

「校際傑出學術論文授權暨發表會」

論文摘要表

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| 論文名稱 | 國際觀光旅館客務部教育訓練評估模式建構之研究 |
| 英文論文名稱 | A Case Study of Constructing Educational Training Evaluation Model for Employees at Front Office Department in The International Tourist Hotel |
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中文摘要

著眼於台灣優質的觀光資源及政府政策的支持下，使台灣經濟及觀光產業有所助益，使得觀光業為高勞力密集的服務性產業上人才需求倍增。觀光產業中，國際觀光旅館產業更被視為觀光業重要提昇業務與績效的指標，國際觀光旅館為提升服務品質及競爭優勢，更注重於員工的教育訓練。

本研究係以人力資源管理基礎觀點探討教育訓練評估模式對於國際觀光旅館客務部之實質內涵。於此，本文以四至五星級國際觀光旅館之客務部為主要研究主體，並透過文獻回顧法與修正式德爾菲法，以建構其客務部教育訓練評估模式。其研究歸納出三個構面、十七個指標及其教育訓練之項目。

國際觀光旅館客務部教育訓練評估模式於每一主準則與次準則中，雖相對比較上重視程度有所差異，但皆為不可或缺的過程，每一過程皆有其需達到的目標與教育訓練的效果。於此，倘若該企業能妥善運用與執行其構面指標，定能拓展其全面性之人力資源發展系統。

英文摘要

Based on various tourism resources and developing tourism sectors in Taiwan, it has been the main issue considered for the professional employees demanding in hospitality industry. In order to enhance service quality and reinforce competitive strengths, the practitioners are attempting to conduct educational training programs for employees and employers as the human resources development orientation in international tourism hotel sectors. Moreover, with the perspective of human resource development, the study namely aims at exploring and constructing the educational training evaluation model for front the department of office staff in the International Four and International Five Star Hotels, literature review method and the Modified Delphi are utilized in this study. Therefore, the results and findings show three categories, 17 sub-categories and more training items., it is anticipated that the model could be as the considerable and referent framework for human resources development conducting and evaluating aspects for other international tourist hotel sectors.