

The Hong Kong Polytechnic University

Subject Code	HTM4311
Subject Title	Hotel Professional Development
Credit Value	3
Level	4
Pre-requisite / Co-requisite/ Exclusion	1. HTM2301 Managing Organizations in Hospitality and Tourism 2. HTM3206 Managing Human Resources in Hospitality and Tourism
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. Professional Competence:

- Possess and be able to apply the skills, knowledge and abilities relevant to the specialist areas of integrated hotel management.

B. Critical Thinkers

- Demonstrate creativity, strategic thinking and critical thinking to inform sound judgment in a hotel workplace environment.

C. Effective Communicators

- Communicate effectively using a variety of media/technologies in a variety of situations to express clear ideas.

D. Innovative Problem Solvers

- Identify, define, and resolve problems relevant to hotel management and operational areas.

E. Lifelong Learners

- Foster a desire for lifelong learning to enhance personal and professional development in hotel industry.

F. Ethical Leaders

- Work collaboratively within a team, and have an understanding of leadership and be prepared to lead a team within a hotel context
- Understand personal and corporate social responsibility expected of professionals working in hotel industry and possess ethical skills to enable students to make sound decisions and be able to apply 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