



College of Hospitality Industry Management

TQF5 Course Report

Course Code : HHM2209

Course Title : English Communication for Personnel in Hospitality Industry

Credits : 3(3-0-6)

Semester /Academic Year : 2 Academic Year : 2020

Students : Bachelor of Art Program in Hotel Management

Lecturer(s) :Ms. Kanyapilai Kunchornsirimongkon

Course Report

Institution : Suan Sunandha Rajabhat University

Campus/Faculty/Department : Hospitality Management Industry

Section1: General Information

1. Course Code and Title :HHM2209 English Communication for Personnel in Hospitality Industry

2. Pre-requisite (if any) :

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

Sections: 1

Room No. 206

4. Semester and Academic Year

Semester 2 , Academic Year 2020

5. Venue

Nakhon Pathom Education Centre

Section 2 : Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan

1. Number of actual teaching hours compared with the teaching plan

Week	Topic/Outline	Plan hours	Actual Hours	If planned teaching hours differs from actual teaching hours more than 25%, specify reasons.
1	Introduction <ul style="list-style-type: none"> <i>Pre-Test speaking and conversation</i> 	3 hours	3 hours	
2	Unit 1: Phone Inquiries	3 hours	3 hours	
3	Unit2: Drivers, Doormen, and Bellhops <ul style="list-style-type: none"> <i>Gesture and Manner</i> Greeting and Explaining	3 hours	3 hours	
4	Unit 3: Reception	3 hours	3 hours	
5	Unit 4: Amenities	3 hours	3 hours	
6	Unit 5: Request for services	3 hours	3 hours	
7	Unit 6: Directions	3 hours	3 hours	
8	Midterm Examination	3 hours	3 hours	
9	Unit 7: Tour Planning	3 hours	3 hours	

10	Unit 8: Handling Complaints	3 hours	3 hours	
11	Unit 9: Restaurant /Bar - Taking an order - Menu recommendation	3 hours	3 hours	
12	Unit 10: Business Center/Event Planning <i>Respond to guests' questions or requests in a timely manner</i>	3 hours	3 hours	
13	Unit 11: Small talk <ul style="list-style-type: none"> Conversation on Phone in restaurant Room Service 	3 hours	3 hours	
14	Unit 12: Paying the Bill <i>Information update</i>	3 hours	3 hours	
15	Individual Project / Presentation /	3 hours	3 hours	
16	Final Review and Case Study practice	3 hours	3 hours	.
17	Final examination	3 hours	3 hours	
Total of Hours		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	
<p>1. Morals and Ethics</p> <p>1.1 Be able to deliver or to complete a required task at the appointed time.</p> <p>1.2 Be able to do the right thing according to the values, beliefs and principles they claim to hold.</p> <p>1.3 Be able to make decisions according to moral concepts and judgments.</p>	<p>1. Assess from student attendance in class, student behavior and hand in work assigned on time</p> <p>2. Student participation in answering question, analyze and discussion problem in class</p>	✓	-	<p>- Some students talked too much and make a noise disturbing friends.</p> <p>-Students were told to respect and if they want to talk, talk in English otherwise minus score for attendant.</p>

<p>2. Knowledge 2.1 Be able to identify the proper theories and describe important case studies. 2.2 Be able to provide an analysis and provide the solution to real business problems. 2.3 Be able to use knowledge integrated with other disciplines.</p>	<p>1. PowerPoint 2. Problem-Based Learning 3. Case Study 4. Group Study 5. Group Presentation 6. Questions and Answers</p>	<p>✓</p>	<p>-</p>	<p>-Some students had poor English competency especially speaking skill. -To solve this problem, they need tutoring course and international environment inside the class with friends.</p>
<p>3. Cognitive Skills 3.1 Be able to organize self-study and sharing information to class especially in tourism. 3.2 Be able to solve problems from case studies.</p>	<p>1. Assignments 2. Brainstorming</p>	<p>✓</p>	<p>-</p>	<p>-Students, in fact, need to practice more speaking in classroom. - They were assigned to have English conversation and group discussion in HR field -Create English conversation role play in HR role</p>

<p>4. Interpersonal Skills and Responsibilities</p> <p>4.1 Be able to use interpersonal English communication skills.</p> <p>4.2 Be able to collaborate well in team works for problem solving.</p> <p>4.3 Be able to show leadership skills</p>	<p>1. Group Discussion</p> <p>2. Group Presentation</p>	✓	-	<p>- Some students talked too much and make a noise disturbing friends.</p> <p>-Students were told to respect and if they want to talk, talk in English otherwise minus score for attendant.</p>
<p>5. Numerical Analysis, Communication and Information Technology Skills</p> <p>5.1 Be able to use basic ICT skills and apply them to daily life.</p>	<p>1. E-learning</p> <p>2. Using appropriate technology for presenting group project</p>	✓	-	<p>-Some students had poor English competency especially speaking skill.</p> <p>-To solve this problem, they need tutoring course and international environment inside the class with friends.</p>
<p>6. Learning Management Skills</p>	<p>1. Speaking under Pressure</p> <p>2. Quizzes</p> <p>3. Brainstorming</p> <p>4. Exercises</p>	✓	-	<p>- They were assigned to have English conversation and group discussion</p> <p>-Create English conversation role play</p>

4. Suggestions for Improving Teaching Methods

The lecturer will use more media, more active learning and learning out of the class room.

Section 3 : Course Outcomes

1. Number of registered students : HHM(62) 14 students, RB(62) 8 students

2. Number of students at the end of semester : HHM(62) 14 students, RB(62) 8 students

3 Number of students who withdrew (W) :

4. Grade distribution

Grade	No.of student(HHM)	Percentage	No.of student (RB)	Percentage
A	-	-	-	-
A-	1	7.14	-	-
B+	-	-	1	12.5
B	3	31.43	-	-
B-	1	7.14	2	25
C ⁺	1	7.14	-	-
C	5	35.71	1	12.5
C-	1	7.14	3	37.5
D	1	7.14	-	-
D+	1	7.14	1	12.5
D-	-	-	-	-
F	-	-	-	-
Incomplete (I)	-		-	-

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

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' behaviors.	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

Section 4 : Problems and Impacts

1. Teaching and learning resources

Teaching Problems: Some lesson use specific vocabularies and teach in English.	Impacts on students' learning : Most of students were not able to understand English.
Learning Resources Problems: The projectors were not clear	Impacts on students' learning : Lose attention and annoying

2. Administration and organization

Problems from administration None	Impacts on students' learning None
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Problems from organization None	Impacts on students' learning None
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Section 5 : 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

Section 6 : Improvement Plan

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

Improvement plan proposed in Semester 2 Academic year 2021 1. A plan to use more additional practice exercises. 2. A plan to use more active learning method	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 2 Academic year 2021

Suggestions	Time Frame	Responsible person
1.More activity in classroom 2.More outside class learning 3.Invite a guest speaker	During semester	Lecturer

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

Responsible Faculty Member/Coordinator:.....

Signature Kanyapilai Kunchornsirimongkon Submission Date 26 May 2021

Chairperson/Program Director:

Signature..... Receipt Date