

SYLLABUS

SUBJECT HOSPITALITY

TEACHER PATRYCJA ŻEGLEŃ, PHD

COURSE DESCRIPTION

This course offers the serious student the opportunity to use practical knowledge concerning the subject of hospitality. Students should have an ability to use different techniques in terms of hospitality and customer service.

ECTS

4 ECTS

LEARNING OUTCOMES

To provide students with:

- ☑ understanding of the meaning (an importance) of the hospitality in Poland and around the world
- ☑ understanding the meaning of hospitality branch for tourism development
- ☑ promoting the importance of hospitality management issues
- ☑ a better understanding of an accommodation in a global context
- ☑ the ability to define the most important points in hospitality management in Europe
- ☑ the ability to recognize different categories and characteristics of hotels objects and services
- ☑ the ability to recognize relations between hospitality and tourism in a general point of view

GRADING POLICY

Grades will be based on a total number of points earned.

1. Project work
2. Argumentative Essay
3. Mid-term test
4. Class attendance (e.g. case studies) and participation
5. Final exam

TIMETABLE

To be prescribed

TEXTBOOK AND REQUIRED MATERIALS

1. *Hospitality Supervision. Second edition. R. R. Kavanaugh, Ed. D., CHA Jack D. Ninemeier, Ph.D., CHA, Educational Institute of the American hotels and motels association, Editor: Jim Purvis 2001.*
2. *Introduction to hospitality management / John R. Walker. - 4th ed. - Upper Saddle River, N. J : Pearson Education, cop. 2006.*
3. *Cases in Hospitality and Tourism Management. Amy M. Allen-Chabot, Ann Arundel Community College, Ken Jarvis, Robert M. O'Halloran, University of Memphis, Prentice Hall 2006.*

PREREQUISITES:

Basic knowledge of tourism (Fundamentals of tourism)