

SYLLABUS

Course and educational program	Organization of Hotel Business Tourism EP
Course description	The Organization of Hotel Business course reveals the principles of organizing hotel operations, including the classification, purpose, and main characteristics of residential and non-residential hotel premises, as well as the types of architectural solutions and the interrelation between operations of hotel structural units. It also examines the requirements for the quality of hotel services, types, and possibilities of organizing special and additional services in hotels of various classifications.
Prerequisites for studying	The study of this educational component is based on theoretical and practical skills in hotel and restaurant business, as well as basic knowledge in economics, geography, management, and marketing in the service sector.
Number of credits/hours	4 ECTS credits / 120 academic hours
Learning format	Blended learning
Moodle location	https://dist.ieu.edu.ua/course/view.php?id=705
Lecturer's full name	Yevhen Kozlovskiy, PhD in Public Administration, Associate Professor, Head of the Department of Tourism, Social Sciences and Humanities
Department	Department of Tourism, Social Sciences and Humanities: 
Office location	42V Akademika Hlushkova Ave., Kyiv, room 504
Consulting	Every Tuesday from 2 p.m. to 3:30 p.m. by appointment via corporate e-mail
Lecturer's e-mail address	yevhenkozlovskiy@ieu.edu.ua
Course objectives	To provide a system of knowledge and skills in organizing activities of hotel enterprises, including the technological process of customer service in hotels, the organization of hotel services, and operational activities.

<p>Role of the academic discipline in achieving program learning outcomes</p>	<p style="text-align: center;"><i>Specialty: 242 Tourism and Recreation</i></p> <p>PLO 6. To apply principles and methods of organization and service technology for tourists in practical activities.</p> <p>PLO 9. To organize the process of serving consumers of tourist services using cutting-edge information, communication and service technologies and complying with quality standards and safety standards.</p> <p>PLO 13. To establish contacts with experts in tourism and other industries.</p> <p>PLO 18. To assess your knowledge adequately and apply it in various professional situations.</p> <p>PLO 19. To argue your views in solving professional problems.</p> <p>PLO 21. To make reasoned decisions and take responsibility for the results of your professional activities.</p>
<p>Learning outcomes</p>	<p>Students should know: organizational forms of hospitality at different stages of human historical development; the main factors influencing the classification of hotel enterprises by types and categories; the organization of premises at hotel enterprises; the organization of the service process at hotel enterprises; the organization of the production process at departments of hotel enterprises and its control.</p> <p>Students should be able to: design the guest service process based on the development of technological processes for providing hospitality services; plan a system of measures to ensure the necessary quality of hospitality services; implement innovative reservation, reception, and guest service technologies using information computer networks; organize the production process of hotel services, taking into account the seasonal demand characteristics of hospitality industry services.</p>
<p>Course content</p>	<p>SECTION 1. DEVELOPMENT OF HOTEL BUSINESS</p> <p>Topic 1.1. History of the development of the global hotel industry</p> <p>Topic 1.2. Organizational and legal foundations of hotel enterprises</p> <p>Topic 1.3. Classification and typology of hotels and other accommodation facilities of the hotel type</p> <p>Topic 1.4. Architecture and interior design in the hotel industry</p> <p>Topic 1.5. Functional organization of premises at hotel enterprises</p> <p>SECTION 2. ORGANIZATION OF TECHNOLOGICAL PROCESSES IN THE HOTEL</p> <p>Topic 2.1. Theoretical foundations of service activities</p> <p>Topic 2.2. Organization of the reception and accommodation service</p> <p>Topic 2.3. Organization and technology of service reservation</p> <p>Topic 2.4. Organization of the room stock maintenance and service</p> <p>Topic 2.5. Organization and technology of providing additional services in the hotel</p>
<p>Books and materials</p>	<p>1. M.H. Boiko, L.M. Hopkalo. Organization of Hotel Business: Textbook. Kyiv: Kyiv National University of Trade and Economics, 2006. 494 pages.</p>

