

**College of**

**Hospitality Industry Management**

**TQF.5 Course Report**

**Course Code:** TRM 2302

**Course Title:** The Principles of Tourist Guide

**Credits:** 3 (3-0-6)

**Semester /Academic Year:** 2/2020

**Students:** Bachelor of Arts Program in Tourism

**Lecturer(s):** Mr. Sakul Jariyachamsit

College of Hospitality Industry Management,

Suan Sunandha Rajabhat University

**Course Report**

|  |
| --- |
| **Institution**: Suan Sunandha Rajabhat University**Campus/Faculty/Department** : College of Hospitality Industry Management |
|  |

**Section1: General Information**

|  |
| --- |
| **1. Course Code and Title:** TRM 2302 The Principles of Tourist Guide  |
| **2. Pre-requisite (if any) :** None |
| **3. Faculty Member(s) Teaching the Course and Sections** **Sections:** TM 62Room No. 405 |
| **4. Semester and Academic Year** Semester 2, Academic Year 2020 |
| **5. Venue**  Building: of College of Hospitality Industry Management,  Nakhon Pathom Education Center |

**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**
 |
| Topics | No. of teaching hours in the plan | No. of actual teaching hours | Reason(s) (in case the discrepancy is more than 25%) |
| 1 **Chapter 1*** Overview the course
* Introduction to Principles of Tourist Guide
 | 3 hours | 3 hoursonline | - |
| 2. **Chapter 2*** Tourist Guide Concept
 | 3 hours | 3 hoursonline | - |
| 3. **Chapter 3*** General Information of Principles of Tourist Guide
 | 3 hours | 3 hoursonline | - |
| 4. **Chapter 4*** Personality and Characteristics of Good Tourist Guide
 | 3 hours | 3 hoursonline | - |
| 5. **Chapter 5*** Public Speaking
 | 3 hours | 3 hoursonline | - |
| 6. **Chapter 6 Knowledge for Temple and Palace*** Bangkok Temple and Place
* Buddhism and Buddha Image
* National and international tourism organizations
 | 3 hours | 3 hoursonline | - |
| Topics | No. of teaching hours in the plan | No. of actual teaching hours | Reason(s) (in case the discrepancy is more than 25%) |
| 7. **Field trip (5 temples in Bangkok)** | 3 hours | 3 hours | - |
| **8. Midterm Examination** | 3 hours | 3 hours | - |
| **9.Knowledge for Becoming a Professional Tourist Guide** * Thai History
* Thai Geography
 | 3 hours | 3 hours |  |
| **10.Knowledge for Becoming a Professional Tourist Guide** * Thai Culture, Traditional and Festival
* Thai Economy
* Thai Politic
* Religion and Believe
 | 3 hours | 3 hoursonline | - |
| 11.Ethics and Morality of Professional Tour Guide and Tourism related Laws | 3 hours | 3 hoursonline | - |
| 12.Stone Sanctuary and Khmer Temple | 3 hours | 3 hoursonline | - |
| 13.Knowledge about the Temple of the Emerald Buddha and the Grand Place | 3 hours | 3 hoursonline | - |
| 14.Knowledge about the Grand Place | 3 hours | 3 hoursonline |  |
| **15.Field trip (the Temple of the Emerald Buddha and the Grand Place)** | 3 hours | 3 hours |  |
| **Total** | **45** | **45** | - |
| **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 |
| Trips that were planned could not be conducted due to COVID-19 | Tour guide techniques, tour guide presentation | Move to first semester  |
|  |
| **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 (1) Be able to deliver or to complete a required task within the appointed time, including presenting at the appointed time. | 1. Provide examples of truthfulness and accuracy in classroom such as no plagiarism, in doing assignments, and during extra activities. | 🗸 | - | - |
| 2. Knowledge(1) Have understanding of theories and concepts of sustainable tourism management.. | * PBL
* Direct instruction
* Case study discussion
* Exercise
* E- learning
 | 🗸 | - |  |
| 3. Cognitive Skills(1) Be able to solve problems that may occur in managing tourism towards sustainability.  | * PBL
* Direct instruction
* Case study discussion
* Exercise
* E- learning
 | 🗸 | - |  |
| 4. Interpersonal Skills and Responsibilities(1)Be able to adjust to work in team both as leader and follower. | * PBL
* Direct instruction
* Case study discussion
* Exercise
* E- learning
 | ✓ | - |  |
| 5. Numerical Analysis, Communication and Information Technology Skills (1)Have ability in both oral and written communication in English. | * PBL
* Direct instruction
* Case study discussion
* E- learning
 | 🗸 | - | - |

