

Extracurricular Activities of Queen Rania Faculty of Tourism and Heritage

Introduction

In our faculty's continuous pursuit of academic excellence and the enhancement of a comprehensive learning environment, extracurricular activities serve as a fundamental pillar that supports the educational process and contributes to the development of students' personal and professional skills.

Driven by our vision to prepare a conscious and qualified generation capable of keeping up with the demands of the modern era, we have been keen on organizing a diverse range of events that foster creativity, collaboration, and innovation among our students.

This booklet highlights the most notable extracurricular activities conducted during the past period across various fields. It also reflects the faculty's commitment to providing an integrated educational environment that supports students in their academic and professional journeys.

We hope this booklet serves as a reference documenting our achievements and as motivation to continue developing extracurricular activities in a way that contributes to fulfilling our educational and pedagogical mission.

May Allah grant us success.

Queen Rania Faculty of Tourism and Heritage Teams Win Two Awards at the 2024 English Language Olympiad for Universities

During the 2024 English Language Olympiad for Universities, organized by the Ministry of Higher Education in collaboration with Masa International Testing Company under the theme "National Heritage" from December 5–7, 2024, students competed to enhance their English language skills in various categories, including scientific research, theatrical performance, community service, and teamwork.

The two teams from the faculty competed against fifty-five student teams from public and private universities in Jordan and various countries worldwide. They successfully won two awards in the community service category—one for excellence in concept and the other for strong relevance to the Olympiad's theme. The teams received their awards at the closing ceremony held on Saturday, December 7, 2024.

The college community, represented by its Dean, Professor Nayef Haddad, along with team coaches Dr. Mairna Mustafa and Dr. Malik Badr, the participating students, and Mr. Hilmi Al-Khawaldeh, Head of the Faculty's Bureau, had the honor of meeting His Excellency Professor Khaled Al-Hayari, President of the Hashemite University, and his Vice President, Professor Wasfi Al-Rawabdeh. During the meeting, the university administration congratulated the faculty on its achievement and the two awards won.

It is worth mentioning that the community service initiatives through which the teams won their awards included two activities:

- 1. "Color Your Heritage"**
- 2. "Mosaic of Jordan's UNESCO World Heritage Sites"**

These activities took place on Tuesday, November 26, 2024, as part of the participation requirements in the 2024 Global English Language Olympiad for Universities. Their main goal was to raise awareness about the diverse elements of national heritage, including archaeological sites and aspects of traditional heritage.

In addition to this, the teams worked on organizing, repairing, and decorating display materials in the college corridor. The activities included:

- **Painting cultural heritage-themed panels by participating students.**
- **Creating explanatory material for all historical periods in Jordan.**
- **Displaying various artifacts from different historical periods.**
- **Designing a mosaic panel showcasing UNESCO World Heritage sites in Jordan, accompanied by explanatory content.**

This achievement highlights the college's commitment to promoting heritage awareness and community engagement through creative and educational initiatives.

New Students Orientation Event

October 23, 2024

The Queen Rania Faculty of Tourism and Heritage at the Hashemite University organized a welcome ceremony for its new students, with the participation of senior students from previous years. The event included various activities and aspects important to students in their university life.

The Dean of the Faculty, Professor Dr. Naif Haddad, welcomed the new students and congratulated them on their acceptance into the Hashemite University. He emphasized the significance of the specializations offered by the faculty, which deepen students' knowledge of Jordan's cultural heritage. He also highlighted the importance of communication between students and academic advisors and encouraged students to take advantage of all aspects of university life by engaging in the academic and practical activities organized by the faculty, in addition to extracurricular activities coordinated by the Deanship of Student Affairs.

Dr. Yusra Al-Khalaila, Assistant Dean of Student Affairs, pointed out the importance of communication between students and the Deanship of Student Affairs to learn about the services, courses, and extracurricular activities offered by the deanship. She emphasized their vital role in providing students with knowledge and skills that contribute to shaping their personalities and helping them excel in their academic journey and future careers.

The event also featured speeches by the Vice Dean and heads of departments, who stressed the importance of students adhering to academic advising and familiarizing themselves with the student guide through the university's online portal. They highlighted the significance of this guide, as it includes the regulations and instructions that govern students' relationship with the university. Faculty members reassured students of their commitment to providing all necessary support, guidance, and answers to their inquiries throughout their academic and professional paths.

Senior students shared their university experiences and outlined key aspects that new students should be aware of to navigate university life successfully. The event also included segments introducing students to their university portal and the services available through it. Additionally, students were familiarized with study plans and academic terminology, and provided with electronic brochures detailing all specializations and their importance, as well as guidance on accessing accurate information.

