

The Construction of Talents Cultivating Plan Based on Hotel Management Major of Systematic Working Process

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Abstract - The development of curriculum system based on systematic working process follows the process of “Post (group) investigation analysis and research (including processional growth phase nanlysis) → work task decomposition → action in induction → learning areas conversion → learning situation design”. This thesis constructs hotel management major talents cultivating plan according to development rule of systematic work process of curriculum system.

Index Terms - Hotel Management Major, Systematic working process, Talents cultivating plan

1. Introduction

The step of curriculum system development based on systematic working process is simply expounded as “Post (group) investigation analysis and research(including processional growth phase nanlysis) → work task decomposition → action in induction → learning areas conversion → learning situation design”, like figure1[1]:

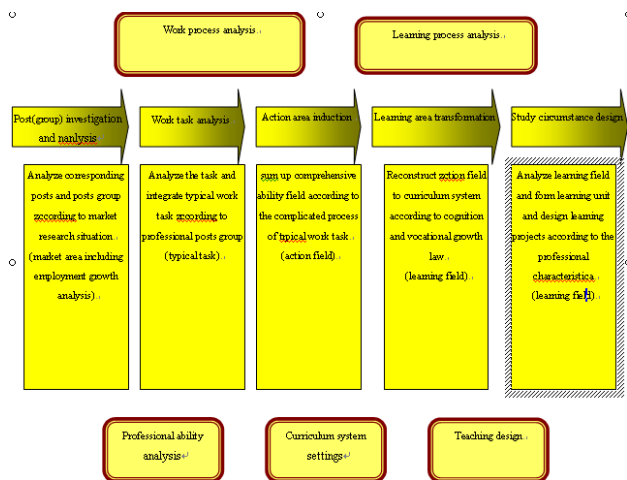


Figure1: The curriculum system development flowchart based on systematic work process

2. The Talents Cultivating Plan Based on Hotel Management Major of Systematic Working Process

2.1 The recruiting students · academic structure and credit of hotel management major

The recruiting students: high enrollment of national test, the qualicator of examination awards college diploma of education of the people’s republic of china. Academic structure: 3 years. The credit of graduation: 177.5(including top post practice and graduation project: 36 credits, awarding credits:6 credits, moral training:1.5 credits)

2.2 The training target of hotel management major

The training target is to cultivate high-quality and high skill applied management expertise who owns good moral, proper etiquette and can fully master basic theory of modern hotel management and be familiar with basic skill of hotel service and hotel management.

2.3 The jobs of hotel management major

The jobs (group) of hotel management graduates are hotel service post, management skill post and bar management post. And the management skill post is departed to front office management post, food and bevetage management post and guest room management post etc. The developed expanding posts are dieticians, bartenders, convention and exhibitionservices and other related jobs.

2.4 The vocational skills certificate request of hotel management major

Before graduation the hotel management graduate should get: (1) English proficiency certificate; (2) Computer certificates; (3) Professional skill certificate; (4) Job qualification certificate. And the students must get one professional skill certificate at least. The name of certificate, issuing agency and courses are in chart1:

Chart1: The vocational skill certificates list

Certificate Name	Issuing agency	Courses
1. National certificate of college english application ability of A-level and above or the national level and above IT vocational english proficiency test certificate or the national english test certificate of three-level and above	College english proficiency test commission Electronic education and examination center of the ministry of information industry	College English Computer Application Foundation
2. National computer test certificate of one-level and above	NEEA	Restaurant service and management · Guest room service and management · Recreation services and management etc.
3. Professional skill certificate and Job qualification certificate (1)Hotel management professional (2)Catering certificates of professional managers	NEEA Ministry of Labor and Security The higher education self - study examination committee and the China Cuisine Association	Foodservice and management etc.

2.5 The overall arrangement of all teaching term for hotel management major(like chart2)

Chart 2: The overall arrangement of all teaching term

School year	term	Teaching weeks	Centralized Practice (week)				Review and exam (week)	Total weeks (week)	Comment
			Military training	Mukti-skilled training	Top post training	Graduated design			
1	1	15	2	1			1	19	One week later
	2	16		2			2	20	
	3			4				4	
2	1	16		2			2	20	
	2	16		2			2	20	
	3			4				4	
3	1				20			20	
	2				8	8		16	Last semester lack 4 weeks
Total		63	2	15	28	8	7	123	