|  |
| --- |
| **4. Suggestions for Improving Teaching Methods** - |

**Section 3: Course Outcomes**

|  |
| --- |
| **1. Number of registered students**: 9 students |
| **2. Number of students at the end of semester** : 9 students |
| **3 Number of students who withdrew (W)** : - |
| **4. Grade distribution**

|  |  |  |
| --- | --- | --- |
| Grade | No. of students | Percentage |
| A | - | - |
|  A- | - | - |
|  B+ | - | - |
| B | - | - |
|  B- | - | - |
|  C+ | - | - |
| C | - | - |
| C- | - | - |
| D+ | - | - |
| D | - | - |
| D- | - | - |
| F | - | - |
| Incomplete (I) | 9 | 100 |

 |

|  |
| --- |
| **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 |
| - | - |

|  |
| --- |
|  6.2 Discrepancy in evaluation methods |
| Details of Discrepancy | Reasons |
| - | - |

|  |
| --- |
| **7. Verification of students’ achievements** |
| Verification Method(s) | Verification Result(s)  |
| - | - |

**Section 4: Problems and Impacts**

|  |
| --- |
| **1. Teaching and learning resources** |
| **Teaching Problems:** - | **Impacts on students’ learning:** - |
| **Learning Resources Problems:**- | **Impacts on students’ learning:**- |

**2. Administration and organization**

|  |  |
| --- | --- |
| **Problems from administration**- | **Impacts on students’ learning** - |
| **Problems from organization**- | **Impacts on students’ learning**- |

**Section 5: Course Evaluation**

|  |
| --- |
| **1. Results of course evaluation by students**  |
| * 1. Important comments from evaluation by students

 Students needed more time to prepare their assignments and do their group presentation. |
|  1.2 Faculty members’ opinions on the comments in 1.1 Lecturer agreed to help students by providing a better technique of searching information from academic sources in order to save students’ time. |
| **2. Results of course evaluation by other evaluation methods** |
| * 1. Important comments from evaluation by other evaluation methods

 This course helps students to have capabilities to apply knowledge learn about tourist guide concept, knowledge for becoming a professional tourist guide, personality and characteristics of good tourist guide. |

 2.2 Faculty members’ opinions on the comments in 2.1

 There is necessary to find the guest speaker to provide an extra knowledge for students.

**Section 6: Improvement Plan**

|  |
| --- |
| **1. Progress of teaching and learning improvement recommended in the previous Course Report** |
| Improvement plan proposed in Semester 1Academic year 2021  Proposed teaching techniques such as, assigning a group work of tourist guide project, and using cooperative learning techniques were used in this academic year. | Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.)None |

|  |
| --- |
| **2. Other improvements** |

* Using new teaching techniques such as jigsaw method, group investigation and cooperative learning method
* Creating more positive learning environment
* Inviting the guest speaker to present his/her professional topic

|  |
| --- |
| 1. **Suggestions for improvement for Semester 1, Academic year 2021**
 |
| Suggestions | Time Frame | Responsible person |
| A plan to invite guest speaker to present his/her professional topic | About the tenth week of the class | Mr. Sakul Jariyachamsit |
| **4. Suggestions of faculty member(s) responsible for the course**   **-**  |

**Responsible Faculty Member/Coordinator:** Mr. Sakul Jariyachamsit

Signature  Submission Date 28th May 2021

**Chairperson/Program Director:** ……………………………………..……….....

Signature.............................................. Receipt Date ..................................................