



BETHLEHEM UNIVERSITY
CURRICULUM DEVELOPMENT & TRAINING PROJECT
FOR THE TOURISM INDUSTRY

Learner-Centered Approaches to Teaching Hospitality Education



Gil Victor P. Acuña
Program Chair,
Hospitality and Tourism Management, St Benilde College,
Manila, Philippines.

Table of Contents

I.	Introduction and Objectives	5
II.	The “Big Three” Knowledge, Skills and Attitude.....	5
	Philosophy and the Curriculum	5
	Questions and Implications	10
	Overview of Conflicting Educational Philosophies	11
III.	The Curriculum and Learning	12
	The Theory of Multiple Intelligence.....	13
	The Theory of Left-Brain and Right-Brain	14
	Understanding Your Results	16
	The Left-Brain Teacher.....	16
	The Left-Brain Student.....	16
	The Right-Brain Teacher	16
	The Right-Brain Student.....	16
	The Teaching Challenge	17
IV.	Learner-Centered Teaching	17
	The Five Learner-Centeredness Checklist.....	18
	Learner-Centered Approaches	18
	Key Characteristics of Learner-Centered Teachers	19
	Key Learner-Centered Instructional Methodologies	20
	Key Assessment Strategies	20
	Using Rubrics in Assessments	20
	The Four Domains of Effective Teaching	24
	Part 1: Planning and Preparation	24
	Part 2: Classroom Environment	25
	Part 3: Instruction	25
	Part 4: Professional Responsibilities	26
	Part 5: Learner-Centered Practices of Teachers	27
V.	Adult Learning Principles	28
	The Seven Student Foundations.....	28
	The Difference between Teaching and Training.....	29
	Motivational Factors in Learning	29
	The Four Approaches to Motivational Learning	29

	The Classroom	30
	Setting Instructional Objectives.....	31
VI.	Teaching Adult Learners	33
	The Power of Questioning Skills	33
	The Sense of Sight as a Teaching Tool	34
	The Sense of Hearing as a Teaching Tool.....	34
	Using Questions in Teaching.....	36
	How to Handle Wrong Answers.....	38
	Thoughtful Questions	39
	Rewarding Learner Participation	39
VII.	Establishing the Teacher-Student Relationships	40
	Establishing rapport.....	41
	Developing Trust.....	42
	Ensuring Equality and Fairness	42
	Mistakes for Success!.....	43
	Technology in the classroom	43
	The Use of Humor and Candidness	44
	Group Discussion Triggers	45
VIII.	Developing the Service Culture Among Hospitality Teachers and Students.....	46
	Possible Teaching Implications	46
IX.	Best Practices in Teaching Hospitality Education	48
X.	Suggested Activities.....	49
XI.	References and Sources.....	51

The full manual is made available to students enrolled in Bethlehem University vocational training courses.