Master's Educational Program

Program Title

სასტუმრო მომსახურების მართვა
Hotel Service Management

Faculty

ბიზნესტექნოლოგიების
Faculty of Business Technology

Program Head/Heads

Professor Marina METREVELI

Qualification to be Awarded and the Extent of the Program in terms of Credits

Master of Tourism   Will be awarded in case of completion of at least 120 credits of the educational program

Language of Teaching

Georgian

Prerequisite for Admission to the Program

A person with a bachelor's degree or an equivalent academic degree, who is enrolled based on the results of the master's exams (general master's exam and two exams determined by GTU - in the field and "English language - level B2"), has the right to study in the master's program. Applicants are exempted from the said exam if they present a document confirming the B2 level of English. The questions/tests of the internal university exams will be posted on the website of the Study Department of GTU at least one month before the start of the exams. Enrollment in the program without passing the master's exams is possible according to the rules established by the Ministry of Education and Science of Georgia.

Program Description

The program is compiled using the ECTS system and includes 120 credits. 1 credit is equal to 25 hours, which includes both contact and independent work hours. The distribution of credits is presented in the curriculum of the program. The program lasts 2 years (4 semesters) and includes 120 credits. Educational component - 90 credits, research – 30 . One semester includes 20 weeks. During the semester, the student passes one mid-semester and one final exam. If necessary, XX week is devoted to an additional exam. The education process lasts 15 weeks. XVII week is devoted to the thematic project and preparation for the exam, XVIII-XIX week is the final exam.

The research component is evaluated once, during the defense of the master's thesis.

Before the beginning of the semester, the rector of the university issues an order about the course of the academic semester, which will be posted on the web page http://gtu.ge/Orders, where there is detailed information for students about the course of the semester, the minimum margin and deadlines. Detailed information about the master's degree is provided in the document "Regulations of the Georgian Technical University on the master's degree", which is posted on the website.

Program structure:

The program includes: compulsory study courses of the relevant content of the main field of study 80 (ECTS) credits, elective courses - 10 (ECTS) credits and a research component - 30 (ECTS).

Research Component:

It involves research work aimed at developing the master's student's ability to make independent theoretical and practical reasoning and conclusions. **Completion and defense of the master's thesis** - a person who has completed all the educational components provided by the educational program will be allowed to defend the master's thesis. The completed qualifying thesis is the result of the independent research work of the master's student. The submission, public defense and evaluation of the completed qualification **work are performed once, the evaluation is done with 100 points.** The evaluation rule and procedure are determined by the "Rule for evaluation of the research component of the master's educational program" approved by the Academic Council of the University on June 26, 2012, by Resolution No. 704.

Before submitting the master's thesis to the defense, the master's student, together with the master's thesis, must submit to the dean a written conclusion of the supervisor, as well as a request **to check the presence of plagiarism in the master's thesis.**

The issue of maintaining academic honesty during the completion of the master's thesis is regulated by the legal acts of GTU, including the "Procedure for checking the existence of plagiarism of the thesis performed at the Georgian Technical University".

Program Objective

- To prepare a specialist, equipped with deep, systematic knowledge and professional skills of the field of tourism and hotel, competitive for the labor market, focused on the development of creative ideas and effective decision-making

- To develop the skills of the graduate to work on strategic planning, management and sustainable development policy issues of tourism at the local, regional, national and international levels to carry out innovative activities and research independently at tourism organizations and hotel facilities.

Learning Outcomes/Competences (general and professional)

Demonstrates deep and systematic knowledge of management processes, legal regulation and economic security in the tourism and hotel business;

Discusses international and local tourism and hotel business development policies, dynamics, trends and their impact

Develops tourism/hotel business management priorities, while analyzing their development opportunities, threats and crisis situations;

Plans and creates a modern, creative tourism product based on scientific research of tourism market requirements for the sustainable development of the industry;

Uses the latest knowledge in the field of tourism and hospitality to identify industry challenges and make the right decisions. In addition, in the implementation and control process of activities, takes into account the principles of ethical, social and corporate responsibilities;

Researches and critically evaluates tourism products - hotel service activity and management processes, at the local, regional, national and international levels, through the integration of fields related to the management of the industry - economics, management, marketing, finance;

Works effectively and successfully applies managerial and leadership skills in the multidisciplinary environment of the tourism and hospitality industry;

Independently conducts research in compliance with the principles of academic integrity, presents his/her conclusions, arguments and research results to the academic and professional community, both in Georgian and in English, using information technologies;

Participates in the process of creating and establishing an environment of respect for personal and civic values of his/her own and team members, following professional priorities, ethical principles and accepted norms of morality.

Responsibly evaluates the results of his/her own studies, on the basis of which he/she plans professional development after his/her studies.

Methods of Achieving Learning Outcomes (teaching-learning)

☒ Lecture ☒ Seminar (group work) ☒ Practical ☐ Laboratory ☒ Practice ☒ Course work/Project ☒ Master's thesis ☒ Consultation ☒ Independent work

In the learning process, depending on the specifics of a particular study course program, the following activities of the teaching-learning methods are used, which are outlined in the relevant study course programs (syllabi):

Discussion/debate;
Cooperative learning;
Collaborative work
Problem-based learning (PBL)
Case study;
Brain storming;
Role-playing and situational games;
Demonstration method;
Inductive method
Deductive method
Method of analysis
Synthesis method;
Verbal or oral method;
Writing work method;
Explanatory method;
Activity-based learning.

Student's Knowledge Assessment System

The student's knowledge is assessed on a 100-point

scale. Positive grades are:
- (A)-Excellent - 91-100 points;
- (B)-Very Good – 81-90 points;
- (C)-Good – 71-80 points;
- (D)-Satisfactory – 61-70 points;
- (E)-Sufficient – 51-60 points.

Negative grades are:
- (FX) - Failed to pass – 41-50 points, which means that the student needs more work to pass and is allowed to take an additional exam once with independent work;

- (F) - Failed - 40 points or less, which means that the work done by the student is insufficient and he/she will have to study the subject again.

Detailed information is provided on the website of GTU.
Regulations of the Master's Degree of Georgian Technical University
Instructions for managing the educational process at the Georgian Technical University

Fields of employment

The main areas of employment of graduates are: hotels, guesthouses, motels, hostels and other accommodation facilities; sports-rehabilitation and entertainment centers; international, public and private organizations. Other tourist service enterprises related to the research, planning, production and management of accommodation services.

Opportunities for continuing education

Doctoral educational programs

Human and material resources needed to implement the program

The program is provided with appropriate human and material resources. Auditoriums equipped with technical equipment and manuals and methodical literature specified in the programs (syllabi) of the education courses are used to achieve the learning outcomes provided by the Master's degree in Hotel Service Management. The university library provides students with printed and electronic textbooks, monographs, theses, educational-methodical and scientific literature provided by the programs (syllabi) of the education courses. The database and electronic catalog of the library's book collection are placed on the university's website. Additional information about human resources is provided in the attached documents.

Number of attached syllabi: 22