

Course Description for the Department of Hotel Management & Tourism

56101 Introduction to Hospitality Management {3} [3-3]

The concept of hospitality; The relationship between tourism with hospitality industry; Accommodation services: Types of accommodation services, Classification services accommodation, Hotels, Types of hotels, Hotel departments, Department of Housekeeping, Department of the front offices; Restaurants: Types of restaurants, Classification of restaurants, Types of services provide in restaurants.

Prerequisite: None

56105 Introduction to Tourism Industry {3} [3-3]

The concept of the tourism industry; Types of tourism; Tourism indicators in the world; Tourism history; The relation between tourism and travel; Tourist behavior; Tourism product; Effects of tourism: Economic, Social and cultural, Environmental; Development and tourism planning.

Prerequisite: 28121 English language 1

56112 Hotel Management {3} [3-3]

The basics of hotel management: Description of the hotel management, Development of hotel management, Choosing the appropriate location of the hotel, Classification of hotels, General description of the hotel manager and the responsibilities, Administrative functions within the hotel; Hotel as an organization: The structure of hotel organization, Sections operational and assistance; Management of front office operations; Management of housekeeping operations; Management of other hotel departments: Accounting department, Marketing department , Human resources department.

Prerequisite: 56101 Introductions to Hospitality Management

56215 Hotel Operations Management 1 {3} [3-6]

Section of the room division; Works of the front office: Reception, Information's, Reservations, Relation guest department, Department of communication; The functions of Housekeeping department; Cleaning and tidying guest rooms; laundry services department.

***Prerequisite:* 56112 Hotel Management**

56216 Hotel Operations Management 2 {3} [3-6]

Department of Food and Beverage; Services department of the kitchen: Kitchen Management, Kitchen departments, Tools and equipment for the kitchen; Services department of restaurants: Types of restaurants, Restaurant management, Restaurant facilities; Rooms division services; Department of banqueting and events; Bar department: Types of bars, Processing of bars, Bars management.

***Prerequisite:* 56215 Hotel Operations Management 1**

56221 Hospitality Marketing and Sales {3} [3-3]

Marketing concept; Concept of marketing services; Demand and supply of the hotel; Elements of the marketing mix of hotel services: Product, Price, Promotion, Distribution, Employees, Processes, Physical evidence; Hotel product; Concept of hotel sales; Hotel sales management.

***Prerequisite:* 57111 Principles of Marketing**

56245 Food Health and occupational safety {3} [3-3]

The concept of healthy food; The elements necessary to provide healthy food; The necessary measures to ensure food hygiene and safety; Health food: food components, Damage of food, Action against food spoilage; Food preservation; Production methods and types; Occupational safety; Instructions preventive to ensure the safety of employees in the sector of the hotels.

***Prerequisite:* None**

56251 Hospitality and Tourism Communications Skills {3} [3-3]

The concept of communication skills; Methods of communication; communication skills; Work environment and opportunities; Communication skills with management and customers; Curriculum Vitae preparation; Writing formal letters; Language skills of communication; Ways of dealing with guests in hotels; Protocols to deal with guests in restaurants and hotels; Art of etiquette .

***Prerequisite:* 28121 English language 1**

56260 Tourism and Hospitality Information System {3} [3-3]

The concept of information systems; Concept of the tourism and hotels information; Applications of tourism and hotel information; The importance of information systems in tourism management and marketing; The concept of e-tourism; E-booking; Mobile applications in tourism; The hotels and tourism reservation systems: Galileo, Amideus, Fidelio, Opera.

***Prerequisite:* 58101 Management Information System**

56282 Restaurant Management {3} [3-3]

Concept of restaurants; food and beverage industry ; Types of restaurants; Restaurants classification; Importance of the restaurants in the hospitality sector; Restaurant management and regulation by types; The importance and characteristics of staff and their behavior; Equipment and tools used in restaurants; Techniques and methods of providing the service in restaurants: French Service, American Service, Russian service, British Service; Breakfast buffet service; Planning and preparing menus.