At the conclusion of the event, certificates of appreciation were distributed to students who participated in the "Diwan (8)" event, as well as to those who contributed to organizing the ceremony, in recognition of their efforts in making it a success.

Umm al-Jimal

November 7, 2024

Queen Rania Faculty of Tourism at the Hashemite University hosts an archaeologist to discuss the "Umm al-Jimal Archaeological Project."

An archaeologist from Calvin University, USA, highlights the significance of the ancient city of Umm al-Jimal and its inclusion on the World Heritage List.

During a seminar at the Hashemite University, the Queen Rania Faculty of Tourism and Heritage hosted Dr. Darrell Rohl, an archaeologist and historian from Calvin University (USA) and co-director of the Umm al-Jimal Archaeological Project, to speak to students and faculty members about archaeological discoveries in Umm al-Jimal, its unique features, its global historical and tourism significance, and the process of its inscription on UNESCO's World Heritage List, making it the seventh Jordanian site to receive this prestigious recognition.

Dr. Rohl discussed the various historical eras that shaped Umm al-Jimal, from the Nabataean period through the Roman and Byzantine periods up to the Islamic era. He noted that the city is one of the best-preserved Byzantine-era settlements in northern Jordan, offering a glimpse into a thriving ancient residential area. He emphasized the city's ongoing archaeological, touristic, and cultural importance, particularly its well-preserved basalt architecture, which includes third-story structures, numerous residential buildings, churches, mosques, as well as administrative and military structures.

He added that Umm al-Jimal is the third most significant Nabataean city after Petra and Umm al-Rasas, serving as a northern extension of Nabataean rule and a testament to their advanced and

sustainable water management systems despite scarce water resources. The city also stood as a symbol of fortification and resilience, both historically and in the present day.

Dr. Rohl presented the history of the Umm al-Jimal Archaeological Project, which has been led by Calvin University since 1972 and continues to this day. He discussed its impact on local economic and social life, its connection with the local community and institutions, and the vital role of archaeology and tourism in supporting local communities. He highlighted the project's cooperation with the Department of Antiquities of Jordan and the Ministry of Tourism and Antiquities, which played a crucial role in preparing Umm al-Jimal's nomination file for UNESCO's World Heritage List, culminating in its official inscription in 2024.

During his lecture, Dr. Rohl also introduced modern archaeological excavation techniques, which enable a better understanding, documentation, and preservation of the site. He emphasized efforts to position Umm al-Jimal on the global tourism map and encourage visits from around the world. Additionally, he showcased the use of highly accurate and cost-effective 3D scanning technology, which facilitates rapid interventions for conservation and enhances accessibility for tourists.

The Vice President of the Hashemite University, Professor Dr. Mohammed Suleiman Al-Masha'leh, met with Dr. Darrell Rohl, in the presence of Dr. Fardous Al-Ajlouni, Vice Dean of the Queen Rania Faculty of Tourism and Heritage, Dr. Ali Al-Mansour, Assistant Dean for Student Affairs, Dr. Mouwaffaq Al-Masaeed, Director of the Local Umm al-Jimal Project, and Farah Al-Dahamsheh, a research assistant.

Dr. Al-Masha'leh emphasized the Hashemite University's interest in signing a scientific and research memorandum of understanding with Calvin University, covering student, faculty, and researcher exchanges, as well as joint scientific research projects. He also highlighted opportunities for cooperation within the Umm al-Jimal Archaeological Project, allowing students to participate in training programs, conservation efforts, and archaeological documentation, and engage with leading archaeologists in the field.

For his part, Dr. Rohl welcomed collaboration with the Hashemite University, recognizing its pioneering programs and expertise, particularly in the Queen Rania Faculty of Tourism and Heritage. He praised its distinguished academic professionals and specialized programs in archaeology and heritage studies.

The seminar concluded with an in-depth discussion between Dr. Rohl, his team, and the faculty members of the Queen Rania Faculty of Tourism. The discussion explored ways to enhance collaboration, exchange expertise, and provide diverse opportunities for students, as well as the possibility of future partnerships with the faculty's departments.

Hotel Contracting Mechanisms

November 10, 2024

An interactive training workshop at the Queen Rania Faculty of Tourism and Heritage in collaboration with Jordan Falcon Travel and Tourism.

As part of the Queen Rania Faculty of Tourism and Heritage's commitment to practical training and direct engagement with industry experts to enhance students' skills in the tourism and hospitality sector, the faculty has launched a specialized training workshop titled "Hotel Contracting Mechanisms."

