MINISTRY OF EDUCATION AND TRAINING

**LAC HONG UNIVERSITY**

**COURSE OUTLINE**

**<126072 – DESTINATIONS GUIDE >**

| **1.** |  **GENERAL INFORMATION** |
| --- | --- |
| Course name (Vietnamese): | Thuyết minh tại điểm đến |
| Course name (English): | Destinations guide |
| Course ID: | 126072 |
| Types: | Specialization |
| Faculty/Department: | Tourism and Travel Management |
| Main Lecturer: | Phan Van HaiEmail: haipv@lhu.edu.vn |
| Lecturer participating in: | Vu Duc CuongEmail: Cuongvd.lhu.edu.vn |
| Number of credits : | 3  |
| Theory: Practice:Exercise: | 30 periods0 periods30 periods |
| Speciality: | Obligatory to students in Major of Tourism and Travel Management |
| Previous course: | No |
| **2.** | **COURSE DESCRIPTION** |

This course will help students to understand the essential requirements of a tour guide, the definitions, processes and tour guide methods, and how to solve the arising practical situation in guiding tourists at the travel destination.

In addition, it helps students to apply professional knowledge in guiding tourists at the travel destination, be more confident in conversation, speech, narration and be able to control the speech, and be capable of solving common basic situations as they are guiding tourists….

| **3.** | **COURSE LEARNING OUTCOMES** |
| --- | --- |

**Table 1: COURSE LEARNING OUTCOMES (CLOs)**

| **Course Learning Outcomes (CLOs)** | **Course Learning Outcomes Content** | **Bloom domain/Bloom level** | **Program Learning Outcomes PLOs/SOs/PI (\*)** |
| --- | --- | --- | --- |
| CLO1 | Applying method, process, language effectively to guide in travel and solve problems in the travel destination | Knowledge (3) | PI2.2 |
| CLO2 | Professionally demonstrating methods in order to guide and solve tour guide problems in the travel destination | Skills (3) | PI5.1 |
| CLO3  | Obeying the regulations in study, work | Attitude (2) | PI7.2 |

| **4.** |  **COURSE CONTENT, LESSON PLAN** |
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**Table 2: Course Content, Lesson Plan**

| **Week** | **Lesson/****Chapter** | **Name/Chapter** | **Lesson Learning Outcomes (LLO)** | **Lecture and Study activities** | **Method of lecture** | **Method of** **assessment** | **Reference (\*)** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Chapter 1 | THE FUNDAMENTAL ISSUES OF TRAVEL DESTINATIONS GUIDE1.1. General tourism 1.2. Tour guide1.3. Tour guide’s quality1.4. Travel destinations | LLO1.1 | Explaining the terminology, content that related to Tour guide destinations | **In class:** Lecturer introduces general course, rule and study goal.Students have to be acquainted with the new knowledge by listening, observing and questioning | LectureGame  | Short answer test | [2] |
| LLO1.2 | Obeying the regulation | Lecturer offers students to search for VTOS – professional knowledge in reception at home  | Lecture | Short answer test |
| 2 | Chapter 2 | LANGUAGE USE IN TRAVEL DESTINATIONS GUIDE METHOD | LLO2.1 | Explaining the language, principle and the meaning of travel narration language | Lecturer assigns to group performing types of language communication, principle, meaning of language with the classified example | Discussion | Short answer test | [2] |
| 3 |
| 4 | Chapter 2 | 2.2. Langue use method2.2.1 Followed by program 2.2.2 Followed by characteristic | LLO2.2 | Performing many ways of using language in different context | Lecturer assigns to group performing language communication use in context followed by the illustrated example | Role-playing | Observation |
| LLO2.3 | Following the methods to guide the illustrated example  | Lecturer demands every students to follow the example | Role-playing | Observation |
| 5 | Chapter 3 | TRAVEL DESTINATION GUIDE PROCESS3.1 The arrival process3.2 Program implement process 3.3 Quy trình tiễn và sau tiễn process 3.4. Practice the narration followed by structure in the travel destinations | LLO3.1 | Demonstrating every single steps in the welcoming, serving and leaving process | Lecturer introduces general, process, in destinations guide professional knowledge | LectureRole-playing | Short answer test | [2] |
| 6 | LLO3.2 | Practicing basic professional knowledge in welcoming and serving guest in the travel destinations | Lecturer illustrates the process and offer students to follow the example | Role-playing | Observation  |
| 7 |
| 8 | LLO3.3 | Simulating knew processes in the destinations guide activity | Lecturer offers student group to show their narration to the false situation | Role-playing | Observation  |
| 9 |
| LLO3.4 | Following steps in the destinations guide process | Lecturer demands every students to follow the example process | Lecture | Short answer test |
| 10 | Chapter 4 | TRAVEL DESTINATIONS GUIDE METHOD 4.1 General method4.2 Special methods4.3 Practice the narration followed by structure in the travel destinations | LLO4.1 | Showing travel destinations guide method | Lecturer offers student group to search and debate the destinations guide method | Lecture | Short answer test | [2] |
| 11 | LLO4.2 | Practicing travel destinations guide method | Lecturer offers student group to show their narration to the false situation | Role-playing | Observation |
| 12 | LLO4.3 | Completing travel destinations guide method | Lecturer offers student group to show their narration to the false situation | Role-playing | Observation |
| 13 | Chapter 5 | TRAVEL DESTINATIONS GUIDE SOLVING PROBLEMS METHOD5.1. Principles5.2. Methods5.3. Practice in situation | LLO5.1 | Explaining common situation in the travel destinations guide | Lecturer offers student group to search and debate the common situation in the travel destinations guide | Lecture | Short answer test | [2] |
| 14 | LLO5.2 | Applying knowledge to solve situation in the travel destinations guide activity | Lecturer offers student group to show their narration to the false situation  | Role-playing | Observation |
| LLO5.3 | Performing professionally method to solve the problems of Tour guide in destinations | Lecturer offers student group to show their narration to the false situation | Role-playing | Observation |
| 15 | Test | Self-study 30% | LLO6.1 | Applying method, process, language effectively to narrate in travel and solve problems in the travel destinations | Lecturer offers individuals respectively to show the topic narration  | Role-playing | Observation |  |
| LLO6.2 | Following steps in destinations guide process | Lecturer demands every students to follow the example | Role-playing | Observation |  |

