



**Syllabus of the educational discipline**  
*«International standards of quality in service sector»*

<b>Speciality</b>	242 «Tourism»
<b>Educational program</b>	«Tourism»
<b>Level of education</b>	First (bachelor)
<b>Discipline status</b>	Selective
<b>Teaching language</b>	English
<b>Course / semester</b>	3 course, 2 semester
<b>Number of credits ECTS</b>	4
<b>Distribution by types of trainings and hours of study</b>	Lectures – 24 hours.
	<i>Practical studies (seminars) – 24 hours.</i>
	Independent training – 72 hours.
<b>Form of final assessment</b>	Exam
<b>Department</b>	Tourism, Nauky Avenue 9-A, c. Kharkiv , 1st building, room 316. Tel. 38(057)758-77-26 (additional 451) <a href="http://www.hneu.edu.ua/Department_of_tourism">http://www.hneu.edu.ua/Department_of_tourism</a>
<b>Teacher (-s)</b>	<i>Olena Stryzhak, PhD in Economics, associate professor</i>
<b>Teacher's contacts</b>	<a href="mailto:sssellennnn@gmail.com">sssellennnn@gmail.com</a>
<b>Days of the classes</b>	According to the teaching schedule
<b>Consultations</b>	According to the schedule
<b>The purpose</b> of the discipline is to form a system of theoretical knowledge on the use of quality management tools in the service sector, as well as the acquisition of practical skills and abilities to ensure international standards of quality in service sector.	
<b>Prerequisites for learning</b>	
<i>Tourism activity basics; Organization of excursion activity; Geography of tourism; Organization of restaurant business; Economics of recreation and tourism / Ability to ensure total quality management based on the use of modern quality standards, skills in organizing a quality management system at a hotel and restaurant enterprise</i>	
<b>Content of the educational discipline</b>	
<b>Content module 1.</b> Scientific and practical bases of quality management. Topic 1. Scientific approaches to quality management. Topic 2. International experience in quality management. Topic 3. Total quality management (TQM). Topic 4. Quality system in the ISO 9000 series. Topic 5. Certification of quality systems.	
<b>Content module 2.</b> Organization of quality management in the service sector. Topic 6. Quality Management System as a mechanism of activity of a hotel and restaurant establishment. Topic 7. Organization of quality management at the enterprise of the hotel and restaurant industry. Topic 8. Economic and legal aspects of quality management. Topic 9. Quality audit. Topic 10. The efficiency of service quality management at a service sector enterprise.	
<b>Material and technical support (software) of the discipline</b>	
The use multimedia tools is necessary to cover the discipline	
<b>Course page on the Moodle platform (personal training system)</b>	<i>Syllabus, technological card, lectures, tasks for practical and independent classes, information materials, tasks for testing knowledge</i> <i>(<a href="https://pns.hneu.edu.ua/course/view.php?id=4471">https://pns.hneu.edu.ua/course/view.php?id=4471</a>)</i>

**Recommended literature**

*Basic:* 1. Агєєв Є. Я. *Управління якістю: Навчальний посібник.* – Львів: Новий світ – 2000, 2010. – 240 с.; 2. Безродна С. М. *Управління якістю : навч. посіб. для студентів економічних спеціальностей.* – Чернівці: ПБКФ «Технодрук», 2017. – 174 с.; 3. Бичківський Р. *Управління якістю: Навч. посібник.* – Львів: ДУ «Львівська політехніка», 2010. - 329 с.; 4. Давидова О. Ю., Писаревський І. М., Ладигенська Р. С. *Управління якістю продукції та послуг у готельно-ресторанному госпо-дарстві: навч. посібник.* – Х.: ХНАМГ, 2012. – 468 с.; 5. Заплотинський Б. А., Тупкало В. М. *Управління якістю : Навчально-методичний посібник.* – К.: ННІМП ДУТ, 2015. – 168 с.

*Supplementary:* 6. Богдан Н. М. *Конспект лекцій з курсу «Управління якістю туристичних послуг» (для студентів усіх форм навчання спеціальності 7.14010301, 8.14010301 – Туризмознавство (за видами)).* - Харків : ХНУМГ ім. О. М. Бекетова, 2016. – 68 с.; 7. Полчанінова І. Л. *Конспект лекцій з дисципліни «Міжнародні стандарти обслуговування в засобах розміщення» для студентів 3 курсу денної форми навчання напряму підготовки 6.030601 – Менеджмент.* – Харків : ХНУМГ ім. О. М. Бекетова, 2017. – 64 с.; 8. Ткаченко Т. І., Мельниченко С. В., Новак М. В. *Управління якістю готельних послуг: монографія.* – К., 2006. – 234 с.

**Assessment system of learning outcomes**

*The assessment system includes the current control, which is carried out through lectures and practical classes in this discipline and is assessed by the sum of points scored; final modular control, which is carried out in the form of a written test, in accordance with the schedule of the educational process (maximum - 100 points, minimum - 60 points). More detailed information on assessment is given in the technological card of the discipline.*

**Accumulation of rating points in the discipline**

<b>Types of training</b>	<b>Max points</b>
Lectures (active work)	<b>15</b>
Practical studies (active work)	<b>15</b>
Tasks to the themes	<b>47</b>
Essay	<b>3</b>
Written Test	<b>10</b>
Scientific work	<b>10</b>
<b>Max points</b>	<b>100</b>

**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	unsatisfactory	
35 – 59	FX		
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*