

Master's educational program

Hotel Service Management

ECTS

120

Awarding qualification

Master of Tourism

Teaching language

Georgian

Aim of educational program

The purpose of the program is to know the theoretically and manage the operation of the hotel management, which means: management of departments and services in hotel business enterprises (hotel, gestures, hospitals, motors and other facilities; control of quality of service; It will also be able to find out the problems in hotel management and solve them. Due to the current situation of Georgia's tourism development, the most demanding specialties of the tourism market of the country are related to the positions of the administrative and administrative governance of different levels and categories of hotels. Representatives of the World Chain of Hotels such as: Marriott, Hyatt, Holiday Inn, Radisson and other brands in Georgian opinion, due to the scarcity of the above mentioned staff, prepare an administrative stump by internal studies; and relatively low-class hotels are constantly experiencing a lack of professional staff, which affects the development of tourism in the country. The program in Georgia is not taught anywhere at the level of Master's degree, especially in the conditions of the EU project, providing training and teaching methodological material that ensures high level of knowledge received by the program.

Learning Outcome of Educational Program:

Knowledge and Knowledge: A knowledge based on the latest achievements of the management and administration of the World Experience, which gives the possibility of developing new, original ideas, understands the ways of solving individual problems; Has a profound knowledge of the specific methods of management of placement facilities; Understanding the specific problems in hotel services administration, management, marketing, finance; Has a deep and systemic knowledge of the financial and managerial auditing standards and procedures of the

hotel, Business Administration Business Communications and IT Technologies to understand the solutions of solutions for tourism and hotel management; Theoretical postulates in hotel business are newly understood and realized.

Ability to use knowledge in practice: act in new, unforeseen and multidisciplinary environment; Search for new and original ways of complex solutions, including independent research using the latest methods and approaches; Solving management complex problems; Ability to select, introduce and effectively innovative technologies; Independently implement small business, business communication with modern methods and approaches based on modern, innovative methods of hotel activities, small business planning, successful management and control; Effective use of info-telecommunication resources; The ability to pinpoint and solve innovative tasks of hotel administration using hotel management systems.

Conclusion: Establishing grounded conclusions based on critical analysis of complex and incomplete information (including recent research); Innovative synthesis of information based on the latest data; Based on the critical analysis of complex and incomplete information in the management of the hotel management, establishing general provisions and conclusions based on the study and generalization of separate processes in the management of tourism and hotel small business and business communication processes; Construction of decision making models with the help of electronic tables.

Communication skills: Communicate their conclusions and reasoning with academic and professional societies in accordance with academic standards and information-communication technologies in Georgian and foreign languages; Writing, writing and writing grammatical rules; Ability to skip overly complicated language and create logically constructed written constructions; Prepare a detailed written report of ideas, problems and solutions; Written communication skills in management, tourism and hotel business, service administration, business communication process management; Preparing a detailed presentation of ideas, project proposals, project progress or final report, and presentation of projects presentation.

Learning ability: Study independently, learning the peculiarities of the learning process and high level of strategic planning; Management, tourism and hotel business, business communication process management etc. To assess their own directions and contribute to the establishment of new values in order to enrich professional knowledge and experience in the field; In accordance with the norms of professional values, ethics and morals.

## Rule for evaluation

Evaluation is made under grade system.

Positive evaluation is following:

- (A) – excellent – 91% of maximum evaluation and more;
- (B) – very good – 81-90% of maximum evaluation;
- (C) – good – 71-80% of maximum evaluation;
- (D) – satisfactory – 61-70% of maximum evaluation;
- (E) – Sufficient – 51-60% of maximum evaluation.

Negative evaluation is following:

- (FX) – Failed – 41-50% of maximum evaluation, which means that student needs more work for passing and is given the right for once more passing additional exam on the basis of independent work.
- (F) – Failed – 40% of maximum evaluation and less, which means that the work performed by the student is not enough and has to learn the subject again.

Relevant forms and methods for evaluating student's knowledge is given in syllabuses and the description of criteria and scales, relevant methods for evaluation forms are attached to educational program, also mentioned is uploaded on university's website.

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