2.6 The development process of hotel management major curriculum system(like chart3)

Chart3: The development process of hotel management major curriculum system

Post name		Typical work task	Action field	Learning field	Career development
Hotel service post		service work of all post in hotel sectors	front office service, housekeeping service, catering service, conference service, recreation and sports service, bar service and beverage deployment	Psychology of hotel service, Hotel manners, hotel service, Recreation services and management, Bar service	Work ability
Hotel Management technical posts	Guest room management post	Housekeeping management and day-to-day management work	guest room design and environmental management, quality control of guest rooms, rooms supplies management, room equipment management, rooms safety management, room budget management, rooms business planning and reconstruction, room information management and personnel management etc.	Guest room service and management, hotel public, hotel human resources management	Job-hunting ability
	Front office management post	Front office management and day-to-day management work	guest room price management, quality control, sales management, front office information management and personnel management etc	Front Office service and management, customer service and management, hotel public relations, hotel human resources management, hotel finance	
	Food and beverage management post	Food and beverage management and day-to-day management work	raw materials management, production management, service management, sales management, financial management, catering information management and personnel management etc.	Food and beverage service and management, food nutrition and health, hotel public relations, hotel human resources management, hotel finance	
Bar management posts		Bar operation and management	Business planning; registration; business management	Bar management	Creative ability

2.7 The curriculum planning table of hotel management major(like chart4)

Chart4: The curriculum planning table of hotel management major

courses	Course name		Total credits	Theory class	Practice class	First year			Second year			Third year		notes	
						一	二	三	一	二	三	一	二		
Public course	Basis of morality accomplishment and law		3	3		3									
	College english		8	8		4*	4								
	Computer application foundation		4	2	2	4*									
	College P.E		2	2		2	2								
	Mental health		2	2											lecture
	Military theory		2	2											lecture
	Situation and policies		4	3	1										lecture
	Career development and employment guidance		2	2											lecture
	Military training		2		2										concentrated study
Total			29	24	5	13	6								
Post basic course	Travel writing and eloquence		4	4		2	2*								
	Hotel management introduction		4	4		4*									
	Psychology of hotel service		2	2		2									
	Hotel financial management		4	2	2				4*						
	Hotel english		4	2	2				4*						
	Hotel public relation		4	2	2		4*								
	Hotel manners		5	2	3	4*									Practice one week
	Body training		4		4	1	1		1	1					
Job skill course	Hotel service		5	2	3		4*								Practice one week
	Front office service and management		6	3	3				6*						
	Food service and management		7	3	4		6*								Practice one week
	Beverage service and bar management		7	3	4				6*						Practice one week
	Room service and management		9	4	5				4	4*					Practice one week
	Human resources management in hotel		---7	3	4				6*						Practice one week
	Recreation service and management		7	3	4				6*						Practice one week
	Food nutrition and sanitation		4	2	2				4*						
	Hotel service training		4		4			30							
	Hotel management training		4		4						30				
	Post practice and graduated design		36		36							30	30		
total			127	41	86	13	17	30	23	23	30	30	30		
Post expanding course	Specialized Choice	Liquor - blending knowledge and liquor - blending, the party design, training of professional order, Cooking and Food	8	4	4							8		Choose 2 from 4	
	Public course	total 6 credits	6	6			2		2	2					
	total		14	10	4		2		2	2		8			
total			170	75	95	26	25	30	25	25	30	38	30		

Note: * denotes the course are examination subject this term

2.8 The learning circumstance design of hotel management major

Here setting the course-*FoodService and Management* as example to simply prove the learning circumstance design based on systematic work process, like chart 5:

Chart5: Learning circumstance design chart of FoodService and Management course

Nature of Course: Core Course	Total periods: 120 hours	Term for the Course: the Forth Term	Form: Theory + Practice	
<p>Training Target : The course is to train the grass-roots attendants, captains, supervisors, and managers for hotels and catering industry with necessary theory and skills. The detailed description is as follows:</p> <ol style="list-style-type: none"> 1. Through service skills training and service process learning, students will be able to conduct Chinese food service, western food service and other organization and reception work. 2. Through the study of material management, production management and service management, students will be able to manage the raw materials and production in the food & beverage department, design menu and monitor service quality. 				
Teaching Contents:				
Learning Circumstances	1	2	3	4
Chinese Food Services	Breakfast Services	Dinner Services	Buffet Services	Banquet Services
Western Food Services	Dinner Services	Banquet Services	Reception Services	
Service Management	Catering Materials Management	Catering Production Management	Menu Design and Making	Service Quality Monitoring
Teaching Place: classroom + hotel (simulated hotel)				
Teaching Methods: ombining teaching, learning and doing together, the teaching methods include lecturing, case discussion, situational method ,etc.				
Testing Method: the major content of the Testing is the practical work ability, the combination of closed-book exam, skill test and actual performance will be applied.				

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References

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