

Academic unit:	Faculty of Tourism and Environment
Title of the subject:	Supply Chain Management in Hotel
Level:	Master
Course Status:	Core
Year of studies:	III
Number of hours per week:	3
Value of Credits - ECTS:	5
Time / location:	USHAF
Course lecturer:	Prof.As.Dr.Sokol Krasniqi
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Course Description	
	<p>What is Supply Chain Management, Operations Strategy, Service and Product Development as well as Processes, Capacity Management, Technology Management (Process Technology, Material Processing Technology, Information Processing Technology), Logistics and Management of Supply Chain in the Hotel Industry: Impact on Hotel Performance in Service Delivery Design of supply chains, supply chain organizations, Establishment and management of supply chain. Comparative Advantages and Supply Chain Management, Transport and Distribution Chain Management and Supply, Chain Supply Coordination and Information Systems Creative Solutions and Risk Taking, Strategic Level, Change Management, Think Lean and Green, Top Talent and Accountability, Technology proper information, simplification complexities</p>
Objectives of the course:	<p>The aim of the course is to study operations in management (administration), whose function is to convert incoming data into outgoing data mainly of services and products with special emphasis on hotels. Another objective is to understand how supply chain strategies can provide a competitive advantage for organizations, enterprises and businesses in the tourism industry; as well as to define and describe the operation of the chain supply in hotels.</p>
Expected learning outcomes:	<p>Upon successful completion of the module, the student should be able to:</p> <ul style="list-style-type: none"> • Recognize supply chain approaches to support products at different stages of their lives; • To know the multifunctional dimension of supply chain management in tourism-hotel • Know the role of production capabilities in pursuing the objectives of the hotel supply chain; • Identify processes for asset management in hotels (SPA, swimming pools, clubs, etc.).

Contribution to the student load (which must correspond with learning outcomes)			
Activity	Hour	Day/Week	In total
Lectures	2	15	30
Theory/Lab exercises	1	15	15
Practical work			
Contact hours/consultations with lecturer	2	4	8
Exercises in the field (study visits)	3	2	6
Tests, seminars	1	1	1
Home work			
Student's independent study time (library or home)	3	15	45
Final preparation for exam	6	3	18
Time spent during assessment (tests, quizzes, final exam)	2	1	2
Projects, presentations, etc.			
Total			125
Lectures	2	15	30
Teaching (and learning) methodology	Interactive student lectures on lectured topics, use of case studies to be discussed in groups, problem-based learning, student group presentation and role play, hands-on subject lessons. Students will be given selected articles or papers for reading and discussion in lectures and exercises. During the exercises - presenting cases, clarifying theoretical concepts, discussions, presenting student papers.		
Assessment methods:	60 points - from the final exam which will be organized with a minimum of 15 written questions, 30 points - Seminar paper with presentation Case study, Research project 10 points - attendance and engagement in lectures,		
Concreting tools - IT	Table use, Internet, computer, projector, Powerpoint, etc.		
The ratio of theory and practice	60% Theory 40% practical case study work,		
Literature			
Basic Literature:	1.Panariti, S 2017, Menaxhimi i Operacioneve, Tiranë 2017, 2.Sunil Chopra and Peter Meindl; Supply Chain Management: Strategy, Planning, and Operation (6th Edition), 2015		
Additional Literature	3.MichaelQuayle;PurchasingandSupplyChain Management,2009 4.Electronic materials presented by the teacher		

Designed learning plan	
Week	Lectures and exercises to be held
Week one:	Presentation - introducing students to the subject syllabus, The role of operations and supply chain in the organization
Week two:	Introduction to Supply Chain Management Principles (Customer Perspectives, Designing Supply Chains, Supply Chain Organizations, Product Life Cycle)
Week three:	Creating and managing supply chain
Week four:	Managerial ethics as an integral and indispensable part of supply chain management
Week five:	Comparative Advantages and Supply Chain Management
Week six:	Development Strategy and Supply Chain Management
Week seven:	Selected case studies
Week eight:	Process and Development of Supply Chain Management
Week nine:	Logistics and Supply Chain Management in the Hotel Industry:
Week ten:	Customer Relationship Management
Week eleven:	Impact on Hotel Performance in Service Delivery Design of supply networks
Week twelve:	Supply Chain Coordination and Information Systems
Week thirteen:	Functioning of supply chain management in the tourism-hotel sector
Week fourteen:	Think Lean and Green, Top Talent and Accountability
Week fifteen:	Presentation of works by students
Academic policies and rules of conduct	
The student is obliged to attend lectures regularly and to behave appropriately to colleagues and staff of the University, keeping calm and interactive engagement during lectures and exercises is mandatory.	