MINISTRY OF EDUCATION AND TRAINING

**LAC HONG UNIVERSITY**



**COURSE OUTLINE**

**<126068 – TOURISM PSYCHOLOGY AND DIPLOMATIC RECEPTION >**

1. **GENERAL INFORMATION**

| Course name (Vietnamese): | Tam ly du lich va le tan ngoai giao |
| --- | --- |
| Course name (English): | Tourism psychology and diplomatic reception |
| Course ID: | 126068 |
| Types: | Fundamental of majors |
| Faculty/Department: | Tourism and Travel Management |
| Main Lecturer: | Master Phan Van Hai |
|  | Email: haipv@lhu.edu.vn |
| Lecturer participating in: | Dang Minh Thuat  Email: Thuatdm@lhu.edu.vn |
| Number of credits: | 3 |
| Theory: | 2 periods |
| Practice: | 0 periods |
| Exercise: | 1 period |
| Specialty: | Obligatory to students in Major of Tourism and Travel Management |

**2. COURSE DESCRIPTION**

This course will perform the educational contents that relate to the basic knowledge about tourism psychology and reception’s expertise, general overviews in reception (definition, role, feature, principle, offer), and perform every basic task of a receptionist.

**3. COURSE LEARNING OUTCOMES**

**Table 1: Course Learning Outcomes (CLOs)**

| **Course Learning Outcomes (CLOs)** | **Course Learning Outcomes Content** | **Bloom domain/Bloom level** | **Program Learning Outcomes PLOs/SOs/PI (\*)** |
| --- | --- | --- | --- |
| CLO1 | Solving customer’s demand in tourism business activities. | Knowledge (3) | PLO2  PI2.2 |
| CLO2 | Establishing the reception’s operating process | Applying (4) | PLO4  PI4.1 |
| CLO3 | Forming a habitual self-study | Attitude (4) | PLO8  PI8.1 |

*(\*): There is no need for basic courses to fill this information*

**4. COURSE CONTENT, LESSON PLAN**

*(Listing the content of theory, practice, lecturing method and assessment method which are appropriate to the Lesson Learning Outcomes)*

