Syllabus of the course
«Hospitality technology»

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	*Kozubova Nataliia, PhD in Economics, associate professor*
Contacts	*kozubova_natali@ukr.net*
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:

the aim of the course is to develop theoretical knowledge and practical skills in the organisation and strategic management of the international hospitality industry.

Structural and logical scheme of the course

Prerequisites	Postrequsites
-	-
-	-

Course content

Module 1. *Basic concepts and principles of hospitality service technologies*

Topic 1. Evolution of the hospitality industry: stages of development and main paradigms

Topic 2. Unification of hotel service technologies

Topic 3. Organisation of the hotel front office

Topic 4. Food & Beverage, room service and banqueting technologies

Topic 5. Catering menu technology

Module 2. *Information and communication technologies of the hospitality industry*

Topic 5. Modern information technologies in hospitality. World hotel chains and their effectiveness in the development of the hospitality industry.

Topic 6: Integration of information and communication technologies into the system of

improving the quality of guest service

Topic 7. Immersive leisure technologies: experience of the hospitality industry

Topic 8. Digitalization as a key factor in the development of the hospitality industry

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: assignments on a particular topic; testing; presentations, and essay writing.

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.