



## Course Specifications

<b>Course Title:</b>	Hospitality Services in Hospitals
<b>Course Code:</b>	
<b>Program:</b>	B.Sc. Tourism and Hospitality Management: Hotel Management Minor Specialization
<b>Department:</b>	Tourism and Hospitality Management
<b>College:</b>	Business Administration
<b>Institution:</b>	Umm Al Qura University

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## A. Course Identification

<b>1. Credit hours:</b>	<b>3</b>
<b>2. Course type</b>	
a.	University <input type="checkbox"/> College <input type="checkbox"/> Department <input checked="" type="checkbox"/> Others <input type="checkbox"/>
b.	Required <input type="checkbox"/> Elective <input type="checkbox"/>
<b>3. Level/year at which this course is offered:</b> 11 <sup>th</sup> Semester/ 4 <sup>th</sup> Year	
<b>4. Pre-requisites for this course (if any):</b>	
<b>5. Co-requisites for this course (if any):</b>	

### 6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom		
2	Blended		
3	E-learning		
4	Distance learning		
5	Other	30	100%

### 7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	30
2	Laboratory/Studio	
3	Tutorial	
4	Others (specify)	
	<b>Total</b>	30

## B. Course Objectives and Learning Outcomes

<p><b>1. Course Description</b></p> <p>The course is designed to familiarize students with the business of catering for hospitals and advancing its services using hospitality principles. Hospitals' services are evolving everyday and the use of hospitality principles and hotel terminologies are scattered between a wide range of medical services providers. This opens endless job opportunities for hospitality and hotel management graduates.</p>
<p><b>2. Course Main Objective</b></p> <p>This course aims to equip students with basic knowledge related to catering and hospitality services afforded to hospitals.</p>

### 3. Course Learning Outcomes

	CLOs	Aligned PLOs
1	<b>Knowledge and Understanding</b>	
1.1	List the required hospitality services in hospitals and their major criteria	
1.2	Identify the required knowledge and skills to progress in the profession	

CLOs		Aligned PLOs
	of catering for hospitals	
1.3	Develop recommendations to advance the level of hospitality services afforded in hospitals	
1.4	Match the services management functions and hospitality routine in hospitals to afford an integrated process exceeding patients expectations	
<b>2</b>	<b>Skills</b>	
2.1	Present professionally written assignments about hospitality services in hospitals and how can they be developed further	
2.2	Adopt team working skills and leadership skills at different in-class activities and the required assignment	
<b>3</b>	<b>Values</b>	
3.1	Select the appropriate forms of oral, written, digital, and graphic communication to express their believe in the life long learning values	
3.2	Practice active listening, critical thinking, and critical reading to enhance the value of continuous development	

### C. Course Content

No	List of Topics	Contact Hours
1	Introduction	3
2	Basics of hospitality for hospitals	3
3	Catering for hospitals	6
4	Nutritional facts	6
5	Sanitation and Hygiene	3
6	Service excellence in hospitality services in hospitals & Lean Management	3
7	Challenges and solutions	3
8	Updated trends in hospitality for hospitals	
<b>Total</b>		<b>30</b>

### D. Teaching and Assessment

#### 1. Alignment of Course Learning Outcomes with Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
<b>1.0</b>	<b>Knowledge and Understanding</b>		
1.1	List the required hospitality services in hospitals and their major criteria	Active strategies learning	Exams Group Assignments Individual Assignments In class activities
1.2	Identify the required knowledge and skills to progress in the profession of catering for hospitals	Active strategies learning	Exams Group Assignments Individual Assignments In class activities

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.3	Develop recommendations to advance the level of hospitality services afforded in hospitals	Active strategies learning	Exams Group Assignments Individual Assignments In class activities
1.4	Match the services management functions and hospitality routine in hospitals to afford an integrated process exceeding patients expectations	Active strategies learning	Exams Group Assignments Individual Assignments In class activities
<b>2.0</b>	<b>Skills</b>		
2.1	Present professionally written assignments about hospitality services in hospitals and how can they be developed further	Active strategies learning	Exams Group Assignments Individual Assignments In class activities
2.2	Adopt team working skills and leadership skills at different in-class activities and the required assignment	Active strategies learning	Exams Group Assignments Individual Assignments In class activities
<b>3.0</b>	<b>Values</b>		
3.1	Select the appropriate forms of oral, written, digital, and graphic communication to express their believe in the life long learning values	Active strategies learning	Exams Group Assignments Individual Assignments In class activities
3.2	Practice active listening, critical thinking, and critical reading to enhance the value of continuous development	Active strategies learning	Exams Group Assignments Individual Assignments In class activities
...			