**Table 2: Course Content, Lesson Plan**

| **Week** | **Lesson/**  **Chapter** | **Name/Chapter** | **Lesson Learning Outcomes (LLO)** | | **Lecture and Study activities** | **Teaching methods** | **Assessment methods** | **References (\*)** | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | LESSON 1 | PREPARATION  1.1. Initiating work announcement  1.2. Personal hygiene assurance  1.3. Applying the professional behavior at work  1.4. Preparing the work site for shifts  1.5. Preparing for room comprehension | LLO1.1  CLO1 | Demonstrating regulations about the appearance, hygiene of the receptionist | Lecturer introduces the course overview, course regulation and study route.  Exchanging the unclear or incomprehensible case in the lesson | Lecture | Short form test | **[1], [2]** |
| 2 | LESSON 2 | CHECK-IN AND PROCESSING ROOM RESERVATION REQUESTS  2.1. Check-in  2.2. Changing in room reservation requests  2.3. Canceling booking’s offer  2.4. Arranging rooms for guest | LLO2.1  CLO1 | Performing the information receiving in accordance with the procedure | Lecturer instructs students to learn about how to manage rooms in hotel | Lecture  Discussion  Role-playing | Short form test  Practicum test | **[1], [2]** |
| 3 | LESSON 3 | GUESTS GREETING SERVICE PROVISION AND LUGGAGE SERVICE 3.1. The guests greeting service provision  3.2. Luggage handling  3.3. Checking guests in and out | LLO3.1  CLO1 | Modeling the different types of guests to greet, then supporting their luggage | Lecturer answers the students’ question and divides them in group to have them emulate the situation | Lecture  Discussion  Model | Short form test  Practicum test | **[1], [2]** |
| 4 | LESSON 4 | PROVIDING LUGGAGE SERVICES AND CHECK-IN  4.1. Making a check-in procedure and payment guarantee  4.2. The check-in procedure for guests and payment guarantee | LLO4.1  CLO2 | Arranging rooms and making sure to handle for guest payment politely and professionally | Lecturer teaches the politeness and profession in service, also the payment and arrangement expertly, then asks students to discuss and emulate the situation. | Lecture  Discussion  Model | Short form test  Practicum test | **[1], [2]** |
| 5 | LESSON 4 | 4.3. Treating the VIPs  4.3.1. Check-in procedure for the acquainted  4.3.2. Check-in procedure for the unappointed  4.3.2. Check-in procedure for the essential | LLO4.2  CLO3 | Evaluating the reception’s expertise process in providing customer’s service | Lecturer gives a practical situation and asks students to solve based on that situation. | Discussion  Problem Solving | Presentation  Cross-review |
| 6 | LESSON 5 | PROVIDING CUSTOMER SERVICE  5.1. Answering questions and satisfying with the offers  5.2. Using a safe  5.3. Foreign currency exchange | LLO5.1  CLO2 | Performing ways to open, use, close a safe; the foreign currency exchange and paying cash processes have to be in accordance with the procedure. Providing the local information that relate to the guest requests | Lecturer divides students in groups. Lecturer gives the situation and asks students to respond and handle the situation. | Discussion  Case Studies | Presentation  Cross-review | **[1], [2]** |
| 7 | LESSON 6 | PROVIDING THE CHECKOUT SERVICE  6.1. Guests have to pay incurred costs for checkout room or have a disputation  6.2. Paying to the cashier. | LLO6.1  CLO2 | Implementing the payment regulation, payment process to a group traveler or a single traveler.  Practicing payment skills to different types of guests | Lecturer teaches the payment regulation, payment process for each type of guests | Lecture | Short form test | **[1], [2]** |
| 8 | Creating group among students in order to implement payment by simulation situation | Discussion  Model | Cross-review |
| 9 | LESSON 7 | USING PHONE AT WORKPLACE  7.1 The effective communication over the phone | LLO7.1  CLO1 | Solving the guest’s request as they are staying at the hotel. | Lecturer teaches and explains the principle of the communication over the phone, then divides in group to construct a scenario and practical situation for students’ rehearsal | Lecture  Model  Discussion | Short form test  Practicum test | **[1], [2]** |
| 7.2. Starting a call  7.3. Heading to another call  7.4. Leaving call on waiting mode  7.5. Receiving the message | LLO7.2  CLO2 | Establishing principles of effective communication over the phone. |
| 10 | LESSON 8 | RECEIVING AND HANDLING COMPLAINTS  8.1. Identifying and analyzing complaints  8.2. Handling complaints | LLO8.1  CLO2 | Handling complaints for types of guests | Lecturer teaches and makes a simulation situation of guest’s complaints | Lecture  Discussion  Model | Short form test | **[1], [2]** |
| 11 | 8.3. Recognizing the act and solving complaints  8.4. Solving some serious complaints | LLO8.2  CLO3 | Students have to join the practical simulation situation asking them to combine learned skills to handle the complaints. | Role-playing  Problem Solving | Practicum test |
| 12 | LESSON 9 | PROVIDING SERVICE AT THE SUPPORTING COUNTER  9.1. Facilities for renting or lending  9.2. Technical or information technology supports  9.3. Tour organizing support | LLO9.1 CLO1 | Applying each step of the hotel service process. | Lecturer explains every detailed step of the hotel service process. | Lecture  Discussion | Short form test | **[1], [2]** |
| 13 | 9.4. Assisting the transportation’s arrangement  9.5. Handling mails and messages for guests  9.6. Arranging the alarm call  9.7. Giving survey forms to guests | LLO9.2 CLO3 | Students have to form in group in order to play in the situation about assisting guests in the supporting counter | Role-playing | Practicum test |
| 14 | LESSON 10 | END OF SHIFT  10.1. End of shift  10.2. Preparing for the next shift  10.3. Handing over work as a shift ends | LLO10.1  CLO3 | Performing the handover of work skills for a new shift | Lecturer teaches and makes situation emulating about the handover of work activities. Students will have to practice the handover of work process | Lecture  Discussion  Role-playing | Practicum test | **[1], [2]** |
| 15 | Exam | Midterm exam |  |  |  |  | Written report |  |

