

# Exploration on the Construction and Management of Laboratory for Hotel Management Major

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## Abstract

Higher education aims to develop the practical abilities for students, while the practical teaching is an important way to help enhance their abilities. Teaching practice is directly related to whether school can meet the needs of society, develop its own characteristics and reach a high level. This paper based on analyzing and exploring the present problems in the lab construction and management for hotel management major, raised some measures for improvement accordingly.

*Keywords:* higher education; hotel management; lab management

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## 1 Introduction

Generally, the practical teaching in college hotel management major can be divided into two parts, including training bases in campus and those outside the campus. The former is based on and distills the latter [1]. In recent years, all tourism colleges and universities are making more efforts in building off-campus training bases, which leaves positive effects on the training results. In this case, during the teaching process, hotel management major not only pay much attention on the theories, but also strengthen the practical training, for students, which greatly improve the problem-solving skills. However, it is far from enough to develop practical training and enhance students' practical skills just between the school and enterprise. While colleges and universities are active in seeking for cooperation between enterprises and themselves, and exploring more training bases outside the campus, they have found it hard for students to adjust the transition from school to training post. For instance, they are not familiar with the working environment in hotel, basic operation rules, methods of accidents disposal and basic etiquette [2]. These in real life just prove that there lie some problems to be handled in the lab construction and management.

## 2 Present key problems facing the lab construction and management for college hotel management major

### 2.1 LABORATORY HAS NO STANDARD MANAGEMENT SYSTEM.

Laboratory is a place for practical teaching inside the campus and provides a base for that. Therefore, the lab construction is of great significance to the major practical teaching. Many colleges and universities have invested a lot and built a laboratory for hotel management and service major. The whole lab, including training bases of several departments, likes the anteroom, catering, bar and hotel

room, enables students to have a clear idea of the internship and observe what they need. However, there is something in the laboratory construction far from perfect and regulated, such as the operation regulations, property management, rights of access to the laboratory and the assessment system of lab staff. As a whole, there is still a lack of independent and perfect management system in lab inside campus.

### 2.2 MANAGEMENT SYSTEM CANNOT APPLY TO THE TOURISM MARKET.

With the development of higher education, the expansion of lab in scale, the renewal of equipment and device, and the improvement of facility's qualities, different problems are showing up, such as how to adapt to the need of teaching and research in higher education, how to manage and apply these equipment and place scientifically for better effects. The original management system is still not flexible until all these problems can be well handled. At the same time, with the rapid development of tourism industry, the need of employees in tourism tends to be diverse. A higher degree of specialization demands employees in hotel to be an expertise in one post. Moreover, some hotels have been no longer satisfied with the common service men or women from higher education, but want some front-line managers with strong skills and a clear idea of management. The requirement levels have varied [3]. The original laboratory management system can meet the needs of the experiment teaching and the social development less and less. In this case, it plays a great role in developing the students' innovation to promote the reform of the management system and enhance teaching during the experiment.

### 2.3 THE FUNCTION OF LAB IS FAR FROM PERFECT

Higher education should persist in training employees to be hardworking, down-to-earth and able to bear hardships,

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and employees with strong practical skills and excellent professional ethics. This is in line with the requirement of production, construction, management and service in the front-line. In order to reach the goal, higher education is supposed to pay much attention to the development of practical ability for students [4]. Besides the basic operation skills, colleges and universities must take full advantage of the lab inside campus to develop innovation and professional qualities for students. In traditional cramming education, students are simply judged by their imitative ability of expertise and how skillful they are. And the lab is considered to be a place for practice. However, the development of independent innovation abilities and professional qualities have been placed little emphasis on.

#### 2.4 THE LAB ROLE IN SERVING THE SOCIETY IS FAR FROM CLEAR

It is one of the basic functions of institute of higher learning to serve the society. There are even some schools with department of professional identification. These schools are devoted to implementing the dual-certificate system for students of hotel management major, and assess their vocational certificates. School also provides some training and evaluation for employees in the society by the specialized lab. In the process of management and construction, the lab, as a place for training and evaluation, is supposed to find its way to be more practical and social [5]. But at present, in most colleges and universities, there is still a passive mode, which simply centres on teachers and theoretical teaching. A practical education system has not developed yet, integrating students' vocational skills, comprehensive vocational ability and professional quality. Some practical teaching content is not completely in line with the students' or trainees' need of certificates and development of comprehensive abilities, which leaves an unclear vocational role for students.

### 3 The analysis of the lab construction and management status for college hotel management major

There are some key problems in the lab construction and management for hotel management major. The problems come out for the following several aspects.