## 2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Mid term Exam	5	10%
2	Individual Assignment	7	20%
3	Group Assignment	9	20%
4	In Class activities/ Course work (quizzes- problem solving- attendance)	Every week	10%
5	Final exam	12	40%

\*Assessment task (i.e., written test, oral test, oral presentation, group project, essay, etc.)

## E. Student Academic Counseling and Support

**Arrangements for availability of faculty and teaching staff for individual student consultations and academic advice :**

The course director is available at his office hours to help and support students. The academic advising unit is also affording the service to the college students.

- Office hours ( 1.5 hr/week).
- E-mail (available).
- Watsapp
- Black Board facility for female Campus

## F. Learning Resources and Facilities

### 1.Learning Resources

<b>Required Textbooks</b>	<p>Foskett, D., Paskins, P., Andrew Pennington, A. (2021). <i>The Theory of Hospitality and Catering</i>. 14th Edition. Hodder Education.</p> <p>HERI ISWANTO, A. (2019). <i>Lean Implementation in Hospital Departments: How to Move from Good to Great Services</i>. PRODUCTIVITY Press;CRC. Routledge.</p> <p>Mattel, B. (2016). <i>Catering: A Guide to Managing a Successful Business Operation</i>. <i>The Culinary Institute of America</i>. Wiley.</p>
<b>Essential References Materials</b>	<p>Cornell Hospitality Quarterly Annals of Tourism Research International Journal of Tourism Management International Journal of Tourism Research Journal of Hospitality and Tourism Management Tourism and Hospitality Research Tourism Management World Hospitality and Tourism Trends</p>
<b>Electronic Materials</b>	<p><a href="http://www.hospitalitynet.org">www.hospitalitynet.org</a> Caterer and Hotelkeeper <a href="http://www.caterer.com">www.caterer.com</a> British Hospitality Association <a href="http://www.bha-online.org.uk">www.bha-online.org.uk</a> Caterer and Hotelkeeper <a href="http://www.caterer.com">www.caterer.com</a> Mintel Market Intelligence <a href="http://www.reports.mintel.com/">http://www.reports.mintel.com/</a> Mintel Market Intelligence <a href="http://www.reports.mintel.com/">http://www.reports.mintel.com/</a> The Institute of Hospitality <a href="http://www.instituteofhospitality.org/content/">http://www.instituteofhospitality.org/content/</a> British Hospitality association <a href="http://www.bha.org.uk">http://www.bha.org.uk</a></p>
<b>Other Learning Materials</b>	

### 2. Facilities Required

Item	Resources
<p><b>Accommodation</b> (Classrooms, laboratories, demonstration rooms/labs, etc.)</p>	<p>Class room with max of 20 seats- Active Learning Halls, Airplane Simulator.</p>

Item	Resources
<b>Technology Resources</b> (AV, data show, Smart Board, software, etc.)	Airplane simulator, Data-show, Video and scientific films, White board, flip chart, Blue glue; Markers.
<b>Other Resources</b> (Specify, e.g. if specific laboratory equipment is required, list requirements or attach a list)	

## G. Course Quality Evaluation

Evaluation Areas/Issues	Evaluators	Evaluation Methods
Effectiveness of teaching and assessment	Students	Questionnaire
Quality of learning resources	Faculty	Questionnaire
Extent of achievement of course learning outcomes	Faculty	Exams & Students performance

**Evaluation areas** (e.g., Effectiveness of teaching and assessment, Extent of achievement of course learning outcomes, Quality of learning resources, etc.)

**Evaluators** (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify))

**Assessment Methods** (Direct, Indirect)

## H. Specification Approval Data

<b>Council / Committee</b>	
<b>Reference No.</b>	
<b>Date</b>	