



**FAKULTI PENGURUSAN DAN INDUSTRI HALAL**

<b>PROGRAM</b>	<b>Diploma in Tourism Management</b>
<b>COURSE NAME</b>	<b>TOURISM PROFESSIONAL DEVELOPMENT</b>
<b>COURSE CODE</b>	<b>DTS 2013</b>
<b>CREDIT HOUR</b>	<b>3</b>
<b>SYNOPSIS</b>	Exposes students to skills required for establishing a specific career path offered through personal and professional development.
<b>COURSE STRUCTURE</b>	
<b>CHAPTER</b>	<b>TOPICS</b>
<b>1</b>	<b>Positive Attitude of Tourism Professional</b>  1.1 Explain the positive attitude towards profession in tourism industry 1.2 Explain the benefits of positive attitude to the co-workers, business, community and industry 1.3 Describe what is self-awareness and self-confidence
<b>2</b>	<b>Professionalism</b>  2.1 Clarify why appearance, grooming and hygiene practice is important 2.2 Explain the professional development strategies 2.3 Explain the professional work habits or ethics at the workplace 2.4 Describe responsibility towards personal, social, professional and natural environment
<b>3</b>	<b>Ethics and Social Etiquette</b>  3.1 Clarify the appropriate ethics, social and business etiquette behavior 3.2 Explain etiquette in formal functions
<b>4</b>	<b>Tourism Workplace Responsibilities</b>  4.1 Explain the positive responsibilities values 4.2 Clarify how to manage conflict 4.3 Explain adaptability and self-management 4.4 Describe safety and health at workplace



<b>5</b>	<b>Problem Solving</b>  5.1 Explain the definition of problem solving 5.2 Describe Problem Solving Model 5.3 Describe Problem Solving Process
<b>6</b>	<b>Effective Teamwork</b>  6.1 Explain the definition of teamwork 6.2 Clarify the concept of effective teamwork 6.3 Explain the characteristics of an effective teamwork 6.4 Explain the importance of teamwork at the tourism workplace 6.5 Describe the steps in developing an effective teamwork at the workplace 6.5 Describe leadership skills
<b>7</b>	<b>Effective Time Management</b>  7.1 Explain the definition of time management 7.2 Describe the importance of effective time management 7.3 Explain the benefits of effective time management in tourism industry
<b>8</b>	<b>Communication Skills</b>  8.1 Explain the communication Model 8.2 Describe the importance of communication skills 8.3 Clarify the making of oral and written presentation 8.4 Explain how to conducting interview 8.5 Explain how to conducting meeting
<b>References:</b>	1. Rogerson & Tansy (2016). Travel and Tourism: Professional Conduct. Glmp Ltd (GB)