

<b>Study program/s:</b> Tourism and hospitality; Management of food technology and gastronomy			
<b>Course name:</b> Services in hospitality			
<b>Professor:</b> Associate professor Vaso Ž. Cuculeski, PhD			
<b>Subject status:</b> elective course			
<b>ECTS:</b> 4			
<b>Requirements:</b> no requirements			
<b>Aim of the course:</b> The aim of the course is to familiarize the students with modern hospitality units, their classification, categorization, technical characteristics, equipment, personnel and work systems in hospitality.			
<b>Outcome of the course</b> After successfully completing the course, students will have gained theoretical knowledge on services in hospitality, the structure and staff organization in hotels and restaurants. Students will be trained to provide basic and additional services in hospitality (as they will have been familiarized with certain serving techniques).			
<b>Content of the course</b> <i>Theoretical lectures</i> The emergence, development, definition of hospitality and its character; Hospitality as a tertiary service sector of economy; Types and specificity of hospitality services; Function and importance of hospitality for country's economy; Classification of hospitality units in Serbia and abroad; Classification, nomenclature, categorization of hospitality units; Organization of provision of services in hotels and restaurants; Types of hotels, organization and provision of services in hotels; Division, importance and organization of hospitality services in transportation (railway, air traffic, sea and river traffic); Work organization in providing services in production/service departments (kitchen and lounge); Structure and organization of staff in hotels and restaurants; Instruments of offer in hospitality; Sales, record keeping and billing in hotels and restaurants; Small inventory and equipment in hotels and other hospitality units. <i>Practical course work</i> Practical course work will be conducted in different hospitality units where students will have an opportunity to learn about different professional serving techniques, sales and billing of provided services. Moreover, students will learn about different procedures and standards in hospitality.			
<b>Literature</b> <b>Primary literature</b> <ul style="list-style-type: none"> <li>• Јанићевић, С. <i>Услуге у угоститељству са техником услуживања, опремом и инвентаром</i>, ПМФ, Нови Сад, 2008.</li> <li>• Јанићијевић, С. <i>Услуге у угоститељству са техником услуживања, опремом и инвентаром</i>, ПМФ, Нови Сад, 2008.</li> <li>• Лончар, М. <i>Ресторатерство</i>, ВХШ, Београд, 2005.</li> <li>• Стојановић, М., Красавић, М. <i>Ресторатерство 1</i>, ВХШ, Београд, 2008.</li> <li>• Стојановић, М., Красавић, М. <i>Ресторатерство 1</i>, ВХШ, Београд, 2008.</li> </ul> <b>Additional literature</b> <ul style="list-style-type: none"> <li>• Цуцулески, В. <i>Техники на послужување</i>, ФТУ, Охрид, 2010.</li> </ul>			
<b>Total number of active teaching classes</b>		<b>Lectures: 15</b>	<b>Practical course work: 30</b>
<b>Teaching methods</b> Lectures; practical course work, presentations of good examples of professional practice, case studies, preparation and presentation of term papers.			
<b>Evaluation (maximum points 100)</b>			
<b>Pre-exam activities</b>	Points	<b>Final exam</b>	Points
active participation in lecture classes	<b>5</b>	Written exam	
active participation in practical course work	<b>5</b>	Oral exam	<b>45</b>
Colloquium	<b>30</b>	.....	