| **5.** | **MAPPING OF LESSON AND COURSE LEARNING OUTCOMES****Table 3:**  **Mapping of Lesson And Course Learning Outcomes**

| LessonLearning Outcomes | Course Learning Outcomes | **Evaluation Component** |
| --- | --- | --- |
| **CLO1** | **CLO2** | **CLO3** |
| **LLO1.1** | X |  |  | A1 |
| **LLO1.2** |  |  | X | A1 |
| **LLO2.1** | X |  |  | A1 |
| **LLO2.2** | X |  |  | A1 |
| **LLO2.3** |  | X |  | A1 |
| **LLO3.1** | X |  |  | A1, A2, A3 |
| **LLO3.2** | X |  |  | A1, A2, A3 |
| **LLO3.3** |  | X |  | A1 |
| **LLO3.4** |  |  | X | A1 |
| **LLO4.1** | X |  |  | A1, A2, A3 |
| **LLO4.2** | X |  |  | A1,A2, A3 |
| **LLO4.3** |  | X |  | A1, A2, A3 |
| **LLO5.1** | X |  |  | A1, A2, A3 |
| **LLO5.2** | X |  |  | A1,A2, A3 |
| **LLO5.3** |  | X |  | A1, A2, A3 |
| **LLO6.1** | X |  |  | A1,A2, A3 |
| **LLO6.2** |  |  | X | A1, A2 |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

| **6.** | **COURSE ASSESSMENT** |
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**Table 4: Course assessment**

| **Evaluation Component** | **Assessment** | **CLOs**  | **Percentage (%)**  |
| --- | --- | --- | --- |
| A1. Quá trình  | - Participating fully in study- Participating in group work- Debate, demonstrate the demanding content  | CLO1, CLO2, CLO3 | *30%* |
| A2. Giữa kỳ | - Presentations  | CLO1, CLO2, CLO3 | *30%* |
| A3. Cuối kỳ  | * Presentations
 | CLO1, CLO2 | *40%* |

| **7.** | **COURSE REQUIREMENTS AND EXPECTATIONS** |
| --- | --- |

- Attendance: Obeying the regulations

- Students have to read the given study documentation by the lecturer before every lesson on the online learning system (LMS - learn.lhu.edu.vn).

- Students who do homework on LMS, answer short questions and quick exercises; discuss in class will be given bonus marks to the student's process.

- Finishing given group discussions according to the lecturer's regulations.

| **8.** | **STUDY REFERENCE** |
| --- | --- |

**Textbook**

 [1]. Tổng cục Du lịch, *Bộ tiêu chuẩn kỹ năng nghề du lịch, khách sạn, nhà hàng Việt Nam VTOS (Vietnam Tourism Occupational Skills Standards),* Hà Nội

**Study references**

 [2]. Đoàn Hương Lan (2016), *Giáo trình Nghiệp vụ hướng dẫn du lịch*, NXB Lao Động, Hà Nội

| **9.** | **SOFTWARE OR SUPPORTING EQUIPMENTS FOR PRACTICE**  |
| --- | --- |

- Internet, Google Chrome, Kahoot

**General rules:**

| **Abbreviation** | **Description** |
| --- | --- |
| **PLO/SO** | Program Learning Outcomes/Standard Outcomes |
| **PI** | Performance Indicators  |
| **CLO** | Course Learning Outcomes |
| **LLO** | Lesson Learning Outcomes |

| **Head of Major/ Head of Faculty** | Dong Nai, April 27th 2023Responsible lecturer(sign and write full name)Phan Van Hai |
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