smile, posture, appearance, tone and clarity of voice, courtesy, etc.)		Understand differences in customers needs and wants	Student to simulate handling of different scenarios (i.e. customer travelling from a long distance, customer not speaking any of the languages spoken at reception)	
9	4.2 Check-out, settlement of accounts and 'good-bye'	Identify the role of CS in the last stage of customer stay and the importance of a good lasting impression.				
10	4.3 Identify the different cultural requirements of the customers.	Explain the different cultural requirements of the customers				
General Objective 5.0 Appreciate the basics of customer service in relation to the corporate and group sales						
11	5.1. Explain the CS process in relation to corporate sales and group sales	Various stages of CS in relation to different types of customers (i.e. corporate, group and tours, incentive tours)		Understand differences in customers needs and wants	Student to simulate handling of different scenarios	
12	5.2. Identify ways of handling the 'arrival' and 'departure' dates effectively	Identify ways of dealing with Small vs large numbers				
General Objective 6.0 Appreciate the basics of customer service in relation to electronic services						
13	6.1. Explain cost and benefits of electronic services	Explain the different electronic services available and assess related cost and benefits.		Identify cost and benefits related to specific services (i.e. tour ops, hospitality, etc)	Student to simulate handling of different scenarios.	
14	6.2. Explain the role of electronic services and identify various problem-	Identify responsibilities and actions to reflect needs of customers who have used electronic services.				

Theoretical Content				Practical Content		
Week/s	Specific Learning Outcomes	Teacher's activities	Resources	Specific Learning Outcomes	Teacher's activities	Resources
	solving scenarios - whose responsibility?			Handling a serious problem occurred through an electronic (i.e. internet tour ops) reservation.		
15	6.3. Understand the role of CS and the implications associated with lack of service quality.	Explain service quality standards re: Traditional CS and CS associated with electronic services		Work on assignment		

Coursework/Assignments 50 %; Practical/role play (10% X 5 role play/simulation) 50 %