

Study programme: BAS Tourism			
Level: Bachelor			
Course Title: Hospitality services (T307)			
Lecturer (Name, Middle name, Surname): Dr Sava V. Janićević			
Status: obligatory for Hotel Management module			
ECTS: 5			
Requirements: None			
Learning objectives Acquiring basic knowledge and introduction to practical services in the hospitality industry.			
Learning outcomes After successfully passed course, students are able to: -apply their knowledge during work in restaurants; create an offer of catering services; recognize the necessary inventory for the business catering facility and practical benefits it; defines systems and ways of providing services depending on the catering facility and situations; participates in the implementation of formal hospitality event (banquet, cocktail parties, etc.).			
Syllabus			
Lectures			
<ol style="list-style-type: none"> 1. Hospitality as an economic service activity 2. Types and specificity of hospitality services 3. The function and significance of the hospitality industry in a country's economy 4. Division of hospitality facilities in our country and the rest of the world 5. Classification, nomenclature and categorization of hospitality facilities 6. Organization of service provision in the hotel and hospitality industry 7. Division of hotels, organizations and service provision in a hotel 8. Division, importance and organization of hospitality services on different modes of transportation (railroad, river, sea and air traffic) 9. Organization of labor assignments in the provision of services to producing and service departments (kitchens and dining rooms) 10. Structure and organization of personnel in the hotel and hospitality industry 11. Instruments of offer in hospitality, sales, keeping records and charging of hotel and hospitality services 12. Inventory and equipment in hospitality facilities and hotels 			
Practice			
Getting to know your inventory. Creating a menu and wine list. Practicing ways of serving food and drinks.			
Literature:			
<ol style="list-style-type: none"> 1. Chon, K., & Maier, T.A. (2010): Welcome to Hospitality, and introduction (3rd ed.), Delmar Cengage Learning, NY. 2. Lillicrap, D. & Cousins, J. (2010): Food and Beverage Service (8th ed.), The Food and Beverage Training Company, London. 3. Walker, J.R. (2011). The restaurant, from concept to operations (6th ed.), John Wiley & Sons, Inc., NJ. 			
Weekly teaching load			4 (60)
Lectures: 2	Exercises: 2	Other forms of teaching: 0	Student research: 0
Methods of Teaching: Lectures, Illustration and Demonstration, Practical skills			
Knowledge score (maximum 100 points)			
Pre-examination assignments	points	Final examination	points
Activities during lectures	0-5	Written examination	
Practical skills	0-5	Oral examination	30-45

Colloquia	20-40	
Seminar paper	0-5		