MINISTRY OF EDUCATION AND TRAINING

**LAC HONG UNIVERSITY**

**COURSE OUTLINE**

**<126076 – RESTAURANT AND HOTEL OPERATIONS>**

| **1.** | **GENERAL INFORMATION** | |
| --- | --- | --- |
| Course name (Vietnamese): | | Nghiep vu nha hang- khach san |
| Course name (English): | | Restaurant and Hotel Operations |
| Course ID: | | 126076 |
| Types: | | Specialization |
| Faculty/Department: | | Tourism and Travel Management |
| Main Lecturer: | | Phan Van Hai  Email: haipv@lhu.edu.vn |
| Lecturer participating in: | | Vu Duc Cuong  CuonLecturerd.lhu.edu.vn |
| Number of credits: | | 3 |
| Theory :  Practice :  Exercise : | | 30 periods  0 periods  30 periods |
| Specialty : | | Obligatory to students in major of Tourism and Travel Management |
| Previous course: | | No |
| **2.** | **COURSE DESCRIPTION** | |

Restaurant and Hotel Operations is a course that teaches students basic skills in the restaurant-hotel industry such as reception, desk service, chamber service, supervision. Students participate directly in the process of serving food and beverages in the culinary business in restaurants, hotels, resorts, tourist centers and various forms of food and drink business...

| **3.** | **COURSE LEARNING OUTCOMES** |  |
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**Table 1: Course Learning Outcomes (CLOs)**

| **Course Learning Outcomes (CLOs)** | **Course Learning Outcomes Content** | **Bloom domain/Bloom level** | **Program Learning Outcomes PLOs/SOs/PIs (\*)** |
| --- | --- | --- | --- |
| CLO1 | Fulfilling basic service in restaurants and hotels | Knowledge (3) | PI2.2 |
| CLO2 | Efficiently coordinate with other departments to operate the business in the restaurant - hotel | Skills (4) | PI6.1 |
| CLO3 | Develop a habit of self-learning and training | Attitude (4) | PI8.1 |

| **4.** | **COURSE CONTENT, LESSON PLAN** |  |
| --- | --- | --- |

**Table 2: Course Content, Lesson Plan**

| **Week** | **Lesson/**  **Chapter** | **Name/Chapter** | **Lesson Learning Outcomes (LLO)** | | **Lecture and Study activities** | **Teaching methods** | **Assessment methods** | **References (\*)** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Chapter 1 | HOTEL RECEPTIONIST SERVICE | LLO1.1 | Expressing the terms, organizational structure and operational processes of the reception department | **Study in class:** Lecturer introduction to the course overview, regulations and course of study.  **Home study:** Study of VTOS Tourism Standards and Reception Business | Lecture  Model | Short answer test | [2]  [3] |
| 2 | LLO1.2 | Using knowledge to perform basic tasks in the reception department | Lecturer asks students to carry out the pick-up and departure process at the hotel reception. | Role-playing | Observation |
| 3 | LLO1.3 | Modeling activities at the hotel reception. | Lecturer asks students to carry out the pick-up and departure process at the hotel reception. | Role-playing | Observation |
| LLO1.4 | Obeying the regulations | Lecturer asks students to do home studying and training | Role-playing | Observation |
| 4 | Chapter 2 | HOUSEKEEPING PROCEDURES SERVICE | LLO2.1 | Explaining the terms, organizational structure and operational processes of the chamber department. | **Study in class:** Lecturer introduces the overview, the processes in the chamber work. | Lecture  Model | Short answer test | [2] [3] |
| 5 | LLO2.2 | Using knowledge to perform basic tasks in the chamber department. | Lecturer asks students to carry out the guest pickup and departure process at the cabin department. | Role-playing | Observation |
| 6 | LLO2.3 | Efficiently perform the operations in the chamber service. | Lecturer asks students to carry out the pick-up and departure process at the hotel reception. | Role-playing | Observation |
| 7 | LLO2.4 | Adapted to a collaborative hotel environment | Lecturer requires students to train their professions in groups, pairs | Role-playing | Observation |
| 8 | Chapter 3 | SERVING AT RESTAURANT SERVICE | LLO3.1 | Explain the terms, organizational structure and operational processes of the desk service department | **Study in class:** Lecturer introduces the overview, processes in the restaurant business...  **Home study:** Learning about the VTOS Tourism Standards section of the restaurant business | Lecture  Model | Short answer test | [2],[3] |
| 9 | LLO3.2 | Use your knowledge to perform basic tasks in the desk service department | Lecturer requests students to carry out the guest pickup and departure process at the desk service department. | Role-playing | Observation |
| 10 | LLO3.3 | Efficient coordination of operations in the chamber service. | Lecturer asks students to carry out the pick-up and departure process at the hotel reception. | Role-playing | Observation |
| 11 | LLO3.4 | Forming an ability to learn and coordinate with hotel colleagues | Lecturer requires students to train their professions in groups, pairs | Role-playing | Observation |
| 12 |
| 13 | Chapter 4 | HOTEL SURVEILLANCE SERVICE | LLO4.1 | Explaining the terms, organizational structure and operational processes of restaurant-hotel supervision | Lecturer introduces the overview, the processes in the supervision work. | Discussion | Short answer test | [2], [3] |
| LLO4.2 | Using knowledge to perform the basic tasks of restaurant-hotel supervision | Lecturer requires students to carry out daily supervision at the restaurant – hotel | Role-playing | Observation |
| 14 | LLO4.3 | Efficient coordination of operations in the chamber service. | Lecturer asks students to carry out the pick-up and departure process at the hotel reception. | Role-playing | Observation |
| LLO4.4 | Forming an ability to learn and coordinate with hotel colleagues | Lecturer requires students to train their professions in groups, pairs. | Role-playing | Observation |
| 15 | Exam | Self-study 30% | LLO5.1 | Using knowledge to perform basic business in a restaurant – hotel | Lecturer requires individuals to do their jobs according to the circumstances. | Role-playing | Observation |  |
| LLO5.2 | Efficient coordination of operations in the restaurant-hotel business | Lecturer requires individuals to do their jobs according to the circumstances. | Role-playing | Observation |  |

