

<b>Level:</b> bachelor			
<b>Course title:</b> Hospitality services (T307)			
<b>Status:</b> obligatory for Hotel Management module			
<b>ECTS:</b> 5			
<b>Requirements:</b> None			
<b>Learning objectives</b> Acquiring basic knowledge and introduction to basic and practical services in the hospitality industry.			
<b>Learning outcomes</b> Mastering the theory behind services in the hospitality industry, with practical training in providing basic hospitality services.			
<b>Syllabus</b> The beginning, development, definition and nature of hospitality: <ol style="list-style-type: none"> <li>1. Hospitality as an economic, service and tertiary activity</li> <li>2. Types and specificity of hospitality services</li> <li>3. The function and significance of the hospitality industry in a country's economy</li> <li>4. Division of hospitality facilities in our country and the rest of the world</li> <li>5. Classification, nomenclature and categorization of hospitality facilities</li> <li>6. Organization of service provision in the hotel and hospitality industry</li> <li>7. Division of hotels, organizations and service provision in a hotel</li> <li>8. Division, importance and organization of hospitality services on different modes of transportation (railroad, river, sea and air traffic)</li> <li>9. Organization of labour assignments in the provision of services to producing and service departments (kitchens and dining rooms)</li> <li>10. Structure and organization of personnel in the hotel and hospitality industry</li> <li>11. Instruments of supply in hospitality, sales, keeping records and charging of hotel and hospitality services</li> <li>12. Inventory and equipment in hospitality facilities and hotels</li> </ol>			
<b>Weekly teaching load</b> 4 (60)			Other: -
Lectures: 2	Exercises: 2	Other forms of teaching: 0	