



Syllabus of the course
 «International quality standards in the service sector»

Specialty	242 «Tourism and Recreation»
Study Programme	«Tourism»
Study cycle (Bachelor, Master, PhD)	the first (Bachelor) level of higher education
Course status	elective
Language	English
Term	second year third semester or second year fourth semester or third year fifth semester or third year sixth semester or fourth year seventh semester or fourth year eighth semester
ECTS credits	5
Workload	Lectures – 24 hours. Practical studies – 24 hours. Laboratory studies – 0 hours. Self-study – 102 hours.
Assessment system	Grading including Exam
Department	Department of tourism, building 1, auditorium 316, phone: (057)758-77-26 (ext. 451), website: http://tourism.hneu.edu.ua/
Teaching staff	Olena Stryzhak, PhD in Economics, Associate professor
Contacts	sssellennnn@gmail.com
Course schedule	Lectures: according to the schedule Practical studies: according to the schedule
Consultations	At the Department of tourism, offline, according to the schedule, individual, PNS chat.
Learning objectives and skills:	
is forming a system of theoretical knowledge on the application of quality management tools in the service sector, as well as acquiring practical skills and abilities to ensure international standards of service quality at service enterprises.	
Structural and logical scheme of the course	
Prerequisites	Postrequisites
-	-
-	-
Course content	
Content module 1: Scientific and practical foundations of quality management	
Topic 1: Scientific approaches to quality management	
Topic 2. International experience in quality management	
Topic 3: Total quality management (TQM)	
Topic 4. Quality system in ISO 9000 series standards	
Topic 5. Certification of quality systems	
Content module 2: Organisation of quality management in the service sector	
Topic 6. Quality management system as a mechanism of activity of the hotel and restaurant business	
Topic 7. Organisation of quality management in the hotel and restaurant business	
Topic 8. Economic and legal aspects of quality management	



Topic 9: Quality audit

Topic 10. Efficiency of service quality management in the service sector

Teaching environment (software)

Multimedia projector, S. Kuznets PNS, Corporate Zoom system

Assessment system

Assessment of students' learning outcomes is carried out by the University according to the cumulative 100-point system.

Current control is carried out during lectures and practical (seminar) classes and aims to assess the level of students' readiness to perform particular tasks, and is assessed by the amount of scored points.

The maximum amount during the semester – 60 points; the minimum amount required is 35 points. Final control is carried out at the end of the semester in the form of an exam (the maximum amount is 40 points, the minimum amount required is 25 points).

Current control includes the following assessment methods: tasks on themes (work on practical lessons), individual surveys, competence-oriented tasks, written control works.

More detailed information on assessment and grading system is given in the technological card of the course.

Course policies

Teaching of the academic discipline is based on the principles of academic integrity.

Violation of academic integrity includes academic plagiarism, fabrication, falsification, cheating, deception, bribery, and biased assessment.

Educational students may be brought to the following academic responsibility for breach of academic integrity: repeated assessment of the corresponding type of learning activity.

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, self-study is given in the Course program.