

Course Syllabus

1. **Program of Study** B.B.A. (Tourism and Hospitality Management)
Faculty/Institute/College Mahidol University International College
2. **Course Code** ICTM 461
Course Title Travel Industry Management: Internship I
3. **Number of Credits** 12 (0-48-48) (Lecture-Lab-Self-study)
4. **Prerequisite (s)** ICTM 212 and 90 credits of all courses
5. **Type of Course** Required Course
6. **Session** Trimester 1, 2, 3 and Summer / Every academic year
7. **Conditions** This course can only be taken in the final trimester

8. Course Description

A one-trimester continuation of the first internship (ICTM 461) where students gain hands-on experience in the tourism industry in consultation with an assigned advisor.

9. Course Objectives

After successful completion of this course, students will be able to

- 9.1 Operate in the four functional areas of Salaya Pavilion Hotel and MUIC Training Center, which includes Front Office, Housekeeping, Food service and Kitchen.

10. Course Outline

Depending on student's assigned team

11. Teaching Method (s)

Practical demonstration (both on the job and off the job), real case studies, and lectures

12. Teaching Media

Multimedia resources, handouts, and demonstration

13. Measurement and evaluation of student achievement

Student achievement is measured and evaluated by

- 13.1 the ability in operating in the four functional areas of Salaya Pavilion Hotel and MUIIC Training Center, which includes Front Office, Housekeeping, Food service and Kitchen.

Student's achievement will be graded according to the faculty and university standard using the symbols: A, B+, B, C+, C, D+, D, and F.

Students must have attended at least 80% of the total class hours of this course.

Ratio of mark

▪ Front Office				
○ Knowledge and technical skills	60 points			
○ Appearance & personality & punctuality & attendance	<u>20 points</u>			
Total	80 points	→	20 %	
▪ Housekeeping				
○ Knowledge and technical skills	60 points			
○ Appearance & personality & punctuality & attendance	<u>20 points</u>			
Total	80 points	→	20 %	
▪ Food Service				
○ Knowledge and technical skills	60 points			
○ Appearance & personality & punctuality & attendance	<u>20 points</u>			
Total	80 points	→	20 %	
▪ Kitchen				
○ Knowledge and technical skills	60 points			
○ Appearance & personality & punctuality & attendance	<u>20 points</u>			
Total	80 points	→	20 %	
▪ The Evening-theme Event	80 points	→	20 %	
(To be graded by the VIP guests, the head trainers & the interns themselves)				
Grand Total	<u>400 points</u>	→	100	

Remark: To be eligible to pass the course, student interns are required to:

- (1) Strictly comply with employee rules and regulations of Salaya Pavilion Hotel & MUIC Training Center; and
- (2) Submit a recommendation & suggestion report to the training manager within one week after the end of the internship.

To be eligible to be awarded an “A” grade for the course, student interns must achieve at least 80 percent in the category of “Appearance & Personality & Punctuality & Attendance” in each of the four operational areas.

Course evaluation

- 14.1. Students’ achievement as indicated in number 13 above.
- 14.2. Students’ satisfaction towards teaching and learning of the course using questionnaires.

14. Reference (s)

Travel Industry Management Internship Workbook

15. Instructor (s)

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17. Course Coordinator

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18. Additional Information

Training Philosophy

Training philosophy for this course is to effectively and professionally create a positive training environment, and apply classroom theories into real-world practices.