

## Syllabus for Travel 155

## Fall 2014 Course Syllabi

## TRAVEL 155

## TOUR ESCORTING, PLANNING AND OPERATIONS

SYLLABUS FOR TRAVEL 155--TOUR ESCORTING, PLANNING AND OPERATIONS TICKET NO8216 ON-LINE  
 INSTRUCTOR: PETER MIELE E-MAIL ADDRESS: [mielepf@wlaac.edu](mailto:mielepf@wlaac.edu) Instructor Office Hours: Tuesdays and  
 Thursdays--From 1 to 3 PM///I will be on-line. Peter Miele, Adjunct Assistant Professor, Travel & Hospitality  
 Dept.

S.L.O.--The effective travel student will utilize technical competence and critical thinking to determine interest in  
 tour conducting and/or tour planning as a travel career. The effective travel student will utilize technical  
 competence in planning tours of interest to discerning clients. The effective travel student will learn how to  
 properly research travel and hospitality subjects for tour member assistance and counsel.

Textbook: "Conducting Tours" by Dr Marc Mancini, 3rd Edition  
 ISBN # 0-7668-1419-X.

## STUDENT LEARNING OUTCOMES (SLOs):

West Los Angeles College is committed to student success through a set of core institutional Student Learning  
 Outcomes.

## Student Learning Outcomes

## Core Institutional SLOs

## Outcome of Communication

## Method/

## Source

## of Communication

## Method of Assessment

## Analysis of Assessment &amp;

## Change for Improvement

## Critical Thinking

Student ability to read and listen to internalize written and lecture information for understanding needed to  
 evaluate and apply hospitality practices, principles and procedures

## Lecture

## Text

## Handouts

## Emailed information

## National, regional, local government and commercial web sites

## Library resources

## Trade publications

## Web sites

## Participation in class discussions

## Identification of correct choices on tests

Evaluation for effectiveness is continuously made through in-class monitoring of student feedback and test  
 accomplishment.



Ability to select functions in a multilayered hospitality setting providing direction for individual guest needs  
 Communication  
 Effective use of written English language  
 Successful written and verbal communication

Ability to effectively communicate, in writing and verbally, with other students and the instructor in discussions and tests.

#### Quantitative Reasoning

Understanding financial relationships relative to hospitality costs and pricing for sales and business profitability

Ability to correctly compute distances and timings of flights, driving distances and travel costs

#### Self Awareness /

Interpersonal /

Diversity

Ability to place ones self in the total scheme of a guest relationship, in a new destination, country and new culture

Learning to interact with other cultures

Ability to show confidence and sensitivity to other cultures in client counseling and sales simulations

#### Civic Responsibility / Ethics

Application of knowledge of American culture, ethics, academic & business standards

Familiarization with and application of American and foreign standards, hospitality rules and laws

Student application of knowledge of the American and other culture ethics, and legal systems resulting in positive outcomes for clients

#### Technological Awareness

Successfully use the computer/internet for research and communication

#### CLASS SCHEDULE

Sept 1 Labor Day - No Class in Session

Sept 02 Read Chapter 1 of Textbook and Module No. 1. Do Assignment No. 1 and start studying discussion questions in "Class Discussions": Section of Class Shell.

13 Read Chapter 2 of Textbook and Module No. 2. Do Assignments 1 and 4, Chapter 2. Last Day to drop classes with refund of fees.

20 Read Chapter 3 of Textbook. Do Assignments 2 & 3. Sept. 24--last day to drop classes without a "W" on your transcript.

27 Read Chapter 4 of Textbook. Do Assignments 2 & 4. Read Module No. 3.

OCT. 06 Read Chapter 5 of Textbook. Do Assignments 1 & 2. Read Module No. 4.

13 MID - TERM EXAMINATION. Open book/54 points possible.

20 Read Chapter 9 of Textbook. Do Assignments 2 & 3//Material for Project, along with web consultation, will assist in completing Class Project. See Page 2 for more details/Also, Read Module No. 5.

27 Read Chapter 6 of Textbook. Do Assignments 1 & 2. Start on Module No. 6

NOV 03 Read Chapter 7 of Textbook. Do Assignments 1 & 2. Commence work on Class Project -- see page 2 for more details.

11 VETERANS DAY -- No Class

15 Read Chapter 8 of Textbook. Do Assignment No. 1//November 19 -- Last day to drop class with "W" on transcript--No effect on grade point average.

22 Read Chapter 9 of Textbook. Do Activity No. 4--be careful, as tour costing for groups is tricky!



27 Thanksgiving Holiday, November 27-30--No class!

DEC 01 Read Chapter 10 of Textbook. Do Activity No. 2

08 Turn in Class Project for instructor grading. Please place on "Class Project" section of "Discussions" area. Review text and catch up on assignments and discussion questions.

15 FINAL EXAMINATION Open Book/100 Points Possible

TEXT: "Conducting Tours - 3rd Edition" by Dr Marc Mancini

GRADING: 350-400 Points possible, as follows: 75 Points for completing Chapter Assignments; 160 points for exams; 75 points for class project; 50-75 points for answering class discussions and class participation.

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Instructor: Peter Miele

CLASS PROJECT: Using materials in Textbook, plus websites and other research, formulate a two-week tour, domestic or international, carefully cost it, and give one or two descriptions of points of interest in this program. You should have two-three pages with what is included, PLUS total cost. If you wish, you may divide out land and transportation to/from starting point, but this is not necessary. Project must be completed by Dec. 6th, 2010, so that instructor may grade it, and include in your final course grade. Please email me or use "Private Message" Section in Course Shell if you have any questions. Set the tour up as if you were selling it to a large family or group, and be prepared to take deposits!

Please remember: private message or email me with any questions. There is no such thing as a dumb question!