***Prerequisite:* 56216 Hotel Operations Management 2**

56310 Archeological Sites and Tourism Destination in Jordan {3} [3-3]

Concept of Archaeological tourism site; History of Archaeological tourism site; Features and characteristics of Archaeological tourism sites; Types of archaeological tourism sites: Natural, Religious, Cultural, Historical and cultural; Archaeological tourism sites in Jordan; Services provided in the archaeological tourism sites; Management archaeological tourism sites; Maintenance and restoration and protection of archaeological tourism sites.

***Prerequisite:* 56105 Introductions to Tourism Industry**

56335 Cooking Arts Practical Techniques {3} [3-3]

Kitchen: kitchen departments, kitchen management; Cooking equipments; Cooking: Cooking techniques, Cooking methods; Cooking skills; Sanitation and safety standards in the kitchen; Food preparation; Practical training at hotels.

***Prerequisite:* 56282 Restaurant Management**

56333 Tourism Geography {3} [3-3]

Tourism geography concept; Importance of tourism geography; Interpretation and analysis of phenomena; Characteristics of geography; Human being activities within the tourist sites; Geographical location of Jordan and forms; Earth's surface and its role in the tourism industry in Jordan; Nature tourism site.

***Prerequisite:* 56310 Archeological Sites and Tourism Destination in Jordan**

56346 Ecotourism {3} [3-3]

The concept of natures; Ecotourism concept; Sustainable tourism; Ecotourism history; Ecotourism principles; Ecotourism marketing; Ecotourism planning and management ; Ecotourism activities and development; Ecological principles applied to tourism; Principles of human behavior used in ecotourism issues; The relationship between natural resources and tourism; Planning and management of natural and cultural resources; ecotourism in Jordan..

***Prerequisite:* 56333 Tourism Geography**

56354 Tour Operators and Travel Agents Management {3} [3-3]

Travel and tourism; Travel agencies and tour operators in tourism industry; Travel agencies and tour operators organization and management; Differences between tour operators and travel agencies; Travel agency's revenue compositions and specializations; Tour operators purchasing activities; Types of tours; Types of travel agencies; Types of tour operators; Careers in travel companies.

***Prerequisite:* 56105 Introductions to Tourism Industry**

56368 Banquet and Convention Management {3} [3-3]

The concepts MICE; MICE operations; MICE marking; Conferences; Banquets; Conventions; Catering; Special events; MICE Techniques; Food and beverage services in events.

***Prerequisite:* 56282 Restaurant Management**

56387 Tourism and Hotels Legislations {3} [3-3]

Introduction of law; Tourism establishments; Tourism services in Jordan; Conditions and legislations of tourism in Jordan.

***Prerequisite:* 56105 Introductions to Tourism Industry**

56450 Hospitality Accounting {3} [3-3]

Accounting principles for hospitality; Accounting concepts and procedures; Processing of hospitality financial data; preparation and analysis of financial statements to aid in managerial decisions.

***Prerequisite:* 53101 Principles of Accounting**

56482 Graduation Project {3} [3-3]

Graduation project in tourism and hospitality field in Jordan

***Prerequisite:* 56346 Ecotourism**

56335 Cooking Arts Practical Techniques

56346 Field Training {6} [6-12]

Training in 5 stars hotel.

***Prerequisite:* 56346 Ecotourism**

56401 French Language in Tourism and Hospitality {3} [3-3]

French language skills; French language in tourism; French language in hotel; French language in airport; French language airline; French language in travel agents; French language for tour guide; French language for careers in tourism and hospitality.

***Prerequisite:* 24228 European modern languages (French 1)**

56415 Tourism and Hospitality Economics {3} [3-3]

Basic concepts of tourism and hospitality; The role of tourism; Economic analysis of the tourism and hospitality industry; Tourism economic impact on the economy; Economic environment; Tourism investments.

***Prerequisite:* 54141 Microeconomics**