| **5.** | **MAPPING OF LESSON AND COURSE LEARNING OUTCOMES**  **Table 3: Mapping of Lesson and Course Learning Outcomes**   | **Lesson Learning Outcomes** | **Course Learning Outcomes** | | | **Evaluation Component** | | --- | --- | --- | --- | --- | | **CLO1** | **CLO2** | **CLO3** | | **LLO1.1** | X |  |  | A1 | | **LLO1.2** | X |  |  | A1, A2 | | **LLO1.3** |  | X |  | A1, A2 | | **LLO1.4** |  |  | X | A1 | | **LLO2.1** | X |  |  | A1, A2 | | **LLO2.2** | X |  |  | A1,A2, A3 | | **LLO2.3** |  | X |  | A1,A2, A3 | | **LLO2.4** |  |  | X | A1 | | **LLO3.1** | X |  |  | A1, A2 | | **LLO3.2** | X |  |  | A1,A2, A3 | | **LLO3.3** |  | X |  | A1,A2, A3 | | **LLO3.4** |  |  | X | A1 | | **LLO4.1** | X |  |  | A1, A2 | | **LLO4.2** | X |  |  | A1, A2 | | **LLO4.3** |  | X |  | A1, A2 | | **LLO4.4** |  |  | X | A1 | | **LLO5.1** | X |  |  | A1,A2,A3 | | **LLO5.2** |  | X |  | A1,A2,A3 | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

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

| **Evaluation Component** | **Assessment** | **CLOs** | **Percentage (%)** |
| --- | --- | --- | --- |
| A1. Process | - Participating in lesson construction  - Class exercices  - Discussion, performing the requested contents | CLO1, CLO2, CLO3 | *30%* |
| A2. Midterm | - restaurant, hotels and supervision expertise’s exercises | CLO1,CLO2 | *30%* |
| A3. Final | - Doing test at the practical destination of restaurants - hotels | 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, quick exercises in class will be given bonus marks for the students' process.

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

| **8.** | **STUDY REFERENCES** |
| --- | --- |

**Textbook**

[1]. Tong cuc Du lich, *Bo tieu chuan ky nang nghe du lich, khach san, nha hang Viet Nam VTOS (Vietnam Tourism Occupational Skills Standards),* Ha Noi

**References**

[2]. Ha Khanh Nam Giao, Nguyen Van Binh (2020), Giao trinh Nghiep vu nha hang, NXB Tong hop TP Ho Chi Minh

[3]. Nguyen Thi Tu (2012), *Nghiep vu phuc vu khach san,* NXB Thong ke, Ha Noi

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

- Internet, Google Chrome, Kahoot

**Quy ước chung**:

| **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, 2024  **Responsible lecturer**  (sign and write full name)  **Phan Van Hai** |
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