**5. MAPPING IN LESSON AND COURSE LEARNING OUTCOMES**

**Table 3: Mapping In Lesson and Course Learning Outcomes**

| **Lesson/**  **Chapter** | **Lesson Learning Outcomes** | **Course Learning Outcomes** | | | **Evaluation Component** |
| --- | --- | --- | --- | --- | --- |
| **CLO1** | **CLO2** | **CLO3** |
| LESSON 1 | LLO1.1 | **x** |  |  | A1, A2 |
| LESSON 2 | LLO2.1 | **x** |  |  | A1, A2 |
| LESSON 3 | LLO3.1 | **x** |  |  | A2, A3 |
| LESSON 4 | LLO4.1 |  | **x** |  | A1, A2, A3 |
| LLO4.2 |  |  | **x** | A1, A2 |
| LESSON 5 | LLO5.1 |  | **x** |  | A1, A2, A3 |
| LESSON 6 | LLO6.1 |  | **x** |  | A1, A2, A3 |
| LESSON 7 | LLO7.1 | **x** |  |  | A2, A3 |
| LLO7.2 |  | **x** |  | A1, A2, A3 |
| LESSON 8 | LLO8.1 |  | **x** |  | A1, A2, A3 |
| LLO8.2 |  |  | **x** | A1, A2 |
| LESSON 9 | LLO9.1 | **x** |  |  | A1, A2 |
| LLO9.2 |  |  | **x** | A1, A2 |
| LESSON 10 | LLO10.1 |  |  | **x** | A1, A2 |

**6. COURSE ASSESSMENT**

**Table 4: Course assessment**

| **Evaluation Component** | **Assessment** | **CLOs** | **Percentage (%)** |
| --- | --- | --- | --- |
| A1. Process | - Full attendance  - Participating in lesson construction | CLO1, CLO2, CLO3 | *30%* |
| A2. Midterm | - Presentation  - Practice  - Test | CLO1, CLO2, CLO3 | *30%* |
| A3. Final | - Doing test on paper | CLO1, CLO2 | *40%* |

**7. COURSE REQUIREMENTS AND EXPECTATIONS**

* Attendance: Obeying the regulations
* Students have to read given study documentation by the lecturer before every lesson.
* Students arrive fully, on time, do homework, answer short questions, and do exercises in class that will be given bonus mark to the students’ 30% process status.
* Students who work in a group, discuss, do tests in class, present essays will be marked as 30% Midterm.

**8. STUDY REFERENCES**

* 1. **Textbook**

[1]. Nguyen Thi Ngoc Ha (2020). Giao trinh mon hoc nghiep vu le tan. Truong cao dang Lao Cai

**7.2 References**

[1]. Truong Dai hoc Luat Ha Noi (2020). Giao trinh Tam ly hoc dai cuong, NXB Cong an nhan dan, Ha Noi

[2]. Ha Nam Khanh Giao (2020), Giao trinh Quan tri Kinh doanh Lu hanh, NXB Thong ke

**9. SOFTWARE OR SUPPORTING EQUIPMENTS FOR PRACTICE**

1. Internet
2. Google Chrome

* **General rules:**

| **Abbreviation** | **Description** |
| --- | --- |
| **PLO/SO** | Program Learning Outcomes/Standard Outcomes |
| **PI** | Performance Indicators |
| **CLO** | Course Learning Outcomes |
| **LLO** | Lesson Learning Outcomes |

| **HEAD OF MAJOR/ HEAD OF FACULTY** | Dong Nai, 2024  Responsible lecturer  (sign and write full name) |
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