朝陽科技大學 091學年度第1學期教學大綱
Hotel Management 旅館經營管理

當期課號	4378	Course Number	4378
授課教師	賴文仁	Instructor	LAI,WEN JEN
中文課名	旅館經營管理	Course Name	Hotel Management
開課單位	休閒事業管理系(二日)四A	Department	
修習別	選修	Required/Elective	Elective
學分數	2	Credits	2
課程目標	爲配合2學分教學進程與銜接學生校外實習，將課程範圍聚焦在客房作業管理實務上，期許學生至校外實習或就業，能儘快上手。 1. 讓學生了解旅館客房部門軟硬體專業管理功能，並學習其專業管理作業能力。(知識、技能) 2. 培養學生客務與房務部門之服務關鍵技巧與服務態度。(知識、技能、態度) 3. 讓學生了解每一個作業的意義、方式與重要性，讓學生熟諳客務及房務作業程序。(知識、技能)	Objectives	1.To understand professional functions of management for hotel front office and housekeeping, and improved practical ability of room division operation. 2.To foster key skills and manners of service for hotel front office and housekeeping. 3.To build up potential capability of operations for hotel through skilled operational procedure of front office and housekeeping.
教材	Teaching Methods: There are all units lay out the understanding, knowledge and skills in detail and indicates what the student needs to produce in terms of evidence. 註：上課規定男同學請著白短／長袖襯衫、黑長褲、黑皮鞋、黑色無花素面襪。女同學請備白短／長袖襯衫、黑短窄裙、黑素面包頭鞋、膚色絲襪〈長髮及肩者請以黑色無飾髮網梳成髻，髮飾限用黑色〉。	Teaching Materials	
成績評量方式	Assessment of Performance: Team works 10%，Role Play 30%，Interview 20%， Proposal 40%	Grading	
教師網頁	_		
教學內容	Curriculum Purpose: All hospitality services need professional communication acknowledge and skills to support the various functions in which are an integral part of their operations. In addition, this course explores customer relationship service and applies it to the customers and service firms.	Syllabus	

尊重智慧財產權，請勿非法影印。