#### 3.1 A LACK OF UNDERSTANDING

Because of the long-term influence from the teaching and management ideas of undergraduate university, some leaders lack a clear understanding and emphasis on the lab, which is harmful for the improvement of school education and scientific research. Besides, it cannot give full play to the investment.

#### 3.2 SHORT OF RESOURCE INPUTS

In recent years, colleges and universities hotel management major are increasing their investment in the lab, which makes a considerable progress in experiment teaching. However, it still fails to keep up with the rapid development of hotel industry. With the emergence of new type of hotel and management mode, it is required to

update the equipment in the school lab, reform the experiment place, improve the methods and introduce more personnel resources. What needs to be input is not only the fund, but a sort of comprehensive resource [6].

#### 3.3 THE LAB PERSONNEL SYSTEM IS WAITING FOR DEEPENING REFORM

In most college labs, the personnel system has not effectively reformed yet, and the appointment system has not been implemented. For example, in most cases, they try to develop in isolation, and the experiment staffs do not adopt the flexible policy of "invite in and go out". In some colleges, there is no sound system of salary, evaluation and promotion for teachers or technicians in charge of experiment lessons. The workload and achievements during the experiment teaching or by the technicians cannot get approval. Some teachers from theory courses are not willing to take the experiment lesson, and the technicians cannot settle down to their work. All of above lead to insufficient opening to the public of the experiment teaching and the lab, and leaves a harmful effect on the quality of experiment teaching.

#### 3.4 THE EFFICIENCY IN USE OF LAB IS QUITE LOW

Some school failed to have a comprehensive consideration of the experiment equipment and lab site. Their blind and repeated construction of lab without prospects leads to those quantities of equipment could not put into practice after their introduction and the completion of lab. Besides, because the lab is not open enough to the public, the efficiency in use of the equipment and lab site is quite low, and sometimes it is even a kind of waste.

### 4 Measures to improve the lab construction and management of specialized lab for college hotel management major

During the construction and management of hotel management lab, in order to develop the application ability for students, form a practical education system integrating students vocational skills with comprehensive ability and vocational quality, enhance the vocational roles, improve their practical ability as soon as possible and help to cooperate enterprise with school, several measures should be taken as follows:

#### 4.1 FURTHER UNDERSTAND THE IMPORTANCE OF LAB CONSTRUCTION FOR HOTEL MANAGEMENT MAJOR.

Based on the goal of nurturing students into those with skills, quality and understanding of management for the hotel management major, as well as the need of improving students' structure of practical ability and quality, it is demanded to set practical courses, to emphasize the superiority in professional skills and to form a practical teaching link integrating the course training inside the campus, professional skills training and practical operation outside the campus [7]. Lab in campus is a platform for students to understand the hotel industry. A good lab with

a perfect human-resource development model (figure 1), as a cradle of comprehensive ability and quality, can help students improve their own ability better. Either the college leaders, or the professional teachers, or lab technicians should be aware that the lab is not only the site for students to master skills, but the base to plan their own career and develop professional hotel expertise.

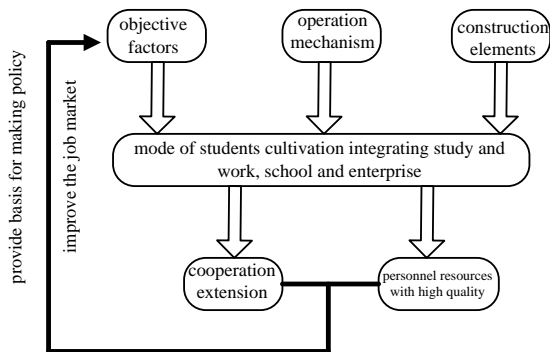


FIGURE 1 Image of college students' cultivation mode

4.2 WORK HARD TO BUILD A PRACTICAL LAB WITH SIMULATION ABILITY

Hotel management major in foreign colleges plays a strong emphasis on the lab construction. They are thinking to build a practical lab with complete functions. The equipment applied in the lab should keep in step with the development of modern hotel. All equipment students are using in the lab is more advanced than those counterparts and in line with the technology development in this field [8]. When students are enhancing their basic operation skills, an actual or simulation vocational environment is also needed which is consistent with the real working site of hotel management and service (figure 2). Besides, the regulations and practical effects should also be embodied. As for aspects like hotel facilities, service flow, management standard and personnel allocation, we should also simulate and make it close to the vocational environment, draw the experience of hotel management and operation model. Attention should also be paid on the building of enterprise culture and the training of hotel professional quality.