	<p>2. O.M. Holovko. Organization of Hotel Business: Study Guide. Kyiv: Condor, 2018. 338 p.</p> <p>3. T.H. Sokol. Organization of Service in Hotels and Tourist Facilities. Kyiv: Alterpress, 2009. 447 p.</p> <p>4. V.O. Lukianov. Organization of Hotel and Restaurant Service: Study Guide. Kyiv: Condor Publishing House, 2012. 346 p.</p> <p>5. L.M. Mostova, O.V. Novikova. Organization of Service in Hospitality Enterprises: Study Guide. Kyiv: Lira-K, 2011. 388 p.</p>				
Technical requirements for the course	<p>To work on the Organization of Hotel Business course, you need regular access to a computer (or phone) and the Internet.</p> <p>In order to successfully study and pass the course exam, you should first explore the distance learning platform (Moodle) and study all folders that already contain or will contain information or materials for the course. You will also have to download and create documents, watch videos, or create them.</p> <p>You can use distance platforms only using corporate e-mail.</p> <p>If you are unable to attend the course, you should notify the Dean's Office or your class representative or the course lecturer directly.</p>				
Learning process	<p>The Organization of Hotel Business course consists of lectures and practical classes.</p> <p><u>Lectures</u> use the following training methods: <i>lecture, conversation lecture, discussion, discussion of problematic issues, demonstration, analysis of various situations according to the lecture topic.</i></p> <p><u>Practical classes</u> use the following training methods: <i>questioning, testing, performing individual and team tasks, case studies, preparing reports and presentations, performing analytical and calculation works, solving specific problems and situations, brainstorming.</i></p> <div style="text-align: center;">  </div>				
Discipline features	Period of teaching	Semester	International disciplinary integration	Year of study	Courses: general training/professional training/elective
	1 semester	7 th semester	available	4 th year	Professional training

