

TRAINING PROGRAM OF HOTEL MANAGEMENT

(Issued together with Decision No. 469/QĐ-DHTN dated August 20, 2021 by Rector of Tay Do University)

A. GENERAL INFORMATION

1. Name of training program (English name):	Hotel Management
2. Degree:	Bachelor of Arts in Hotel Management
3. Training codes:	7810201
4. Admission candidates:	<p>Follow the current University Admission Regulations of the Ministry of Education and Training of Tay Do University. Vietnamese citizens who meet the following conditions are eligible to register for admission:</p> <ul style="list-style-type: none">- Have graduated from high school or equivalent.- Have enough health to study and work according to current regulations of the Ministry of Health, Education and Training.- Submit all documents and exam registration fees in full and on time according to regulations of the Ministry of Education and Training.
5. Training time:	3,5 years
6. Training form:	Full time
7. Required credits:	141
8. Scale	4 point scale
9. Diploma:	Bachelor of Arts (B.A)
10. Working position:	<p>Bachelor of Hotel Management can work:</p> <ul style="list-style-type: none">- In hotels, resorts, restaurants, tourist accommodation businesses; Other service business areas such as amusement parks, businesses providing

	<p>catering services, events, and other additional tourism services.</p> <ul style="list-style-type: none"> - State management agency for tourism; tourism training and research institutions, government and non-governmental organizations operating in the hotel and tourism industry.
11. Possibility for further education:	<ul style="list-style-type: none"> - Have a good foundation to continue studying at higher levels such as Master's, Doctoral degree from Tay Do University, domestic and foreign universities or affiliated programs licensed by the Ministry of Education and Training of these countries. Domestic universities with some schools abroad to obtain Master's degrees from these schools; - Ability to work at large-scale enterprises in the same industry - Ability to advance to middle management level (within 3 -5 years of accumulating work experience); - Ability to self-study to improve qualifications.

B. TRAINING OBJECTIVE AND LEARNING OUTCOMES

I. Training Objectives

1. General objectives

The bachelor's program in Hotel Management training program is built to train bachelors of Hotel Management with sufficient knowledge and professional skills of the industry, political qualities, ethics, professional behavior and strength. good health to be able to work well in the fields of hotel and restaurant services, contributing to improving the quality of human resources for the tourism and hotel industry of the Mekong Delta and the whole country during the integration period. internationally, and at the same time have the capacity for autonomy, self-responsibility and the ability to study at a higher level.

2. Specific objectives

2.1 About knowledge:

G1. Knowledge of political theory, law, economics, society and culture

G2. Have basic knowledge of management, tourism overview, tourist psychology, tourism geography, culinary culture, state management of tourism, sustainable tourism development, tourism culture , world travel, multinational culture...

G3. Have basic knowledge of human resource management in hotels, culinary management, accommodation business management, hygiene safety management in restaurants, banquet management, and home business management. hotel goods,...

G4. Knowledge of related services such as information technology application in business (restaurant), e-commerce application in accommodation business, product and service quality management, MICE tourism management , animation skills, management of tourist areas - resorts, corporate financial management, planning and analyzing hotel business projects,...

G5. Have knowledge of business processes: room service, bar service, hotel restaurant operations,.... and the relationship between the operating department and other departments in the hotel .

2.2 About skills

G6. Have skills in analyzing, synthesizing, and evaluating data and information, using new achievements in science and technology to solve problems in hotel, restaurant, and food service management activities.

G7. Have foreign language skills at the level of being able to understand, express, and handle common situations in professional activities.

G8. Have communication skills, public speaking, presentation, teamwork, problem solving, analytical skills, synthesis, critical thinking skills,...

2.3 About the level of autonomy and self-responsibility

G19. Have professional ethics, sense of discipline, industrial style and good service attitude.

G10. Have political qualities, a sense of career development, civic responsibility, community responsibility, and good health to meet the requirements of building and protecting the Fatherland.

G11. Have the ability to self-study, research, and accumulate experience to improve professional qualifications and develop independently, flexibly, and adapt to an ever-changing and developing working environment.

