



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

INTRODUCTION TO HOSPITALITY AND TOURISM

HOTIHT302

Introduce Hospitality and Tourism industry

Competence

RQF Level: 3

Learning Hours



Credits: 3

Sector: Hospitality and Tourism

Trade: Tourism

Module Type: General

Curriculum: **TOR 3002- TVET Certificate 3 in TOURISM**

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Purpose statement	This Specific module introduces the hospitality and tourism Industry. The course materials will assist in developing the Knowledge and attitudes necessary to understand the hospitality industry and its relation with the larger tourism industry. The learner will be able to describe the Scope of the Hospitality Industry, appreciate the economic Importance of the Tourism Industry, describe the History of Hotel Development and describe the various Hotel Department functions, Front office, Housekeeping, Kitchen, food and beverage and the banqueting department. The learner will also be able to identify these departments in a hotel.				
Delivery modality	Training delivery	100%	Assessment	Total 100%	
	Theoretical content	30%	Formative assessment	50%	
	Practical work:	70%			70%
	<ul style="list-style-type: none"> Group project and presentation 20% Individual project /Work 50% 				
				Summative Assessment	50%

Elements of Competency and Performance Criteria

Elements of competency	Performance criteria
1. Describe the Scope of the Hospitality and Tourism Industry	1.1. Hospitality and Tourism terms are correctly defined as used in tourism industry
	1.2. Elements of the Tourism Industry are properly described as used in tourism industry
	1.3. The Scope of Hospitality and Tourism Industry are appropriately described as used in tourism industry
2. Appreciate the Economic Importance of hospitality and Tourism Industry	2.1. The impact of Tourism and hospitality Industry are appropriately identified as per tourism industry
	2.2. The roles played by the government are properly identified in the development of Tourism and hospitality Industry
	2.3. Role of hospitality staff in the growth of the tourism industry are correctly described as per tourism industry
3. Describe History of Hotel Development	3.1. Characteristics of the early Hotels are correctly described as per tourism industry
	3.2. The development of hotels in the world is properly explained as per tourism industry
	3.3. The development of Hotel industry in Rwanda is correctly described as per

	tourism industry
4. Differentiate the types of Hotel Operations	4.1. Categories of accommodation are correctly described as per tourism industry
	4.2. Distinctive types of hotels are properly described as per tourism industry
	4.3. Types of hotel operations are correctly explained as per tourism industry
5. Describe the Hotel product	5.1. Front office operations are correctly explained as per tourism industry
	5.2. Housekeeping operations are correctly explained as per tourism industry
	5.3. Kitchen Operations are correctly explained as per tourism industry
	5.4. Food and Beverage and banqueting operations are correctly explained as per tourism industry
	5.5. Hotel facilities are appropriately described as per tourism industry

Course content

Learning outcomes	<p>At the end of the module the learner will be able to:</p> <ol style="list-style-type: none"> 1. Describe the Scope of the Hospitality and Tourism Industry 2. Appreciate the Economic Importance of hospitality and Tourism Industry 3. Describe History of Hotel Development 4. Differentiate the types of Hotel Operations 5. Describe the Hotel product
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Learning outcome 1: DESCRIBE SCOPE OF THE HOSPITALITY AND TOURISM INDUSTRY	Learning hours: 6
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Indicative content

<p>Based on performance criteria and the extend at which learning outcome is.</p> <ul style="list-style-type: none"> • Defining Hospitality and Tourism terms <ul style="list-style-type: none"> ✓ Hospitality Terms ✓ Tourism Terms • Describing the elements of the Tourism Industry <ul style="list-style-type: none"> ✓ Element of the tourism industry • Describing the Scope of the Hospitality and Tourism Industry <ul style="list-style-type: none"> ✓ Accommodation ✓ Adventure Tourism and Recreation ✓ Attractions ✓ Events and Conferences ✓ Food and Beverage ✓ Tourism Services ✓ Transportation ✓ Travel Trade
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Resources required for the learning outcome

Equipment	Computer, Projector, printer, first aid kit
Materials	Internet connectivity, Reference books, Handouts

Tools	Audio-visual kit, Attraction brochures, Travel guide book, menus
Facilitation techniques	Individual and group work, Individualized, Trainer guided, Group discussion
Formative assessment methods	Written assessment, Oral presentation, Project based assessment

Indicative content

Based on performance criteria and the extend at which learning outcome is.