The workshop, conducted in collaboration with Mr. Hossam Al-Hajj Eid from the Jordan Falcon Travel and Tourism Company, aimed to increase students' awareness of how hotel contracts are formulated and their significance in hotel operations management.

The session covered:

- **Concepts and types of hotel contracts**
- **The importance of contracts between hotels and key tourism stakeholders, such as travel agencies and tour operators**
- **Essential contract elements, including pricing, payment methods, and services provided**
- **Cancellation and modification policies before hotel reservations**
- **Other key contractual topics**

During the workshop, Mr. Al-Hajj Eid presented real-life case studies of different hotel contracts, including those with individual clients and travel agencies, and discussed innovative solutions for handling contract-related challenges.

Professor Dr. Naif Haddad, Dean of the Faculty, expressed his gratitude to the speaker and all attendees, including faculty members from the Department of Sustainable Tourism and the participating students. He emphasized the faculty's commitment to delivering high-quality training content that enhances graduates' readiness for the job market. He also encouraged students to seize opportunities by actively participating in the faculty's various activities.

It is worth noting that this workshop marks the first session in a series of training workshops to be conducted in collaboration with the Jordan Falcon for Tourism and Travel via Zoom. These workshops are designed to prepare students for an upcoming competition between Hashemite University, the University of Jordan, and Yarmouk University in the coming months. The competition aims to develop the essential skills required for students to excel in the tourism and hospitality industry.

Sela Organization – Events at Queen Rania Faculty of Tourism and Heritage (2024)

Queen Rania Faculty of Tourism and Heritage organized a Lecture in cooperation with Sela Company for Training and Protection of Heritage entitled as: "Our Heritage and Antiquities, Our Future" on November 13, 2024

TWO Events: "Color Your Heritage" & "Mosaic of Jordan's UNESCO World Heritage Sites"

These two significant events were organized by Queen Rania Faculty of Tourism and Heritage

On November 2024

As part of its community service and awareness initiatives, Queen Rania Faculty of Tourism and Heritage organized two events, "*Color Your Heritage*" and "*Mosaic of Jordan's UNESCO World Heritage Sites*", on Tuesday, November 26, 2024. These events were held as a requirement for participation in the **University English Language Olympiad**, scheduled to take place from November 5–7, 2024.

Universities from both Jordan and abroad will compete in various categories, all related to cultural heritage, including community service.

Event Highlights:

- **Raising Awareness:** Activities aimed at educating participants about Jordan's diverse national heritage, including archaeological sites and traditional heritage.
- **Enhancing Campus Displays:** The event included refurbishing, repairing, and decorating exhibition displays in the faculty corridors.
- **Interactive Activities:** Students engaged in painting heritage-themed panels, placing interpretive materials for all archaeological periods in Jordan, and displaying artifacts from different historical eras.
- **Mosaic Creation:** A mosaic artwork showcasing Jordan's UNESCO World Heritage Sites was created, accompanied by detailed explanatory material.

Workshop: Etiquette and Protocols for Interacting with Arab & Foreign Tourists

Date: December 4, 2024

Organizer: Queen Rania Faculty of Tourism and Heritage

In collaboration with: Ammon Applied University College

As part of efforts to enhance professional skills and develop practical tourism expertise, Queen Rania Faculty of Tourism and Heritage, in cooperation with Ammon Applied University College, organized a specialized workshop titled "**Etiquette and Protocols for Interacting with Arab & Foreign Tourists**" on December 4, 2024.

Workshop Objectives:

- Understanding the **concepts of etiquette and protocols** and their importance in tourism and hospitality services.
- Familiarizing students with **local and international protocols** for interacting with visitors.
- Developing **effective communication skills** and learning how to handle **special cases** (VIP guests, people with disabilities, emergency situations).

Workshop Speakers & Insights:

Mr. Ashraf Yassin, Director of the Training Center at Ammon Applied University College, emphasized the **importance of learning visitor etiquette** and enhancing first impressions to ensure a successful tourism experience.

Prof. Naif Haddad, Dean of Queen Rania Faculty of Tourism and Heritage, highlighted the significance of mastering **guest reception and hospitality protocols**, as the tourism sector heavily relies on **personal visitor experiences**.

Dr. Fardous Al-Ajlouni, Vice Dean of the Faculty, discussed essential aspects of etiquette, including **greetings, handshakes, smiling, body language, and the correct use of titles**, along with **hospitality protocols and cultural sensitivity** in tourism services.

Dr. Nirmeen Al-Khasawneh, Head of the Sustainable Tourism Department, stressed the importance of such workshops in equipping students with **professional visitor interaction skills** based on internationally recognized etiquette and protocols.

