The Hong Kong Polytechnic University

Subject Code	HTM4311
Subject Title	Hotel Professional Development
Credit Value	3
Level	4
Pre-requisite / Co-requisite/ Exclusion	1. HTM2323 Managing Organizations in Hospitality, Tourism and Events 2. HTM3226 Managing Human Resources in Hospitality, Tourism and Events
Objectives	This subject explores and assesses the theory and practice of development and training opportunities in the hospitality industry. It considers these within the scope of local and international settings. Theories and strategies for planning a employee development and training pathway in hospitality are analysed and the personal qualities, management skills and professional capabilities necessary for pursuing different specialist options in the hospitality industry are examined.
Intended Learning Outcomes	Upon completion of the subject, students will be able to: **A. Competent professional:** • Integrate and apply the knowledge in hotel professional development with specialized knowledge and skills that are fundamental to functioning effectively in hotel management; understand the global trends and opportunities related to hotel industry; and demonstrate entrepreneurial spirit and skills in different aspects of integrated hotel management. **B. Critical thinker:** • Examine creative and analytical skills to interpret problematic issues, critique the validity of information, arguments, and different viewpoints and reach sound judgments in hotel workplace environment. **C. Innovative problem solver:** • Identify and define problems impacting upon hotel management, and produce innovative solutions to solve problems in the hotel industry. **D. Effective communicator:** • Comprehend and communicate effectively in English, orally and in writing, in professional and day-to-day contexts to interpret the development of hotel professionals in the hotel industry.

	E. Lifelong learner: • Develop their interest in various personal and professional attributes leading to hotel career development, recognise the need for continual learning and self-improvement, plan, manage and evaluate their own learning in pursuit of self-determined goals in pursuit of self-determined goals in carrying out managerial and operational functions. **F. Ethical leader:** • Demonstrate the personal responsibility and ethics in working collaboratively within a team; have an understanding of leadership and be prepared to serve as a leader and a team player in the hotel industry; demonstrate self-leadership and psychosocial competence in pursuing personal and professional development in the hotel industry; and be capable of building and maintaining relationship and resolving conflicts in group work situations; and demonstrate ethical reasoning in professional and day-to-day contexts. **G. Socially responsible global citizen:** • Recognize different cultures and social development needs in the local, national and global contexts; and accept their responsibilities as professionals and citizen to the industry, society, their own nation and the world. Understand personal and corporate social responsibility expected of professionals working in hotel industry and possess ethical skills in applying these principles in practice.
Subject Synopsis/ Indicative Syllabus	a. Career and Professional Goals - evaluate multiple methods and tools to help oneself and employees to set goals for career and professional development. b. Personal and Professional Attributes – understand and identify required necessary personal and professional attributes for successful career development in Hotel Industry c. Types of training and professional development opportunities available in local and international hotels. d. Professional Communication - identify different types of communication and effective communication skills for professional development in hotel. e. Professional Interpersonal Skills - evaluate interpersonal abilities necessary for successful management in a diverse hotel environment f. Leadership Skills - examine the process of building and leading an effective team g. Group Problem Solving and Decision Making - understand the keys to making evaluations and structuring the process of problem solving and decision making.

	h. Creativity Development – understand skills to develop creativity and strategies to promote creativity in the workplace and identify ways to help others to think creatively.

i. Conflict management skills – develop and examine the skills and process of diagnosing a situation and then selecting and implementing an appropriate intervention strategy.

j. Professional Ethics and Social Responsibility in Hotels |