



IAL 2405: In-flight Meals and Beverages Services
(AB Group 1,2,3,4/62)
Credits: 2 (2-0-4)

TQF 5 Course Report

The Course Report herein refers to the teaching and learning report of a lecturer at the end of each semester course. The report includes an assessment whether the course was conducted as planned in the course specification and, if not, suggestions for improvement. The report also presents student academic results, the number of students for the duration of the course, course management problems, an analysis of the course evaluation result from students/Head of Department or external auditor, an opinion survey of employers, and suggestions to the course coordinator for improvement and development.

The Course Report consists of 8 sections:

Section 1	General Information
Section 2	Teaching and Learning Management Compared to a Teaching Plan
Section 3	Summary of Teaching and Learning Result
Section 4	Problems and Effects of Course Management
Section 5	Course Evaluation
Section 6	Improved Teaching Plan

Course Report

Name of Institution: Suan Sunandha Rajabhat University

Campus/Faculty/Department: International College

Section 1: General Information

1. Course title and code: IAL 2405 In-flight Meals and Beverages Services
2. Pre-requisite: None
3. Responsible faculty, lecturer, and section: Ms. Kanittha Charernnit (AB62 Group 1,2,3,4)
4. Course semester/academic year: Semester 1/2020
5. Place of study: International College, Suan Sunandra Rajabhat University

Section 2: Teaching and Learning Management Compared to a Teaching Plan

1. Report of a planned teaching hours compared to an actual teaching hours

Specify teaching topics, teaching hours according to the plan, and actual teaching hours. If the actual teaching hours are different from the plan by more than 25%, specify the reasons.

Teaching Topics	Planned Hours	Actual Hours	If planned teaching hours differs from actual teaching hours more than 25%, specify reasons.
<ul style="list-style-type: none">• Introduction to Food and Beverages• Overview of the Food and Beverages operation• The composition of the Food service management Front of the House/Back of the House/Office• Practice	2	2	
<ul style="list-style-type: none">• Galley equipment• Meal cart arrangement• Drink cart arrangement• Function of the service equipment	2	2	

Teaching Topics	Planned Hours	Actual Hours	If planned teaching hours differs from actual teaching hours more than 25%, specify reasons.
<ul style="list-style-type: none"> Familiarization with the ingredients, Special meals / Crew meals 	2	2	
<ul style="list-style-type: none"> Familiarization of the Menu In various cuisines French words Cooking terms 	2	2	
<ul style="list-style-type: none"> Familiarization of the Beverages Menu Alcohol Non-Alcohol Mixed drinks 	2	2	
<ul style="list-style-type: none"> Total Quality Service Standard Beverages Service in Premium class Student Presentation 	2	2	
<ul style="list-style-type: none"> Group Presentation 	2	2	
Midterm Exam	2	2	
<ul style="list-style-type: none"> Mocktail Practice 	2	2	
<ul style="list-style-type: none"> Group Presentation 	2	2	
<ul style="list-style-type: none"> Total Quality Service Standard Meal Service in Premium class 	2	2	
<ul style="list-style-type: none"> Individual Presentation Service Provider attitudes and Characters Customers Satisfaction 	2	2	
<ul style="list-style-type: none"> Group Presentation 	2	2	
Summary			
Final Examination and Assignment Submission	2	2	

11. Teaching topics not covered as planned

Specify topics that are not covered according to the teaching plan. The lecturer may consider whether the main points of the topics affect learning outcomes at both the course and program levels. If there is any impact on student learning outcomes, give suggestions.

Teaching topics not covered as planned	Effects to learning outcomes	Provide any suggestions
Food tasting	The experiment	Give assignment such as customer satisfaction the same menu in 3 different places

12. Efficiency of teaching towards learning outcomes, as specified in course design

Specify whether teaching methodology can lead towards achievement of all domains of learning outcomes, as articulated in course specification. Specify problems found in teaching. Give suggestions.

Domains of Learning outcomes	Teaching methodology and activities in class	Efficiency		Setback during teaching and Suggestions
		Yes	No	
1. Ethics and Morals Punctuality cooperation, respect others, responsiveness	1. Activities that require students to practice being punctual and no tardiness 2. Learn the consequences of plagiarism 3. Shared learning Dialogue	√		-Some students have a habit of being late and absent. -Need to explain to students to understand the consequences of being late and absent.
2. Knowledge Understand the class material and be able to apply knowledge in real life.	1. PowerPoint 2. Problem-Based Learning 3. Case Study 4. Group discussion 5. Group Presentation 6. Questions and Answers	√		-Some students have extremely limited ability in English. -Need an extra attention in class.
3. Cognitive Skills Logical thinking and analysis/ synthesis skills improvement. Be able to improve	1. Update airline news 2. Case Study 3. Brainstorming 3. Workshop	√		-Students need to get real time information in classroom. -Encourage students to use technology to present their

their personality and grooming to Tourism Industry correctly.				work by using VDO presentation, Line Application, E-mail etc.
4. Interpersonal Skills and Responsibilities Leadership/Teamwork	1. Group Discussion 2. Group Presentation	√		-Students love to share information -Use team learning and limit 5 minute to share within the group.
5. Numerical Analysis, Communication and Information Technology Skills Presentation gesture, self confident, public speaking, use technology tools finding information, hand in report by e-mail, and able to compare the significant changes	1. Students present their work by using an appropriate technology 2. Students present their work by using proper terminologies of airline business 3. Students use both quantitative and qualitative analysis in their problem solving	√		Student present their work by using an appropriate technology and present their work by using proper terminologies

13. Teaching improvement

Suggest strategies to your department to improve teaching methodology based on problems found in Section 2, No. 3.