This workshop is part of a **series of training sessions** organized by the Queen Rania Faculty of Tourism and Heritage to **prepare students for the job market** and enhance their competitiveness in the tourism industry.

Future Leaders in Tourism Competition

Date: December 12, 2024

Organizer: Queen Rania Faculty of Tourism and Heritage

The "Future Leaders in Tourism" academic competition brought together a team from the Department of Sustainable Tourism at Queen Rania Faculty of Tourism and Heritage to compete against their counterparts from the University of Jordan and Yarmouk University.

The first round featured a competition between Queen Rania Faculty's team and the Department of Tourism and Antiquities at the University of Jordan. It was held at the Hashemite University on Thursday, December 12, 2024, as part of an academic collaboration aimed at encouraging students to engage in purposeful learning, self-development, and acquiring the necessary skills for the tourism job market.

Queen Rania Faculty of Tourism and Heritage ensured a highly professional competition by carefully preparing and equipping its students with both theoretical and practical skills. This allowed them to showcase their outstanding capabilities in a competitive environment. The event was characterized by active participation and enthusiasm from both competing teams and attendees, reflecting the faculty's success in preparing its students for academic competitions.

The second round was hosted by Yarmouk University's Faculty of Tourism and Hospitality on December 29, 2024. Professors and students from both universities attended, contributing to a

positive and engaging atmosphere filled with warmth and excitement. The competition fostered collaboration and academic spirit, making it a model for teamwork and professional development.

Competition Results & Impact

The competition concluded with the Sustainable Tourism students from Hashemite University winning the final round. They demonstrated teamwork, determination, accuracy, and quick responses, alongside excellent preparation supported by their professors.

Participants expressed that their victory was the result of hard work, dedication, and commitment. They appreciated the positive atmosphere, which motivated them to excel, and they extended their gratitude to their professors for their continuous support.

The students emphasized that this experience helped refine their academic and practical skills, encouraging them to continue excelling in tourism and business management. The competition also fostered innovation and creativity, which **will benefit their future careers.**

Support from the Jordan Falcon Travel and Tourism

Both students and professors thanked the Jordan Falcon Tourism & Travel for its vital role in organizing the competition. The company provided:

- Industry insights and practical training over several months.
- Specialized lectures that helped students develop skills and understand real-world challenges in the tourism sector.

Speakers emphasized that bridging academic learning with practical training is essential for graduating students who are ready to face the tourism industry's challenges. They noted that this competition marked a turning point in the students' educational and professional journeys.

Student Involvement in Tourism Operations

As part of its collaboration with the Department of Sustainable Tourism, the Jordan Falcon Tourism & Travel provided students with opportunities to organize and manage local tourism trips. Students took on responsibilities such as:

- Planning itineraries and coordinating tours
- Supervising activities and engaging with participants
- Developing communication skills and decision-making abilities
- Learning how to promote and market tourism destinations effectively

These hands-on experiences helped prepare students for the job market by equipping them with essential practical skills.

Acknowledgment of Student Contributions

Officials from the Jordan Falcon Tourism & Travel praised Hashemite University students for their efforts in organizing and facilitating the tourism trips, ensuring smooth operations and participant comfort.

Mr. Hossam Al-Hajj Eid emphasized that such collaborative activities are part of a broader strategy to enhance tourism services. The goal is to make tourism more inclusive and contribute to economic development, allowing more people to enjoy Jordan's historical and cultural landmarks.

Final Remarks

Faculty members at Queen Rania Faculty of Tourism and Heritage expressed their deep appreciation for the faculty administration and department leadership. Their continuous efforts significantly contributed to enhancing student performance and motivating them to excel.

Success Stories

December 17, 2024

The Queen Rania Faculty of Tourism and Heritage at the Hashemite University Inspires Its Students to Strive for Excellence by Showcasing Alumni Success Stories

The Queen Rania Faculty of Tourism and Heritage at the Hashemite University presented a collection of success stories from its graduates across various departments. The event aimed to share their experiences and exceptional journeys with current students, offering inspiration while acknowledging the university's role in shaping their careers.

At the beginning of the event, Professor Dr. Naif Haddad, Dean of the Faculty, welcomed the attendees, saying: *"I am delighted and honored to be with you today at the 'Success Stories' event, which serves as a wonderful platform to showcase your achievements and draw energy from the youthful creativity that fills this place. You are all the hope for the future and the foundation of this nation. Every success story begins with a single step."*

He emphasized that success is not confined within the walls of the university but extends into various aspects of life. He reaffirmed the university's commitment to supporting its graduates by providing a strong academic and practical environment, maintaining an active connection with alumni, and fostering continuous engagement between the faculty, its graduates, and current students.

