

The Hong Kong Polytechnic University

Subject Description Form

Subject Code	HTM3S05
Subject Title	Hospitality Management and Operations in Underserved Communities
Credit Value	3
Level	3
Pre-requisite / Co-requisite/ Exclusion	Exclusions: HTM3S02 / HTM3S02S
Objectives	<p>The objective of this subject are to :</p> <ol style="list-style-type: none"> 1. Introduce to students the concept and practice of service learning. 2. Develop students' competence in training design and delivery of western restaurant service skills training and job-related knowledge to underserved communities. 3. Enhance students' generic competencies of innovative problem solving, communication and teamwork. 4. Nurture students' sense of social awareness, responsibility and engagement.
Intended Learning Outcomes (Note 1)	<p>Upon completion of the subject, students will be able to:</p> <ol style="list-style-type: none"> a. Link their service learning activities and experiences with the academic content of the subject b. The role of Western restaurant or hospitality businesses in empowering individuals in underserved communities. c. Transfer hospitality management and operations training such as western restaurant service skills and knowledge and workplace English to underprivileged communities. It empowers the underprivileged communities through service skills and knowledge to work in hotel and restaurant industry. d. Apply hospitality management and operations training such as western restaurant service skills and knowledge they have acquired in university education to deal with issues in planning, preparing and executing in the service settings in underprivileged environment. e. Working effectively in teams to solve problems encountered in planning and delivering the service f. Communicate effectively with clients and /or other stakeholders.

	<p>g. Demonstrate empathy for people in need and a sense of civic responsibility</p> <p>h. Reflect on their role and responsibilities both as a professional in their chosen discipline and/or a responsible citizen</p>
<p>Subject Synopsis/ Indicative Syllabus <i>(Note 2)</i></p>	<p>The topics in the course syllabus cover three major areas:</p> <ol style="list-style-type: none"> 1. Concept and Practice of Service Learning: <ul style="list-style-type: none"> • Principles, concepts and myths of service learning • Benefits of service learning to students and the community • Ethical issues in service learning • Basic concepts and theories of social problems, developments and justice • Social responsibilities of global citizens as intellectuals and professions • Proper attitudes and behaviours in service delivery • Reflection as a tool for learning 2. Discipline-Specific Concepts, Issues and Skills <ul style="list-style-type: none"> • The role of Western restaurant or hospitality businesses • Menu structure and knowledge • Restaurant table management • Table setup skills • Order taking skills • Beverage service skills • Food service skills • Customer handling knowledge and skills • Job-related English • Payment method and handling skills • Basic food dietary • Training design, delivery and evaluation 3. Project-Specific Concepts, Issues and Skills: <ul style="list-style-type: none"> • Understanding the historical, cultural, and socio-political background of the targeted clients/underserved communities • Health, safety and other issues relevant to the service • Moral and ethical concerns specific to the project and beneficiaries