Suggestions: The standard of menu creation should be clarified to each group in the class. So, it's the same rule of using the correct menu terminology to all students

Section 3: Summary of Teaching and Learning Results

1. **Number of students registered for the course: 107 students**
2. **Number of students at the end of the semester: 107students**
3. **Number of students who withdrew from the course: none**
4. **Distribution of scores level (grade)**

Student's score as percentage	Grade	Total	Percentage
86 – 100	A	10	9.35
82 – 85	A-	27	25.23
78 – 81	B+	24	22.43
74 - 77	B	18	16.82
70 – 73	B-	16	14.96
66 – 69	C+	7	6.54
62 – 65	C	3	2.8
58 – 61	C-	-	-
54 – 57	D+	-	-
50 - 53	D	-	-
46 - 49	D-	-	-
0 - 45	F	-	-
	I	2	-
	W	-	-

5. Factors influencing unusual scores level: None

6. Errors from (grade) assessment plan

6.1 Errors about setting time for assessment

6.1.1 Specify errors and reasons.

6.1 Errors due to timing	Reasons
Time for group discussion often takes longer than expected.	In group discussion, students are enthusiasm and often require more time to share

6.2 Errors about assessment techniques

6.2.1 Specify errors and reasons.

6.2 Errors due to the assessment techniques	Reasons
The internet is not stable, So some students can not access the online teaching or disconnect easier from the unstable connection system.	It is poor connection system.

7. Revision of student efficiency

7.1 Specify methods of revision and summarize the result.

Method of revision	Conclusion
Have a meeting and discussion among lecturers.	Make a suggestion to learn study online with high speed internet connection.

Section 4: Problems and Effects of Course Management

1. Teaching resources and facilities problem

1.1 Specify problems about teaching resources and facilities and their impact.

Problems	Impacts
The additional information sources such as internet or webpage for research are based on encyclopedia which is quite difficult to find nowadays	The information from the internet give the overview of the knowledge not in depth

2. Management and organization problem

2.1 Specify problems about management and organization and their impact on student learning.

Problems	Impacts
There should be a menu tasting for students to learn and practice	Students enjoyed learning but there was online teaching after mid-term which is most likely to study by doing especially from practicing.

Section 5: Course Evaluation

1. Result of student course evaluations (please see attachment.)

1.1 Feedback from student evaluations

1.1.1 Specify strengths and weaknesses.

Students enjoy learning and practicing about menu creation and mocktail mixing workshop

1.2 Lecturer's opinion of student feedback

Lecturer agrees that it will help students by providing more menu tasting practice.

2. Result of course evaluation from other evaluation methods.

2.1 Feedback from other evaluation methods

2.1.1 Specify strengths and weaknesses.

Strength: This course is enjoyable and helps students to understand about menu terminology and table manners.

Weakness: The specific French words in menu takes more time for students to understand, moreover, after midterm it is an online course, then student has to practice on their own at home.

2.2 Lecturer's opinion of feedback

The practice of using encyclopedia in class and report based on encyclopedia is recommended.

Section 6: Improved Teaching Plan

1. Progression of improved teaching plan as presented in the previous course report.

- 1.1 Specify an improved teaching plan that was proposed in the previous semester/academic year, and describe whether it was conducted as planned. If not, give reasons.

An improved plan	The result
A plan to give assignments in advance and through moodle techniques	Students were focused and well prepared with the technology support.

2. Other methods for course improvement

- 2.1 Briefly describe how to improve the course, e.g., new teaching methods for the current semester/academic year or new teaching instruments.

-Make an adjustment of the speed of the lecture in the classroom depends on the English ability of students and their prior knowledge of the subject matters.
 -Use new teaching techniques such as a game and group discussion in an online classroom.
 -Create more positive learning environment in an online classroom by encouraging students to turn on their camera regularly.

3. Suggestion an improvement of the plan for the next semester/academic year

- 3.1 Specify a plan with expected deadlines and person who is responsible.

Proposed Plan	Deadline	Responsible Lecturer
There should add extra workshops and practice about personality such as Table setting, dining etiquette, food tasting	About the tenth week of the class	Ms. Kanittha Charernnit

Etc.		
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Reported by: Ms. Kanittha Charernnit

Submitted Date: 18th Dec, 2020