

## *Original Paper*

# Innovation Research on the Training Mode of “Double Tutor System” integrating Production and Teaching in Hotel Management Specialty of Higher Vocational Colleges: Stakeholder Perspective

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*Research on the innovation of “double tutor system” training mode of industry-teaching integration in higher vocational hotel profession: stakeholder perspective*

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### **Abstract**

*The “double tutorial system” education mode of hotel management major in higher vocational colleges is an important link in the construction of professional teaching staff. The core of this mode is that students get dual guidance from the school and the enterprise in both theory and practice. In the implementation process, we should make full use of school-enterprise resources, set up a double-tutor teaching team, implement incentive measures, and establish a guarantee mechanism, so that both the school and the enterprise can invest high-quality manpower, guaranteed material and financial resources, assume the corresponding responsibility of education, teaching and daily management for the quality of the students cultivated by cooperation, and seek the education effect that the school-enterprise students can win.*

### **Keywords**

*Higher vocational education, Hotel management major, Double tutorial system*

## **1. Connotation of “Double Tutor System” for Hotel Management Specialty in Higher Vocational Colleges**

“Double tutorial system” is a mode of joint cultivation of students by school instructors and enterprise instructors. The biggest feature is the modern educational concept of teaching students according to their aptitude according to their individual differences, so as to better adapt to the requirements of quality education and the transformation of talent training objectives. On the one hand, students can directly participate in production, discover and solve problems in practice, promote the overall improvement of students’ comprehensive quality, conducive to the cultivation of innovative talents, and promote the combination of university, enterprise, industry, university and research. On the other hand, enterprises participate in the training of talents in higher vocational colleges, and assume certain social responsibilities while reserving talent resource pool. The core of the “double tutorial system” for hotel management major in higher vocational colleges is that students get both theoretical and practical guidance from schools and enterprises at the same time, and school-enterprise cooperation cultivates grass-roots service and management professional skills talents with higher comprehensive quality and strong professional operation ability, who can bear hardships, operate well, stay well, make achievements and develop. In this process, school and enterprise tutors should take advantage of each other and play different functions in each link of education. Among them, on-campus mentors focus on professional course guidance, on-campus practical teaching, career development exploration and other aspects, while enterprise mentors focus on students’ job ability training, professional quality improvement and career planning. The “double tutorial system” opens up the employment through-train of “theory learning-skill training-internship” for hotel management major in higher vocational colleges. It is a solid bridge to guide students from school to society, from classroom to post, and from theory to practice.

## **2. The Necessity of the “Double Tutorial System” Education Mode of Hotel Management Major in Higher Vocational Colleges from the Perspective of Stakeholders**

### *2.1 Learning Situation Analysis*

In recent years, with the enrollment expansion of hotel management major in higher vocational colleges, the quality of the students of this major has been declining year by year. The cognitive ability is not strong, the learning initiative is declining, the hands-on ability is weak, and the practical ability and innovation ability to find and solve problems are limited. In particular, the post-90s students lack the spirit of bearing hardships and standing hard work. Influenced by the narrow traditional cognition of the public on the work in the hotel industry, they have a low evaluation on the hotel and other service enterprises, and also have different degrees of cognitive bias. They have a shallow understanding of the development of the hotel profession, which makes it difficult to deeply understand the characteristics of the industry, ignore the future development, and have a low degree of professional acceptance. At the same time, the ideological state of vocational college students at this age is generally not mature, easy

to be affected by adverse factors, most of them are self-centered, blindly emphasize the publicity of their own personality, and easy to accept incorrect career guidance. These characteristics of students make their own quality and enterprise talent needs have a certain gap, urgent need of school and enterprise mentors, especially the guidance and edification of enterprise mentors and real career environment, to help students establish a correct outlook on life and career.

### *2.2 School Situation Analysis*

Campus tutors shoulder multiple responsibilities of guiding students' professional learning, ability cultivation, personality building and career planning, and need to carry out interactive communication and meticulous communication with students through individual guidance. However, in recent years, the continuous expansion of enrollment in higher vocational colleges has led to a serious imbalance in the teacher-student ratio, and it is impossible to achieve the management goal of effective allocation of tutors on campus, and it is difficult to ensure higher education and teaching requirements. Higher vocational college students' learning initiative is not strong, self-control is weak and other characteristics, make the school tutors face multiple difficulties, the leading role is constantly weakened, most of the school tutors can only implement universal management of the student group, unable to truly realize the targeted service of individual students.

### *2.3 Enterprise Analysis*

Corporate strategic goal is a macro and long-term strategic development plan, no matter the economic effect, hardware facilities, software services, cultural construction, staff quality or brand building, is the embodiment of corporate social responsibility, and plays an important role in promoting the process of social sustainable development. At present, the bottleneck of enterprise development is the fault of talents. The fine management of human resources has become an important means for most enterprises to improve their connotation, including the selection, training and use of current employees, and more importantly, the cultivation of excellent managers for tomorrow. In terms of recruitment of new employees and re-education of existing employees, the enterprise hopes to make full use of the increasingly perfect cooperation platform and highly consistent business and professional basis with the efforts of both the university and the enterprise, so as to make itself more attractive and well-known, and further develop in the field and depth, so as to guide local higher vocational colleges to help the enterprise talent reserve.

## **3. The Innovative Path of the “Double Tutorial System” Education Model of Hotel Management Major in Higher Vocational Colleges from the Perspective of Stakeholders**

### *3.1 Construct “Double Tutor System” Education Model*

The “double tutor system” of school-enterprise cooperation in hotel management in higher vocational colleges takes service and management workflow as the main line. Under the guidance of school-enterprise double tutors, students decompose the working process, build knowledge modules, and complete a professional learning module centering on the post tasks. School and enterprise mentors

give play to students' advantages in accordance with their aptitude, excavate their potential, guide and improve students' independent learning ability and spirit of career innovation, and finally achieve the cultivation goal of improving students' comprehensive quality and career ability. Therefore, as the leading teaching side, the school-enterprise tutor should further respect and give play to the students' teaching subject status.