II. Learning outcomes:

2.1 Knowledge

Output standard	Explain
LO1	Basic knowledge of mathematical foundations, political theory, social sciences and humanities, knowledge of Vietnamese law, knowledge of national security and defense; Apply knowledge and ability to self-train physically. Have general knowledge of the tourism - hotel industry and related fields.

LO2	Analyze and evaluate the tasks of planning, organizing, monitoring and evaluating tourism activities and related natural and social resources such as finance, human resources, service quality, brand, marketing...
LO3	Students can use information technology software MS Windows, MS Word, MS Excel, MS Powerpoint. Understand and apply basic knowledge of information technology and operating and management systems in the tourism and hotel industry.
LO4	Apply knowledge about the hotel and restaurant business. Know how to collect, deeply understand and process information related to departments in the hotel operating organization including revenue management, finance - business, cuisine, lobby... Able to evaluate the efficiency in operations and operations of hotel business. Understand clearly about operational positions in the tourism industry. Apply and analyze service processes and operations in functional departments in the hotel. Apply methods of building and developing hotel business strategies, leadership skills, problem solving and hotel business management skills.
LO5	Carry out independent, practical scientific research in the field of tourism and hospitality. Analyze, evaluate and have the ability to plan and manage investment projects in tourism in general and in the hotel sector. Have up-to-date knowledge about e-commerce, sales management, brand building and management in the digital era.

2.2 Skills

2.2.1 Hard skills

Output standard	Explain
LO6	Have effective communication and presentation skills in a multicultural and international working environment.
LO7	Apply entrepreneurship, lead, motivate yourself and your team, start your own business and find startup ideas, create jobs for yourself and others.
LO8	Able to plan, organize, execute, inspect, control, process, analyze and evaluate information to solve problems related to operations in businesses/organizations.

2.2.2 Soft skills

Support skills for improving work efficiency and maximizing personal capacity such as:

Output standard	Explain
LO9	Have negotiation, persuasion and negotiation skills in tourism and hotel business management.
LO10	Have skills in working in groups, planning, organizing, operating, coordinating and maintaining activities for groups with the same goals. Have the skills to reflect, critique and use alternative solutions under unknown or changing environmental conditions.
LO11	Use foreign languages well at level 3/6 of Vietnam's foreign language competency framework; Apply foreign languages and information technology software well in the economic field; Ability to read specialized documents, communicate with customers, partners, and colleagues, and use English to meet job positions in an international integration environment.

2.2.3 Capacity for autonomy and responsibility

Students need to achieve autonomy and responsibility as presented in the table below for the training process to be effective.

Output standard	Explain
LO12	Have political qualities - professional ethics, civic responsibility, social responsibility and responsibility towards organizations and units. Have good health, suitable for hotel management activities.
LO13	Work independently or in groups in changing working conditions, take personal responsibility, responsibility to the team and responsibility to society. Form a sense of self-development and the ability to learn throughout life for lifelong work.
LO14	Have the ability to plan, coordinate and promote collective intelligence, and lead trained hotel management expertise.
LO15	Able to orient and draw conclusions about professional hotel management issues, detect and solve problems.

III. The content of studying program (name and credit for each subject): 141 credits

Total credit		
1	General knowledges	37
2	Professional knowledges	92
	- General Knowledge	22
	- Compulsory Knowledge	54
	- Optional knowledge	16

3	Graduation	12
	- Graduation Intership - Graduation thesis (or do the minor graduated thesis and study 02 alternative subjects)	12

1. General Knowledge: 37 credits

Number	Code	Subject	Credits	Note
1	0301001769	Philosophy of Marxism and Leninism	3	
2	0301001825	Political economics of Marxism and Leninism	2	
3	0301001826	Scientific socialism	2	
4	0301001827	History of Vietnamese communist party	2	
5	0301000665	Ho Chi Minh 's thought	2	
6	0301000667	Introduction to laws	2	
7	0301000946	Toeic-oriented English 1	4	
8	0301000947	Toeic 2 oriented English 2	4	
9	0301001673	Basic informatics	3	
10	0301000060	Overview of Vietnamese culture	2	
11	0301000650	National defence education **	8	
12	0301001035	Physical Education 1 - Volleyball **	1	
13	0301001036	Physical Education 1 - Football **		
14	0301001037	Physical Education 1 - Badminton **		
15	0301000660	Physical Education 2 - Volleyball **	1	
16	0301001038	Physical Education 2 - Football **		
17	0301001039	Physical Education 2 - Badminton **		
18	0301001030	Physical Education 3 - Volleyball **	1	
19	0301000661	Physical Education 3 - Football **		
20	0301000662	Physical Education 3 - Badminton **		
Total			37	

