



# LITHUANIA BUSINESS COLLEGE

## DESCRIPTION OF STUDY MODULE (FOR ERASMUS+)

### HOSPITALITY MANAGEMENT

<b>Volume of subject</b>	<b>6.0 ECTS</b>
<b>Lecturer in charge</b>	Assoc. prof. Putinas Bielskis
<b>Annotation</b>	<p>Hospitality industry is one of the most important among the service industries worldwide. The objective of the course is to provide students with knowledge and understanding of the principles of management of accommodation and catering establishments. The students will be provided with the knowledge of the hotel classification, the best management practices of international hotel chains, typology of catering services, financial and economic indicators of the hotel business. Practical tasks will include seminars and case studies on service quality and staff management, conflict solving.</p> <p><b>After the course students:</b></p> <ul style="list-style-type: none"> <li>✓ will be able to understand the theoretical basics of hospitality sector and the importance of management methods applied in hotel and catering sectors.</li> <li>✓ will be understand classification and typology of different entities working in hospitality sectors.</li> <li>✓ will be able to apply these methods and techniques in practice.</li> </ul>
<b>Topics</b>	<ul style="list-style-type: none"> <li>• History of accommodation establishments.</li> <li>• The concept of Hospitality industry.</li> <li>• Classification of accommodation facilities.</li> <li>• Classification of hotels in Lithuania.</li> <li>• Classification according to management and ownership.</li> <li>• Hotel Chains: international and national.</li> <li>• Structure of hotel. Duties and functions of the hotel staff.</li> <li>• Room classification.</li> <li>• Hotel services: core services, additional and facilitating services.</li> <li>• Finances of the hotel.</li> <li>• Economic and financial indicators of the hotel.</li> <li>• Room rates. Bookings and cancellations.</li> <li>• Types of catering services in the hotel.</li> <li>• Guest service. Conflicts and conflict solving.</li> <li>• Restaurants and catering.</li> <li>• Leadership and management.</li> <li>• Best selling techniques.</li> </ul>
<b>Procedure for assessment of knowledge and competences</b>	<ul style="list-style-type: none"> <li>✓ <b>20 percent</b> – individual task assignment No.1</li> <li>✓ <b>20 percent</b> – individual task assignment No.2</li> <li>✓ <b>60 percent</b> – exam test.</li> </ul>