



Syllabus of the educational discipline

« Hotel business »

Speciality	242 «Tourism»
Educational program	«Tourism»
Level of education	First (bachelor)
Discipline status	Selective
Teaching language	English
Course / semester	3 course, 1 semester
Number of credits ECTS	5
Distribution by types of trainings and hours of study	Lectures – 24 hours.
	<i>Practical studies (seminars)</i> – 24 hours.
	Independent training – 102 hours.
Form of final assessment	Exam
Department	Tourism, Nauky Avenue 9-A, c. Kharkiv , 1st building, room 316. Tel. 38(057)758-77-26 (additional 451) http://www.hneu.edu.ua/Department_of_tourism
Teacher (-s)	<i>Kozubova Natalia, PhD in Economics, associate professor</i>
Teacher's contacts	kozubova_natali@ukr.net
Days of the classes	According to the teaching schedule
Consultations	According to the schedule
The purpose of discipline is the formation of knowledge and skills in organizing the functioning of hospitality enterprises in the hotel services market, their perception of the hospitality industry as an integral part of the tourist services market, which is becoming increasingly important in the country's economic life.	
Prerequisites for learning	
<i>Tourism activity basics; Organization of excursion activity; Geography of tourism; Organization of restaurant business; Economics of recreation and tourism / Knowledge, skills and abilities to ensure the tourist enterprises activities, the tourist formalities observance, concerning technology of the transport services of tourists and analyses of the passenger market, the tourist travels organization and implementation</i>	
Content of the educational discipline	
Module 1. Organization of services in hospitality enterprises	
Topic 1. Historical preconditions for the development of the hospitality sector in the world and in Ukraine	
Topic 2. Model and basic concepts of hospitality	
Topic 3. Models of the organization of the hotel business and the typology of hotel enterprises	
Topic 4. Modern approach to the classification of hospitality enterprises	
Topic 5. Strategies of competition and formation of market prices for hotel services	
Module 2 Organization of the functioning of hospitality enterprises	
Topic 6. Organizational structure of the hotel	
Topic 7. Organization of the reception and accommodation service	
Topic 8. Modern systems of hotel reservation	
Topic 9. Organization of tourist services in hotels	
Topic 10. Technology of cleaning work in the premises of the hotel business	
Material and technical support (software) of the discipline	
The use multimedia tools is necessary to cover the discipline	
Course page on the Moodle platform (personal training system)	<i>Syllabus, technological card, lectures, tasks for practical and independent classes, information materials, tasks for testing knowledge</i> <i>(https://pns.hneu.edu.ua/course/view.php?id=2179)</i>



Recommended literature

Basic: 1. Байлик С. І. *Організація готельного господарства: підручник* / С. І. Байлик, І. М. Писаревський; Харків. нац. ун-т міськ. госп-ва ім. О. М. Бекетова – Харків: ХНУМГ ім. О. М. Бекетова, 2015. – 329 с. 2. Данько Н.І. *Основи готельно-ресторанної справи : навч. посіб.* / Н.І. Дань-ко, А.Ю. Парфіненко, П. О. Подлепіна, О. О.Вишневська [за заг. ред.А.Ю. Парфіненка]. – Харків : ХНУ імені В. Н.Каразіна, 2017. – 288 с. 3. Лук'янов, В. О. *Організація готельно-ресторанного обслуговування [Текст] : навч. посібник* / В. О. Лук'янов, Г. Б. Мунін. – 2-ге вид., переробл. і доповн. – Київ : Кондор, 2012. – 346 с. 4. Мальська М. П. *Готельний бізнес: теорія і практика: підручник. 2 видання, перероб. та доп.* / М. П. Мальська, І. Г. Пандяк. – К.: Центр учбової літера-тури, 2012. – 472 с. 5. Офіційний сайт «HoReCa» Hotelstars Union 2015-2020. – Режим доступу: <https://www.hotelstars.eu/criteria/> 6. Офіційний сайт Hotel.info. – Режим доступу : <http://www.hotel.info>

Assessment system of learning outcomes

The assessment system includes current control during the semester at lectures and practical classes, the student's success is assessed by the sum of scores (maximum amount – 60 points; minimum amount that allows a student to take the exam – 35 points); module control based on the current control in the form of written control paper; final / semester control, which is conducted in the form of an exam in accordance with the educational process schedule (maximum score – 40 points, minimum score to pass – 25 points). More detailed information on assessment is given in the technological card of the discipline.

Accumulation of rating points in the discipline

Types of training	Max points
Lectures (active work)	12
Practical studies (active work)	12
Tasks to the themes	15
Individual quizzes	11
Written paper	10
Exam	40
Max points	100

Transference of Simon Kuznets KhNUE Characteristics of Students' Progress into the System of the ECTS Scale

Total score on a 100-point scale	ECTS assessment scale	The assessment according to the national scale	
		for an exam, differentiated test, term project (work), practice, training	for a final test
90 – 100	A	excellent	passed
82 – 89	B	good	
74 – 81	C	satisfactory	
64 – 73	D		failed
60 – 63	E		
35 – 59	FX	unsatisfactory	
1 – 34	F		

Discipline policies

It is mandatory to adhere to the policy of academic integrity, the absenteeism policy and the policy of completing tasks on time.

More detailed information about competencies, learning outcomes, teaching methods, assessment forms, independent training is given in the Working plan of the educational discipline

Syllabus approved at the Tourism Department meeting, proceedings 1 of August 26, 2020