

Applied Learning (Senior Secondary Level)

2019-21 Cohort

Learning and Teaching

Subject Title : **Hospitality Services in Practice**
Area of Studies : **Services**
Course Provider : **School of Continuing and Professional Education,
City University of Hong Kong**

In Hospitality Services in Practice, student-centred learning and teaching activities are designed to enable students to understand fundamental theories and concepts, develop their generic skills, and address their career aspirations in hospitality services and management.

Different modes of activities are employed to provide students with a systematic understanding about the context (e.g. lectures on the structure of the hotel industry and local hotel industry practices) and eye-opening opportunities to experience the complexity of the context (e.g. hotel visits; dining experience in theme restaurant; sharing by industry professionals to expand learning horizon).

Students acquire an understanding of the requirements, fundamental knowledge and skills essential for further learning within the area through learning-by-practising opportunities in an authentic or near-authentic environment (e.g. demonstrate the proper telephone etiquette in taking a room reservation; assume the role of receptionist and guest in the check-in procedure; and acquire hands-on experience of housekeeping work of the mock-up guest room, use of “Opera” property management software programme, and bakery sessions).

Students are also encouraged to develop and apply conceptual, practical and reflective skills to demonstrate entrepreneurship and innovation (e.g. research, compare and orally present the facilities and services of two similar hotels, assume the role of food server to demonstrate the provision of quality dining service). Students are given opportunities to integrate the knowledge and skills acquired and consolidate their learning (e.g. in the two-day hotel visit, students will apply skills learned to identify, analyse and evaluate the strengths and weaknesses of the hotel. With the knowledge and understanding of the external factors and current industry practices discussed in respective lectures, students will make recommendations on new or improved services and facilities for the hotel as the highlight of the activity).

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Curriculum Pillars of Applied Learning in Context – Hospitality Services in Practice

Upon completion of the subject, students should be able to:

- understand service concepts and quality of operation in hotels;
- acquire the knowledge of the interdependence among individual departments in the hotel;
- apply practical knowledge and skills for working in the hotel industry;
- enhance thinking skills and people skills through the understanding of the service aspect of the hotel industry;
- establish positive values and attitudes related to the hotel industry;
- appreciate service commitment to enhance future academic/career responsibility; and
- develop self-understanding for further studies and career development in the related field.

Through the specific contexts related to the subject, students have different learning opportunities, for example:

1. Career-related Competencies

- identify different sectors under the hospitality industry in Hong Kong from a broad perspective;
- apply concepts and skills acquired under the three major areas i.e. front office, housekeeping and food and beverage of the hotel industry in simulated learning context;
- describe the relationship among individual departments in hotels;
- identify the importance of quality service attitude and commitment in satisfying guests; and
- recognise the attributes and requirements of the service profession for future development in the hospitality career.

2. Foundation Skills

- demonstrate effective verbal and written communication skills in a range of workplace tasks like taking telephone reservations, handling telephone inquiries, writing messages for guests and preparing reports for the supervisor;
- apply mathematical skills in handling room management statistics, and in calculating forecast and room inventory control; and
- recognise how technology plays an essential role in the hotel industry through the practice sessions on property management system software “Opera”.

3. Thinking Skills

- assess and analyse the impact and inter-relationship of current issues in social, economic and environmental aspects on the hospitality industry;
- demonstrate effective analytical skills through recognising the organisational structure of hotel and its management, daily operations and customer service in group research projects;
- demonstrate problem-solving skills in planning hospitality activities for different departments;
- experiment with new challenges and ideas to formulate solutions for problems on daily operations; and
- apply risk management skills to ensure that quality service will be offered at all times.

4. People Skills

- conduct evaluation and make suggestions after provision of support services;
- employ good interpersonal skills in customer service management;
- show trust and respect to other people in words and action through learning activities like group research projects and presentations; and
- demonstrate good social skills, team spirit, collaborative skills and attitude when working with others in group exercises such as research project and site visits.

5. Values and Attitudes

- work with team members and customers in an ethical and responsible manner;
- show a keen interest in and consideration towards cultural, ethical, social and international dimensions of values; and
- respect the professional status of practitioners in the hospitality industry.