



Course Specifications

Course Title:	Leadership in Hospitality Industry
Course Code:	
Program:	Bachelor of Tourism and Hospitality Management
Department:	Tourism and Hospitality Management
College:	Collage of Business
Institution:	Umm Al Qura University

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A. Course Identification

1. Credit hours:
2. Course type
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"/>
3. Level/year at which this course is offered: Year 4, Semester 11
4. Pre-requisites for this course (if any):
5. Co-requisites for this course (if any):

6. Mode of Instruction (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	24	73%
2	Blended		
3	E-learning	9	27%
4	Distance learning		
5	Other		

7. Contact Hours (based on academic semester)

No	Activity	Contact Hours
1	Lecture	33
2	Laboratory/Studio	
3	Tutorial	
4	Others (specify)	
	Total	33

B. Course Objectives and Learning Outcomes

1. Course Description

Through this course students will learn how to be leader and empowered to make decisions without automatic referral to higher authority. The best leaders have a habit of wanting to work for the best organisations. Why? Because they want to grow and therefore seek out opportunities that encourage them to do so: to map out a meaningful career for themselves. Many people only envisage leaders operating at a strategic level, yet arguably it is the team leaders who, through motivating their customer-facing staff to provide exceptional service, can have the greatest impact on company performance. Moreover, it is often the team leaders that provide the principle seedbed for operational leaders who, in turn, will be considered for strategic appointments. Inspirational leadership should, therefore, be developed and applied throughout at organisation.

2. Course Main Objective

1. What is the main purposes for this course?
 - The main purpose of this course is that it provides a knowledge and practice of how an executive and supervisors can lead teams and colleagues properly.
 - Leadership course is designed to train students to take ownership of their jobs and the tasks required of them after graduation. Not only does it train students to be greater workers, but greater leaders as well.

2. Briefly describe any plans for developing and improving the course that are being implemented. (e.g. increased use of IT or web based reference material, changes in content as a result of new research in the field)

Based on Curricula Management and Assurance of Learning System (CMALS) adopted at the college of business, the course director will collect students' feedback, external examiners reviews, updated knowledge and industry feedback to continuously develop the course.

3. Course Learning Outcomes

CLOs		Aligned PLOs
1	Knowledge and Understanding	
1.1	Understand leadership concept and practices in hospitality	
1.2	Understand leadership styles and skills in hospitality	
1.3	Understand how to set objectives and provide support for team members	
1.4	Understand how to lead the team to improve customer service	
1.5	Understand how to supervise departments in hospitality industry	
2	Skills:	
2.1	Student will build leadership and supervision skills	
2.2		
2.3		
2...		
3	Values:	
3.1	Student will learn how to build an effective teamwork	
3.2	Student will learn how to treat colleagues when he/she embowered to manage team	
3.3		
3...		

C. Course Content

No	List of Topics	Contact Hours
1	Chapter 1 – Understanding Leadership	2
2	Chapter 2- Understanding Leadership Styles	2
3	Chapter 3 – Attending to Tasks and Relationship	2
4	Chapter 4 – Developing Leadership Skills	2
5	Chapter 5 - Set objectives and provide support for team members	2

6	Chapter 6 - Develop productive working relationships with colleagues	2
7	Chapter 7 - Lead the team to improve customer service	2
8	Chapter 8 – Supervise functions	2
9	Chapter 9 - Supervise food and beverage services	2
10	Chapter 10 - Supervise housekeeping operations	2
11	Chapter 11: - Supervise reception and reservation services	
12		
Total		33

D. Teaching and Assessment

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

Code	Course Learning Outcomes	Teaching Strategies	Assessment Methods
1.0	Knowledge and Understanding		
1.1	A broad understanding of the leadership theory and practice, including how other disciplines relate to the field of study.	Active Learning strategies	Exams Team Work Assignments Course Work
1.2	A comprehensive and in-depth knowledge in leadership styles	Active Learning strategies	Exams Team Work Assignments Course Work
1.3	An appreciation of the link between leadership theory and practice in the field of hospitality	Active Learning strategies	Exams Team Work Assignments Course Work
2.0	Skills		
2.1	Adapt to new situations and demands by applying and/or updating her/his knowledge and skills	Active Learning strategies	Exams Team Work Assignments Course Work
2.2	Demonstrate and apply analytical and critical thinking and synthesis in evaluating a range of contemporary case studies in leadership in hospitality industry	Active Learning strategies	Exams Team Work Assignments Course Work
2.3	Critically evaluate the rationale, scope and tools for leadership styles and skills	Active Learning strategies	Exams Team Work Assignments Course Work
3.0	Values		
3.1	Manage effective performance within a team environment	Active Learning strategies	Exams Team Work Assignments Course Work
3.2	Taking a leadership/managerial role as appropriate.	Active Learning strategies	Exams Team Work Assignments Course Work
3.3	Responsibility for own learning.	Active Learning strategies	Exams Team Work Assignments Course Work
3.4	Adhere to ethical standards of behaviour.	Active Learning strategies	Exams Team Work Assignments Course Work

2. Assessment Tasks for Students

#	Assessment task*	Week Due	Percentage of Total Assessment Score
1	Midterm Exam	7	20%
2	Main Project	10	20%

#	Assessment task*	Week Due	Percentage of Total Assessment Score
3	Presentation	11	10%
4	Attendance and Participation	12	10%
5	Final Exam	13	40%
5			

*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:

2 hours a week office for counseling and support

All the week through Whatsapp and email

F. Learning Resources and Facilities

1. Learning Resources

Required Textbooks	Introduction to Leadership: Concepts and Practice 5th Edition (2021) by Peter G. Northouse Hospitality Supervision and Leadership Level 3 (2015) by Patricia Paskins, Gary Farrelly, Ketharanathan Vasanthan David Foskett, Lindsay Steele, Carol Greenham, Gemma Parsons
Essential References Materials	
Electronic Materials	https://www.ripublication.com/gjmbvspl/gjmbvs3n3spl_14.pdf https://michiganross.umich.edu/sites/default/files/uploads/RTIA/pdfs/dulrich_wp_what_is_leadership.pdf
Other Learning Materials	

2. Facilities Required

Item	Resources
Accommodation (Classrooms, laboratories, demonstration rooms/labs, etc.)	classroom
Technology Resources (AV, data show, Smart Board, software, etc.)	Data show and smartboard
Other Resources	

Item	Resources
(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	Lecturer and head of department	Exams and projects
Extent of achievement of course learning	Lecturer and head of department	Exams and projects
Quality of learning resources	Lecturer and head of department	All textbooks and online materials

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

Council / Committee	
Reference No.	
Date	