2. Professional knowledges: 92 credits

2.1 General Knowledge : 22 credits

No.	Code	Subject	Credits	Note
21	0301001677	Tourism overview	3	
22	0301001472	Vietnamese culinary culture	2	
23	0301001609	Research and graduate study methodology - Hotel management	2	

No.	Code	Subject	Credits	Note
24	0301002050	Tourism Geography & Landscapes of Vietnam	3	
25	0301001790	State management of tourism	2	
26	0301000446	Management	3	
Elective course			7	
27	0301000236	Microeconomics	3	
28	0301002402	Macroeconomics	2	
29	0301002051	Basic marketing	3	
30	0301001791	Teamwork Skills	2	
31	0301001792	University study skills	2	
32	0301000284	History of world civilization	2	
33	0301000081	Cultural characteristics of the Mekong Delta	2	
Total			22	

2.2 Compulsory Knowledge: 54 credits

No.	Code	Subject	Credits	Note
34	0301000339	Reception and lobby operations	2	
35	0301000451	Accommodation business management	2	
36	0301001793	Hotel human resource management	2	
37	0301001794	IT application in business (restaurant)	2	
38	0301001795	Hygiene and safety management in restaurants	2	
39	0301000486	Tourist psychology and the art of communication	2	
40	0301001796	E-commerce application in accommodation business	2	
41	0301001914	Cheerfulness skills	2	
42	0301000433	Banquet management and administration	2	
43	0301001797	Managing product and service quality	2	
44	0301001798	MICE tourism management	2	
45	0301002214	Tourism culture	2	
46	0301000336	Housekeeping service	2	

No.	Code	Subject	Credits	Note
47	0301001799	Management of tourist areas and resorts	2	
48	0301002481	Serving table and bar major	2	
49	0301001801	Culinary management	2	
50	0301002483	Practice hotel and restaurant operations	2	
51	0301001802	Prepare & Analyze hotel business projects	3	
52	0301002086	Enterprise Financial Management	3	
53	0301001803	Specialized English	4	
54	0301001922	Hotel restaurant business management	2	
55	0301001950	Hotel and restaurant service	2	
	0301002482	Multinational culture	2	
56	0301001805	Topics in hotel and restaurant business (3rd year)	4	
57	0301001804	Reality – Hotel Management	2	
Optional section			16	
63	0301000454	Marketing management	2	
64	0301001800	International payments in tourism	2	
65	0301000490	Psychology and art of leadership	2	
66	0301000333	Advertising art	2	
67	0301000310	Tourism Marketing	2	
68	0301000410	Vietnamese customs, practices and festivals	2	
69	0301000428	Public relations	2	
70	0301001916	Digital communication and marketing in tourism	2	
71	0301001921	Travel business management	2	
72	0301000605	Corporate culture and business ethics	2	
73	0301002484	Risk management in tourism	2	
74	0301002485	Tourism strategic management	2	
75	0301001915	Tourism destination management	2	
76	0301001806	Sustainable tourism development	2	
77	0301002581	Sales management	2	
78	0301000461	Brand management	2	
Total			70	

2.3 Graduation: 12 credits

Number	Code	Subject	Credits	Note
1. Graduation Internship:				
58	0301002486	Graduation internship – Hotel Management	4	
2. Graduation thesis:				
59	0301002487	Graduation thesis - Hotel Management	8	
60	0301002488	Graduate essay – Hotel Management	8	
61	0301002489	Tourims world		
62	0301001807	Start up: Hotel business		
Total			12	