Dr. Nirmeen Al-Khasawneh, Head of the Sustainable Tourism Department, highlighted that the success stories of alumni are a testament to strong willpower, resilience, and countless sacrifices. She stated: *"Today, we celebrate not only the results but also the efforts made, the obstacles overcome, and the lessons learned along the path to excellence and success. Your achievements are not merely academic; they embody dedication to work, commitment to goals, and the ability to learn from experiences. You serve as real-life role models for future generations. Each success story we share today may open a door of hope for someone else standing at a crossroads, in need of inspiration to move forward."*

She also extended her gratitude to the faculty members and students who overcame difficult circumstances to achieve remarkable success, making their families and professors proud.

During the event, several graduates shared their inspiring journeys, detailing the challenges they faced and how they overcame them to attain prestigious positions in the tourism sector, public and private institutions, and international organizations. Many alumni also spoke about their experiences pursuing higher education.

Speakers included:

- **Dr. Ahed Khalifat**
- **Ms. Rasha Dababneh**
- **Ms. Samia Kafafi**
- **Ms. Radina Momani (from the Department of Heritage Resources and Museums)**
- **Dr. Alaa Bataineh**
- **Niveen Shawish**
- **Raneen Al-Nuaimi (from the Department of Archaeological Conservation)**

The event also featured a video presentation showcasing the history of the faculty, its academic programs, and its major achievements since its establishment.

At the conclusion of the event, which was attended by several faculty members and a large number of students, outstanding alumni were honored for their remarkable success stories.

Scientific Trips to Enhance Educational Experience

As part of its commitment to integrating theoretical knowledge with practical applications, the Queen Rania Faculty of Tourism and Heritage organized two scientific field trips for students under the supervision of faculty members:

- 1. A visit to the American Center of Oriental Research (ACOR)**
- 2. A visit to Ammon Applied University College**

Visit to the American Center of Oriental Research (ACOR):

Students attended an introductory lecture on the center's role in supporting scientific research and publishing studies across various disciplines, with a special focus on archaeological research in the region.

The visit included a tour of the center's facilities, particularly the library, where students explored research resources, books, and how academic services are provided to students and researchers. They also learned about how to utilize available resources for tourism and archaeology studies and the scholarship opportunities offered for undergraduate and graduate students.

Visit to Ammon Applied University College:

This visit featured an introductory lecture on the history of the college and its role in training specialized professionals in the hospitality and tourism sector. Students also took part in a guided tour to explore the college's facilities and the hospitality environment, gaining practical insights into hotel management, customer service, and food and beverage operations.

As a result of this visit, a collaborative agreement was established between the Queen Rania Faculty of Tourism and Heritage and Ammon Applied University College to enhance cooperation through a series of joint workshops.

The first workshop was held at Hashemite University, titled "Etiquette and Protocols for Interacting with Arab and Foreign Tourists." Future advanced training workshops for students in the Sustainable Tourism Department will be conducted at Ammon Applied University College.

This initiative reinforces the faculty's commitment to equipping students with practical skills aligned with labor market demands and enhancing their professional expertise.

Advanced Training Course in Tourism Services Management

In line with Queen Rania Faculty of Tourism and Heritage's commitment to enhancing practical expertise and providing students with real-world learning opportunities, the Jordan Falcon Tourism and Travel Office held a specialized course titled "**Tourism Services Management.**" This intensive five-day program targeted students from the Sustainable Tourism Department and covered key topics aimed at enhancing their skills and competencies in the job market.

The course addressed several fundamental subjects, including inbound tourism and its types, planning and pricing, the concept of operations management in tourism, crisis and risk management in tourism, financial risk management, group tour management, and customer relations. Additionally, advanced training was provided on professional hotel contract calculations, booking mechanisms, and pricing using the Amadeus system for airline ticketing.

A specialized tour guide gave a detailed presentation on major archaeological sites to enrich students' knowledge of Jordan's historical landmarks. The course also featured a three-month training certificate, confirming that participants had received comprehensive training in domestic and international tourism departments, as well as airline ticketing and hotel contracting.

At the conclusion of the program, a field tour to the studied archaeological sites will be organized, offering students the opportunity to apply their knowledge in practice. They will present explanations about these sites to the tour guide, which will help develop their guiding skills and ability to interact with tourists in real-life settings.

It is worth mentioning that this program is part of Queen Rania College of Tourism and Heritage's dedication to equipping students with practical experience and preparing them for the job market. This initiative contributes to the development of the tourism sector and enhances the competencies of tourism professionals in Jordan.