Assessment policy	<p>You will have various ways to show your knowledge and skills during the semester. This includes how you attend classes, how and what you contribute to class discussions, how you perform and submit practical tasks and tests on time, how you perform independent work tasks, as well as your ability to present your report. Additionally, you have the opportunity to complete an individual research task performed individually or in a small group in the form of a scientific and practical project.</p> <table border="1" data-bbox="451 477 1505 835"> <thead> <tr> <th data-bbox="451 477 1007 551">Activities during the semester</th> <th data-bbox="1007 477 1505 551">Maximum amount of points during the semester</th> </tr> </thead> <tbody> <tr> <td data-bbox="451 551 1007 656">Current work (attendance, oral questioning, solving calculation problems and tasks, situational exercises)</td> <td data-bbox="1007 551 1505 656">15</td> </tr> <tr> <td data-bbox="451 656 1007 692">Reports with presentation (4 pcs.)</td> <td data-bbox="1007 656 1505 692">25</td> </tr> <tr> <td data-bbox="451 692 1007 728">Tests (4 pcs.)</td> <td data-bbox="1007 692 1505 728">10</td> </tr> <tr> <td data-bbox="451 728 1007 801">Individual research task (admission to the exam)</td> <td data-bbox="1007 728 1505 801">10</td> </tr> <tr> <td data-bbox="451 801 1007 835">Total</td> <td data-bbox="1007 801 1505 835">60</td> </tr> </tbody> </table>	Activities during the semester	Maximum amount of points during the semester	Current work (attendance, oral questioning, solving calculation problems and tasks, situational exercises)	15	Reports with presentation (4 pcs.)	25	Tests (4 pcs.)	10	Individual research task (admission to the exam)	10	Total	60												
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Grading scale	<p>The minimum amount of points that should be obtained by students for current educational activities during a semester to be admitted to the final control is 36 points. The grade for the discipline is defined as a sum of the final points for current activities and the points for the final control and is expressed due to the multipoint scale.</p> <p>The grade for the discipline completing with the exam is determined as the sum of points for current learning activities (at least 36), points for individual independent work of students (no more than 6) and points for the exam (at least 24).</p> <p>The overall points of the discipline are 100. The total grade for the discipline is given according to the national and European scale.</p> <p>The final control in the form of an exam is carried out after learning all the topics of the discipline, during the examination session.</p> <p>The overall final grade in points according to the national and ECTS scales is put into the examination and test register, academic card and credit book of students.</p> <p style="text-align: center;">National and ECTS grading scale</p> <table border="1" data-bbox="451 1563 1505 2045"> <thead> <tr> <th data-bbox="451 1563 635 1749" rowspan="2">Sum of points for all types of educational activities</th> <th data-bbox="635 1563 746 1749" rowspan="2">ECTS grade</th> <th colspan="2" data-bbox="746 1563 1505 1626">Grade according to the national scale</th> </tr> <tr> <th data-bbox="746 1626 1066 1749">for exam, term paper, practical training</th> <th data-bbox="1066 1626 1505 1749">for Pass/Fail test</th> </tr> </thead> <tbody> <tr> <td data-bbox="451 1749 635 1785">90-100</td> <td data-bbox="635 1749 746 1785">A</td> <td data-bbox="746 1749 1066 1785">excellent</td> <td data-bbox="1066 1749 1505 1939" rowspan="5">pass</td> </tr> <tr> <td data-bbox="451 1785 635 1821">82-89</td> <td data-bbox="635 1785 746 1821">B</td> <td data-bbox="746 1785 1066 1861" rowspan="2">good</td> </tr> <tr> <td data-bbox="451 1821 635 1856">74-81</td> <td data-bbox="635 1821 746 1856">C</td> </tr> <tr> <td data-bbox="451 1856 635 1892">66-73</td> <td data-bbox="635 1856 746 1892">D</td> <td data-bbox="746 1861 1066 1939" rowspan="2">satisfactory</td> </tr> <tr> <td data-bbox="451 1892 635 1928">60-65</td> <td data-bbox="635 1892 746 1928">E</td> </tr> <tr> <td data-bbox="451 1928 635 2045">30-59</td> <td data-bbox="635 1928 746 2045">FX</td> <td data-bbox="746 1928 1066 2045">fail with possible repeated pass</td> <td data-bbox="1066 1928 1505 2045">fail with possible repeated pass</td> </tr> </tbody> </table>	Sum of points for all types of educational activities	ECTS grade	Grade according to the national scale		for exam, term paper, practical training	for Pass/Fail test	90-100	A	excellent	pass	82-89	B	good	74-81	C	66-73	D	satisfactory	60-65	E	30-59	FX	fail with possible repeated pass	fail with possible repeated pass
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	1-29	F	fail with obligatory repeated learning of the discipline	fail with obligatory repeated learning of the discipline
	<p>QR Code:</p> 			
<p>How to find out your grade</p>	<p>To check your grades for tasks and read your lecturer's comments, you should check appropriate tabs on Moodle distance learning platforms. You can also obtain information about your grades directly from the course lecturer via corporate e-mail or by appointment on consulting days (room 504).</p>			
<p>Course policy</p>	<p>To ensure fruitful learning and cognitive activities of students while studying the discipline, one holds relevant lectures and seminars in the form of presentations, group work and discussion seminars.</p> <p>During classes and at the University, students should respect lecturers, staff and other students, attend classes according to the schedule, come on time and not leave classes without lecturer's permission. All academic assignments should be performed by the deadlines.</p> <p>The teaching staff should constantly advance their professional level, teaching skills, general culture, as well as provide students with appropriate conditions for learning educational programs according to the requirements for the content, level and capacity of education, and encourage their comprehensive professional development. Lecturers should follow the curriculum, not be late for classes, not allow any manifestations of corruption, discrimination, bullying, harassment and infringement of the students' rights.</p> <p>Students who miss the current control for <i>valid reasons</i> confirmed by documents have the right to take current control within two weeks after returning to studying.</p> <p>Students who have missed classes <i>without valid reasons</i>, have not participated in current control activities, have not liquidated academic failure are not admitted to the final semester control of this discipline. In this case, an academic staff member puts a mark 'non-admission' in the exam record.</p> <p>Repeated taking of the exam in the discipline is appointed in case of accomplishing all types of educational, independent (individual) work stipulated by the working program of the academic discipline and is carried out according to the approved schedule of academic failure liquidation.</p>			

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All participants in the educational process rely on the academic integrity principles.

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Late task performance, correction of grades, making up missed classes

Tasks should be submitted via Moodle by the deadlines stipulated in the course schedule on our website. Most tasks should be performed by 9 a.m. on the day of the next class to coordinate them with the course content and group activities. It is best practice to perform tasks as soon as possible after receiving them so that you have enough time to take an active part in the class.

If you need more time to perform the task, flexible deadlines are available. Completed tasks will be accepted until full credit until the last scheduled class in the discipline. Afterwards, the 40% partial credit based on the grade will be awarded within a week after the last day of class. Tasks that are not submitted at all will receive 0.

If you are going to miss classes for more than one week due to illness or other reasons, please contact your lecturer to arrange alternative options for performing tasks.

Note: deadlines work both ways, and meeting them ensures that your lecturer will provide prompt feedback on your tasks to make sure you keep up with the course.