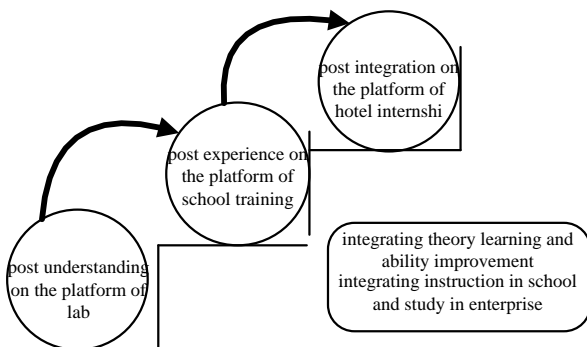


FIGURE 2: Diagram for integrating the lab simulation environment

4.3 SPEED UP DEVELOPING LAB TECHNICIANS INTO THOSE WHO ARE BILINGUAL WITH "DUAL

TITLE" AND ARE ABLE TO ADAPT THEM TO THE TOURISM INDUSTRY.

It requires the the technicians to be equipped with years of experience in this field and excellent knowledge in the training system of hotel management to develop a perfect technician team. In order to stick to the policy of "invite in" and "go out", the professional teachers should get some training through titular position at regular intervals, which can help them master the most advanced skills and realize the trends in this filed. Meanwhile, we can also introduce some experienced professional managers or trainers for some guidance in the training process. In addition, we should adapt the lab to the outside world and gradually increase the content of bilingual teaching and communication with foreign schools of the same kind for some advanced management experience. Taking the measure to develop lab technicians into those who are bilingual with "dual title" and are able to adapt themselves to the tourism industry, we can greatly improve the comprehensive skills of professional teachers and technicians.

4.4 TAKE FURTHER STEPS TO OPEN THE LAB AND TURN IT INTO A FIXED BASE FOR CERTIFICATES TRAINING.

The college hotel management major aims to cultivate skills-applied expertise for the existing posts in tourism service enterprises. Nowadays, most colleges and universities are promoting the dual-certificate system and combining the professional qualification examination into the practical teaching content, so that students can finish the pre-job training and examination before graduation. After the short training in the school lab, the great majority of students can pass and obtain the professional or technical certificates related to their major, which can improve their competence in the graduation market. Besides, by taking the advantage of resources from the lab and occupation testing authority, we should increase the college functions to serve the society, take further steps to open the lab to the outside and turn it into a fixed base for social certificates training [9].

4.5 REALIZE THE INFORMATION AND INDEPENDENT MANAGEMENT WITHIN THE LAB

It is the times' requirement to develop the innovation for students and it is the first target of higher education to develop innovative expertise. In this case, it is the new problem confronting the college lab about how to develop their innovation. Experimental teaching plays a distinguished role in the college education. However, there are a lot of defects in the traditional training education, such as the simple simulation and spoon-feeding. So it sets a new task for us to reform the experiment teaching and develop students' innovation. We should enhance the information management of the lab. For example, in the computer networking management, we need no longer apply for lab in paper forms, but just apply online, which greatly improve the efficiency of lab managing staff. Besides, we should also give full play to students'

innovation, for example, building some labs into a site for students' independent management. In this way, students can draw experiences from the practice, and they can be cultivated into an expertise who can apply themselves to the need of market and society.

#### 4.6 BUILD THE LAB INTO AN OPEN TRAINING SITE AND A SECOND CLASSROOM FOR INSTRUCTION.

It is required by the modern education to build the lab into an open training site and a second classroom. In this way, it is not only convenient for students to do experiments independently and enhance their training for vocational skills, but it also improves the efficiency of lab and equipment therein. Australia TAFE College has quite long opening hours for the lab from 8 am to 10 pm, including hours between the noon and 2pm. During these hours, there are always students within taking lessons. Schools can rationally set their own opening hour based on their

fact, so that students can also do some practices to improve their skills according to their willingness after class.

## 5 Conclusion

All in all, the lab for hotel management major in colleges and universities is a platform for students to meet their need to understand and enter the hotel industry, and a cradle to develop their comprehensive skills and qualities. The full equipped facilities advanced training concept and effective management will certainly be beneficial to improving the training. By arranging the teaching content step by step, and carrying the goals and task of practical teaching into practice, the lab enables students to learn some much more practical, more complete and more systematic vocational skills. Moreover, it helps students prepare students themselves to adapt to the hotel environment quickly at future trainee posts

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