The "double tutor system" has been steadily implemented and dynamically adjusted. At present, an education model with professional characteristics has been initially formed, and good results of school-enterprise cooperation and talent training have been achieved. In this process, the implementation goal of the "double tutor system" is further clarified: to make the school-enterprise tutor become the guidance of students' thoughts, professional guidance, life guidance and psychological guidance, and jointly build a benign interaction platform between the school, enterprise and teachers and students. The "double tutor system" education of hotel management in higher vocational colleges fully respects and reasonably arranges the interaction between school and enterprise tutors and students, establishes standards in the selection and implementation of full-time teachers and enterprise tutors, as well as the performance and guiding ability of tutors, defines the assessment system, and agrees on the conditions and methods of selection and selection. In practice, it is required that the tutor should carry out targeted training according to the individual characteristics of the students, and the students can choose the tutor according to the professional direction, career intention and knowledge reserve, so as to build a mutually selected education mode.

### *3.2 Strengthen the Construction of Double Tutor Team, Organize the Implementation of "Double Tutor System" Teaching*

#### *3.2.1 Establish a "Double Tutor" Teaching Team Based on the Best Candidates. One Posite*

The stable and dynamic adjustment of the "double tutor" teaching team is particularly important for the education process. The hotel management major of Nanjing City Vocational College implements dynamic management of the teaching team and constantly introduces professional managers and first-line technical experts in the hotel industry to enrich the enterprise tutor team. At the same time, the school encourages and supports full-time teachers to take temporary positions in enterprises, improve their professional experience, and strengthen their dual professional level.

In the selection and recruitment of tutors, it is required that "double tutors" have the teaching ability and professional ability to undertake the function of teaching and educating people, help students to cultivate the correct professional concept, establish the scientific career direction, maintain the rigorous study style, positive work attitude and team spirit on the road of growth and progress, success and career, and improve the comprehensive professional ability with market competitiveness. It is essential to improve and guarantee the teaching quality of school and enterprise tutors. Therefore, according to the talent training program, the hotel management major of Nanjing City Vocational College has formulated related documents, such as job responsibilities, job requirements, assessment standards and so on, to carry out a comprehensive assessment on the teacher ethics style, teaching effect, practical

guidance and other aspects of the school-enterprise mentors. Through student course evaluation, peer evaluation, teaching and research office examination and department examination, the semester examination system is implemented, and the examination results are taken as one of the important basis for the selection of enterprise tutors.

### 3.3.2 Comprehensively Carry out the “Double Tutor System” Teaching

The “double tutor system” education mode of hotel management major runs through the whole process of talent training. In view of the fact that school-enterprise tutors belong to different work units, in the actual operation process, a variety of education and teaching methods are comprehensively used, with the help of various information communication channels, to promote the “double tutor” education work.

### 3.3 We will Improve the Database of Enterprise Tutors and Establish a Mechanism for Mutual Integration of Teachers between Schools and Enterprises

School-enterprise cooperation and combination of study and learning are the inevitable requirements for the development of higher vocational education, and also the entry point for the improvement of teaching quality. The mode of co-training of students by schools and enterprises determines the direction and quality of talent training, and is also the key link and fundamental way for the in-depth promotion of higher vocational education. According to the characteristics of the specialty, the characteristics of the students and the operating advantages of the cooperative enterprises, the hotel management major has established the database of the enterprise mentors of the hotel management major. Through dynamic management, make full use of social resources, deeply integrate school and enterprise teachers, constantly introduce industry experts and enterprise experts, and gradually establish a long-term and stable school-enterprise cooperative relationship, so as to accumulate resources for the implementation and expansion of the “double tutor system”. At the same time, the school cooperated with the construction process of the key major of hotel management at the municipal level, increased the investment in the team building of this major, strengthened the assessment of teaching work, established the reward and punishment mechanism, so as to improve the scientific and standardized management level in the dynamic operation process.

### 3.4 Broaden Policy Thinking and Establish Effective Incentive Mechanism and Guarantee Mechanism

As a beneficial attempt and exploration and innovation in the cultivation of professional talents, the school-enterprise cooperation “double tutor system” education mode of hotel management in higher vocational colleges not only requires the joint participation of schools and enterprises, but also the devotion and careful guidance of double tutors inside and outside the school. Moreover, it also requires the multi-pronged efforts of schools, enterprises, industries, society and government to establish effective incentive measures and guarantee system. Improve the feedback mechanism of teaching effect, harvest the multi-linkage industry effect and social benefits.

#### 4. Conclusion

The implementation of the education mode of “double tutorial system” for hotel management major in higher vocational colleges is not only the needs of the three parties of social and economic development, the deepening of higher vocational education and the growth of students, but also the practical carrier of the modern education concept of “full personnel education, whole process education and all-round education”. Under the “double tutor system” education mode, the two sides gradually form a relatively close “talent training community”, and seek the best combination and balance point in the continuous running-in. The school works with enterprises to develop talent training programs, and enterprises are involved in teaching organization and student management. Both parties have invested high-quality manpower, supporting material and financial resources, and assume corresponding responsibilities of education, teaching and daily management for the quality of students cultivated by cooperation. Hotel management can also grasp the law of the market and the law of education, “production and marketing”, local cultivation, gradually explore a new way of organic combination of modern service industry and vocational education, highlighting the organizational vitality and professional vitality of seeking survival by quality, seeking support by service and seeking development by contribution.

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