

SYLLABUS

Basic course data			
Title of the subject:	Faculty of Tourism and Environment		
Level:	Bachelor		
Course Status:	Practice		
Year of studies:	MANDATORY		
Number of hours per week:	III		
Value of Credits - ECTS:	3		
Time / location:	5		
Course lecturer:			
Contact details:	Prof. As. Dr. Hysen Sogojeva		
Title of the subject:	hysen.sogojeva@ushaf.net		
Course description			
Course description	The objective of this course is for the student to learn the basic concepts of practice. The course is designed to provide the student with an insight into the importance of practice.		
Course objectives:			
Course objectives:	The purpose of this course is to provide students with the opportunity to apply the theory learned during practical studies in the enterprise like hotels, restaurants, cafes. travel agencies, etc. as for example in the field of domestic logistics of tourist services, the portfolio of enterprise products and services, reception and services to customers or clients.		
Expected learning outcomes:			
Expected learning outcomes:	Upon successful completion of this course, the student will be on able to: <ul style="list-style-type: none"> - better analyze the connection between theory and practice - practice their communication skills with customers and CLIENTS - understand logistics, capacity management, management of quality and many other aspects in hospitality and tourism. Know how to relate existing tourism and hotel management literature to practical experience. 		
Contribution to student workload (which should correspond to student learning outcomes)			
Activity	Hours	Dayl	Week Total
Lectures	2	15	30
Theoretical / laboratory exercises	1	15	15
Practical work			
Contacts with the teacher / consultations	2	4	8

Field exercises (study visit)	3	2	6
Colloquia, seminars	1	1	1
Homework			
Student's own study time (in the library or at home)	3	15	45
Final preparation for the exam	6	3	18
Time spent on assessment (tests, quizzes, final exam)	2	1	2
Projects, presentations, etc.			
Total			125

Teaching methodology:	The course takes place in 15 weeks with a load of 2 hours of lectures in which theoretical concepts will be treated and explanations will be provided regarding the process of Practice Lecture and preparation of students before the internship. Internship realized in the enterprise
Evaluation methods:	PRACTICAL WORK 20% VISIBILITY 15% COMMITMENT 15%

LiteraturE	
Basic literature:	1. Practical work manual 2. Management of Hotel Enterprises and Tourist Travel; 3. Customer Relationship Management and Management Brand Strategy;
Additional literature:	Management and Marketing of Tourist Services;

Designed lesson plan:	
WEEK	The lecture that will take place
First week:	Introduction to the subject of internship in Hospitality
Second week:	Catering Categorization Gastronomy Management
Third week:	TOURIST AGENCY Function of agencies Tour operators Intermediary agencies
Week four:	Divide students into Groups to continue the Internship
Fifth week:	Practical in a hotel
Sixth week:	Internship at the Travel Agency3
Week seven:	Academic policies and etiquette:
Week eight:	Practice in Municipalities

Ninth week:	Practice in the relevant Ministries
Week ten:	Demonstration of practical work in hotels
Week Eleven:	Demonstration of practical work in travel agencies
Week Twelve:	Practice on the travel ticket booking system
Week thirteen:	Booking Systems-AJATA
Week fourteen:	Completion of forms by hotel managers or
Week Fifteen:	Regular attendance, keeping calm and active engagement in dialogue during lectures and exercises

Academic policies and etiquette:
Regular attendance, keeping calm and active engagement in dialogue during lectures and exercises is mandatory.