- **Describing the impact of the Tourism and hospitality Industry**
 - ✓ Economic impact
 - ✓ Environmental impact
 - ✓ Social-cultural impact
- **Describing the roles played by the government in the development**
 - ✓ Types of employment opportunities
 - ✓ Contribution to development
 - ✓ Tourism promotion
- **Describing the role of hospitality staff in the growth of Tourism**
 - ✓ The host-guest relationship
 - ✓ The host-host relationship
 - ✓ The host-management relationship

Resources required for the indicative content

Equipment	Projector, Computer, Printer
Materials	Internet, Reference books, Handouts
Tools	Dictionary of Travel, Tourism and Hospitality
Facilitation techniques	Demonstration and simulation, Individual and group work, Practical exercise, Individualized, Trainer guided, Group discussion
Formative assessment methods	Written assessment, Oral presentation, Performance assessment

Indicative content

Based on performance criteria and the extend at which learning outcome is.

- **Describing the characteristic of Early Inns**
 - ✓ Origin
 - ✓ Characteristics
- **Explanation of Hotels development in Rwanda**
 - ✓ Ancient Era
 - ✓ Grand Tour
 - ✓ Modern Era
- **Describing the development of Hotel industry in Rwanda**
 - ✓ Nature of hospitality business establishments in Rwanda
 - ✓ Factors influencing Hotel development in Rwanda

Resources required for the indicative content

Equipment	Computer, Projector
Materials	Glossary of Hospitality and Tourism terms, Internet connectivity, Reference books, Handouts
Tools	Audio-visual kit
Facilitation techniques	Individual and group work, Individualized, Trainer guided, Group discussion
Formative assessment methods	Written assessment, Oral presentation

Indicative content

Based on performance criteria and the extend at which learning outcome is.

- **Describing the categories of accommodation**
 - ✓ Commercial
 - ✓ Non-commercial
- **Describing the distinctive hotel Categories according to different criteria:**
 - ✓ Size
 - ✓ Star
 - ✓ location
 - ✓ Clientele
 - ✓ length of Guest stay
 - ✓ level of Services
 - ✓ Ownership
 - ✓ Affiliation
 - ✓ Management
- **Explanation on the types of hotel Operations**
 - ✓ Channel hotel
 - ✓ Independent hotels
 - ✓ International chains
 - ✓ Franchise hotels
 - ✓ Referral Hotels
 - ✓ Joint Ventures

Resources required for the indicative content

Equipment	Computer, Projector, Printer
Materials	Glossary of Hospitality and Tourism terms, Internet connectivity, Reference books, Handouts, Internet
Tools	Audio-visual kit

Facilitation techniques	Individual and group work, Individualized, Trainer guided, Group discussion
Formative assessment methods	Written assessment, Oral presentation

Indicative content

Based on performance criteria and the extend at which learning outcome is.

- **Explanation of Front Office operations**
 - ✓ Attributes Required in Front Office Personnel
 - ✓ Organization
 - ✓ Front Office Equipment's and Furniture
 - ✓ Front Office Functions
 - ✓ duties and responsibilities of front office staff
- **Explanation of Housekeeping Operations**
 - ✓ Importance of Housekeeping
 - ✓ Functions of Housekeeping
 - ✓ Relationship Between Housekeeping and other Departments
 - ✓ Types of Rooms
 - ✓ Guest Room Supplies
- **Explanation of Kitchen Operations**
 - ✓ Kitchen ethics
 - ✓ Types of kitchen
 - ✓ Do's & Don'ts
 - ✓ Duties & Responsibilities of Various Chefs in Kitchen
 - ✓ Attributes, Attitude and Etiquettes of Kitchen Personal
 - ✓ Kitchen functions
- **Explanation of Food and Beverage and banqueting Operations**
 - ✓ Natural of restaurant
 - ✓ Food and Beverage Service Objectives
 - ✓ Types of restaurant
 - ✓ Types of F&B Services Operations
 - ✓ F&B Services — Types of Service
 - ✓ Food and Beverage Service Objectives

- **Describing Hotel facilities**

- ✓ Types of hotel facilities

Resources required for the indicative content

Equipment	Computer, Projector, Printer
Materials	Glossary of Hospitality and Tourism terms, Internet connectivity, Reference books, Handouts
Tools	Audio-visual kit
Facilitation techniques	Individual and group work, Individualized, Trainer guided, Group discussion
Formative assessment methods	Written assessment, Oral presentation

References:

1. Ford Robert, Sturman Michael, Heaton Cherill (2012) Managing Quality Services in Hospitality
2. Brandon Johnson, Roden Katherine (2018) Hospitality from the Heart
3. Bolton Ruth (2016) Service Excellence: Customer Experiences that Build Relationships
4. [www. Hospitality-School.com](http://www.Hospitality-School.com)
5. S. Medlik Third edition, 2003 Dictionary of Travel, Tourism and Hospitality
6. Introduction to Tourism and Hotel Industry first edition 2014, Students Handbook, Class - XI