

**朝陽科技大學 092學年度第1學期教學大綱**  
**Hotel Management 旅館經營管理**

<b>當期課號</b>	4250	<b>Course Number</b>	4250
<b>授課教師</b>	賴文仁	<b>Instructor</b>	LAI,WEN JEN
<b>中文課名</b>	旅館經營管理	<b>Course Name</b>	Hotel Management
<b>開課單位</b>	休閒事業管理系(二日)四A	<b>Department</b>	
<b>修習別</b>	選修	<b>Required/Elective</b>	Elective
<b>學分數</b>	2	<b>Credits</b>	2
<b>課程目標</b>	<p>為配合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。</p> <p>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)</p> <p>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)</p> <p>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)</p>	<b>Objectives</b>	<p>1.To understand professional functions of management for hotel front office and housekeeping, and improved practical ability of room division operation.</p> <p>2.To foster key skills and manners of service for hotel front office and housekeeping.</p> <p>3.To build up potential capability of operations for hotel through skilled operational procedure of front office and housekeeping.</p>
<b>教材</b>	<p>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.</p> <p>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〉。</p>	<b>Teaching Materials</b>	<p>英語授課: 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.</p> <p>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〉。</p>
<b>成績評量方式</b>	<p>Assessment of Performance: Team works 10% , Role Play 30% , Interview 20% , Proposal 40%</p>	<b>Grading</b>	<p>Team works 10% , Role Play 30% , Interview 20% , Proposal 40%</p>
<b>教師網頁</b>	-		
<b>教學內容</b>	<p>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.</p>	<b>Syllabus</b>	<p>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.</p>

尊重智慧財產權，請勿非法影印。