



TQF.5 Course Report

Course Code : HHM2207

Course Title: Personality Development for Hospitality Industry

Credits: 3(3-0-6)

Semester /Academic Year :1/2020

Students :Bachelor of Art Program in Hotel Management

Lecturer(s) :Ms.KanyapilaiKunchornsirimongkon

Course Report

Institution : SuanSunandhaRajabhat University

Campus/Faculty/Department : International College

Section1:General Information

1. Course Code and Title : HHM2207Personality Development for Hospitality Industry

2. Pre-requisite (if any):

3.Faculty Member(s) Teaching the Course and Sections

Sections:

Room No. 203

4. Semester and Academic Year

Semester 1, Academic Year 2020

5.Venue :Nakhonpathom Education Centre, International College,
SuansunandhaRajabhat University.

Section2 : Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan

Number of actual teaching hours compared with the teaching plan

Topics	No. of teaching hours in the plan	No. of actual teaching hours	Reason(s) (in case the discrepancy is more than 25%)
1.Introduction to Personality Development Class Unit1: Personality Concept and definition of personality Social and self concepts of personality	3	3	-
2.Unit 1: Personality (cont) Can personality be developed? Traits & patterns of personality	3	3	-
3.Unit 2: Perception Visual perception Self perception Social perception	3	3	-
4.Unit 3: Physical Appearance Definition of physical appearance Importance of physical appearance How to describe a person's physical appearance	3	3	-
5.Unit 3: Physical Appearance (cont) Dress right for your body type	3	3	-
6.Unit 3: Physical Appearance (cont) Hairdo and make up	3	3	-
7.Unit 4: Attitude definition of attitude positive attitude negative attitude	3	3	-
8. Midterm	3	3	-
9.Unit5: Interpersonal skills	3	3	-

definition of interpersonal skill verbal and non-verbal communication listening skill			
Unit 6: Social skills definition of social skill beginning social skills Table manner	3	3	-
Hotel Inspections	3	3	-
Unit 7: Personality and career choice Personality Type Personality Test	3	2	-
Unit 7: Personality and career choice (cont) Common Careers for Personality Types Investigative personality careers	3	3	-
14. Student Presentation	3	3	-
15. Student Presentation	3	3	-
16. Review Before Final	3	3	-
Total	48	48	-

2. Topics that couldn't be taught as planned

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation

3. Effectiveness of the teaching methods specified in the Course Specification

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	

1. Morals and Ethics To Be able to do the right thing according to the values, beliefs and principles they claim to hold.	1. Assess from student attendance in class, student behavior and hand in work assigned on time 2. Student participation in answering question, analyze and discussion problem in class	✓	-	-Some students had a habit of being late and absent during the first three times of class. Therefore, lectures had to give them warnings and deduct the attendance marks. Then, they turned to come to the class on time.
2. Knowledge Have understanding of theories and concepts of good personality requirement in hotel business	1. PowerPoint 2. Problem-Based Learning 3. Case Study 4. Group Study 5. Group Presentation 6. Questions and Answers	✓	-	-Some students did not have participation in the class. -Need an incentive for participating such as extra mark.
3. Cognitive Skills Be able to solve problems that may occur during managing Hotel.	1. Assignments 2. Brainstorming	✓	-	-Encourage and suggest students how to find the academic journals and articles on university's databases.
4. Interpersonal Skills and Responsibilities Be able to adjust to work in team both as leader and follower.	1. Group Discussion 2. Group Presentation	✓	-	-Students were too shy to ask questions in class. -Use cooperative learning to encourage students ask more questions within the group

5. Numerical Analysis, Communication and Information Technology Skills To be able to utilize at best the Information Technology to access and acquire knowledge, creative and inspiring ideas for issue given concerning Hotel industry	1. E-learning 2. Using appropriate technology for presenting group project	✓	-	-Students could not present their work well because of poor English communication skill. -Need to study English Enrichment class.
6. Learning Management Skills		✓	-	

4. Suggestions for Improving Teaching Methods

Section3 : Course Outcomes

1. Number of registered students : 14 Students (Hotel)

2. Number of students at the end of semester: 14Students

3 Number of students who withdrew (W) :

4. Grade distribution

Grade	No. of students	Percentage
A	1	7.14
A-	-	-
B+	-	-
B	1	7.14
B-	3	21.43
C ⁺	2	18.18
C	1	7.14
C-	1	7.14
D+	1	7.14
D	2	18.18
D-	1	7.14
F		
Incomplete (I)	1	7.14

Section3 : Course Outcomes (Continue)

1. Number of registered students : 9Students (RB)

2. Number of students at the end of semester: 9Students

3 Number of students who withdrew (W) :

4. Grade distribution

Grade	No. of students	Percentage
A	-	
A-	1	11.11
B+	1	11.11
B		
B-		

C ⁺	2	22.22
C	1	11.11
C-	2	22.22
D ⁺		
D	1	11.11
D-	1	11.11
F	-	
Incomplete (I)	-	

5. Factors causing unusual distribution of grades (If any)

None

6. Discrepancies in the evaluation plan specified in the Course Specification

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
Timing for doing activities sheets in class usually took longer time than expecting	Student usually took long time to write and search assignment in class

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
The assessment in the topic of ethics and morals (ex., to be responsible and participate in activity for development; and to be able to adjust to work in team as both leader and follower) were very difficult to observe for all students' behaviours.	Students had different opportunity to show their ethics and morals.

7. Verification of students' achievements

Verification Method(s)	Verification Result(s)
-By asking questions 10 % of total number of the students about concern topics	Students were able to answer

Section4 : Problems and Impacts

1. Teaching and learning resources

Teaching Problems: Fewer students were hard for grouping assignment.	Impacts on students' learning : Not interesting among students.
Learning Resources Problems: The projectors were not clear	Impactson students' learning : Lose attention and annoying

2. Administration and organization

Problems from administration None	Impacts on students' learning None
Problems from organization None	Impacts on students' learning None

Section5 : Course Evaluation

1. Results of course evaluation by students

1.1 Important comments from evaluation by students

1.2 Faculty members' opinions on the comments in 1.1

2. Results of course evaluation by other evaluation methods

2.1 Important comments from evaluation by other evaluation methods

2.2 Faculty members' opinions on the comments in 2.1

Section6 : Improvement Plan

1. Progress of teaching and learning improvement recommended in the previous Course Report

Improvement plan proposed in Semester 1 Academic year 2020 1. A plan to use more additional practice exercises. 2. A plan to use more active learning method 3. Invite a guest speaker 4. Learning outside of the class room more	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.) 1. Students seem being more responsibility 2. Students are more active in classroom because discussion among group
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2. Other improvements

3. Suggestions for improvement for Semester 1 Academic year 2020

Suggestions	Time Frame	Responsible person
1. Invite guest speakers 2. More activity in classroom and out of the classroom	During semester	Lecturer

4. Suggestions of faculty member(s) responsible for the course

Responsible Faculty Member/Coordinator:.....

Signature..... Submission Date 28th December 2020

Chairperson/Program Director:

Signature..... Receipt Date