

<b>Study programme:</b> Bachelor with Honours in Tourism		
<b>Subject:</b> Standardization and quality in the hospitality industry T347		
<b>Teacher</b> dr Jovanka Popov-Raljic, full professor		
<b>Status:</b> Compulsory for module of Hotel Management; optional for module of Gastronomy		
<b>ECTS:</b> 7		
<b>Requirements:</b> None		
<p><b>Learning objectives</b></p> <p>To understand the notion and basic principles of quality as a market category. Learning the quality specifics in the services sector, with a particular emphasis on the hospitality industry. Understanding and acceptance of the standardization concept and the importance of standards in the process of defining quality. Consideration of the role of quality in food safety and its applications in the hospitality industry.</p>		
<p><b>Learning outcomes</b></p> <p>Students trained for the practical application of standards in the function of determining the service quality in the hospitality industry. Enabling students to identify and rank the criteria of quality, learning the techniques and methods of quality control measurement and evaluation of standards applied, with particular emphasis on the application of HACCP.</p>		
<p><b>Syllabus</b></p> <p><i>Theoretical classes</i></p> <p>Different approaches to the notion of quality;  Defining quality;  The notion of standard and defining standardization;  Defining quality requirements according to international standards;  Specifics of the quality in hospitality industry;  Determining the structure and quality components of catering services;  Problems of determination and implementation of standards in the hospitality industry;  Implementation of HACCP;  Hazard analysis and Critical Control Points in the hospitality industry;  Sensory quality analysis.</p> <p><i>Practical classes</i></p> <p>Practical classes are realized through students' practice in various restaurants in the country and abroad.</p>		
<b>Weekly teaching load: 5</b>	<b>Lectures: 3</b>	<b>Exercises: 2</b>