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Lecturer's response time	Via corporate e-mail, within 24 hours.	
Efficient communication	Efficient communication is a two-way street!!! Therefore, the main recommendations for efficient communication include: corporate e-mail directly to the course lecturer; personal communication with classmates via social media/corporate e-mails/mobile phones; communication directly in the course on the Moodle distance platform; and a face-to-face meeting with the lecturer on consulting days.	
Policy of publication and distribution of course materials	Students are not allowed to post, publish, sell, or otherwise publicly distribute course materials without the written permission of the lecturer. Such materials include, but are not limited to: lecture notes, lecture slides, video or audio recordings, tasks, problem sets, exams, other students' work, and answer keys. Students who sell, post, publish, or distribute course materials without written permission in order to get answers or otherwise can be subject to disciplinary action, up to and including being required to withdraw from the course. Besides, students are not allowed to make video or audio recordings of the class for their own use without the written permission of the lecturer.	
Expected student workload and engagement	During this course, you should allocate some hours for independent study of some lecture materials in accordance with the course topics (approximately 5-6 hours per week). If you face circumstances requiring you to spend more time on any of the tasks, please inform your lecturer by e-mail. The deadline for submission can be extended only if the lecturer is informed in advance that you will not be able to submit the task on time. Students are expected to have a backup plan in case of computer malfunctions or Internet outages.	
Support services	E-schedule Library Supervisor Repository Dean's Office	
Course schedule	<i>Lecture topic</i>	<i>Practical classes</i>
	<i>Topic 1.1. History of the development of the global hotel industry</i>	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Practical tasks</i> 3. <i>Homework tasks</i> 4. <i>Checking questions submitted for independent study</i> 5. <i>Writing a report</i> 6. <i>Tests</i>

	<i>Topic 1.2. Organizational and legal foundations of hotel enterprises</i>	<ol style="list-style-type: none"> 1. Oral questioning 2. Practical tasks 3. Homework tasks 4. Checking questions submitted for independent study 5. Writing a report 6. Tests
	<i>Topic 1.3. Classification and typology of hotels and other accommodation facilities of the hotel type</i>	<ol style="list-style-type: none"> 1. Oral questioning 2. Practical tasks 3. Homework tasks 4. Checking questions submitted for independent study 5. Writing a report 6. Tests
	<i>Topic 1.4. Architecture and interior design in the hotel industry</i>	<ol style="list-style-type: none"> 1. Oral questioning 2. Practical tasks 3. Homework tasks 4. Checking questions submitted for independent study 5. Writing a report 6. Tests
	<i>Topic 1.5. Functional organization of premises at hotel enterprises</i>	<ol style="list-style-type: none"> 1. Oral questioning 2. Practical tasks 3. Homework tasks 4. Checking questions submitted for independent study 5. Writing a report 6. Tests
	<i>Topic 2.1. Theoretical foundations of service activities</i>	<ol style="list-style-type: none"> 1. Oral questioning 2. Practical tasks 3. Homework tasks 4. Checking questions submitted for independent study 5. Writing a report 6. Tests
	<i>Topic 2.2. Organization of the reception and accommodation service</i>	<ol style="list-style-type: none"> 1. Oral questioning 2. Practical tasks 3. Homework tasks 4. Checking questions submitted for independent study 5. Writing a report 6. Tests
	<i>Topic 2.3. Organization and technology of service reservation</i>	<ol style="list-style-type: none"> 1. Oral questioning 2. Practical tasks

		<ol style="list-style-type: none"> 3. <i>Homework tasks</i> 4. <i>Checking questions submitted for independent study</i> 5. <i>Writing a report</i> 6. <i>Tests</i>
	<p><i>Topic 2.4. Organization of the room stock maintenance and service</i></p>	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Practical tasks</i> 3. <i>Homework tasks</i> 4. <i>Checking questions submitted for independent study</i> 5. <i>Writing a report</i> 6. <i>Tests</i>
	<p><i>Topic 2.5. Organization and technology of providing additional services in the hotel</i></p>	<ol style="list-style-type: none"> 1. <i>Oral questioning</i> 2. <i>Practical tasks</i> 3. <i>Homework tasks</i> 4. <i>Checking questions submitted for independent study</i> 5. <i>Writing a report</i> 6. <i>Tests</i>
<p>Tips on successful study during the course</p>	<p>If you want to succeed in this discipline, you should be:</p> <ul style="list-style-type: none"> - persistent, attentive and curious; - creative, cheerful, and open to communication and discussions; - ready to acquire information and knowledge about the subject not only during lectures but also during extracurricular activities. <p>See you at classes!</p>	