



General information							
Course instructor	Marina Laškarin Ažić, PhD, Assistant Professor						
Name of the course	Introduction to Hospitality						
Study programme	Undergraduate study: Business Economics in Tourism and Hospitality Module: Hospitality Management						
Status of the course	compulsory						
Year of study	1 st						
ECTS credits and manner of instruction	ECTS credits			3 ECTS			
	Number of class hours (L+E+S)			30 (15+0+15)			
1. COURSE DESCRIPTION							
1.1. <i>Course objectives</i>							
The course objective is to introduce students to development, specificity, and characteristics of the hospitality industry, and to create preconditions to understanding diverse and specific hospitality services.							
1.2. <i>Course enrolment requirements</i>							
No requirements.							
1.3. <i>Expected learning outcomes</i>							
After passing the examination, students should be able to: 1. correctly explain and interpret the basic concepts involved in hospitality; 2. explain and interpret the various types of services provided in hospitality; 3. analyse the various regulatory standards relating to hospitality; 4. conduct and interpret research on the association of hospitality with other branches of the industry; 5. recognise and explain different levels and subsystems of management in hospitality industry.							
1.4. <i>Course content</i>							
The origin and development of hospitality. The importance, characteristics, and specific features of hospitality. The classification of hospitality. Types of services in hospitality. Legislative regulation in hospitality. Minimal conditions required for carrying out hospitality activities. Classification and categorisation of hospitality facilities. Hospitality and tourism. Hospitality and other branches. Hospitality staff. Interest associations in hospitality. Technology in hospitality. The international character of hospitality.							
1.5. <i>Manner of instruction</i>	<input checked="" type="checkbox"/> lectures	<input type="checkbox"/> individual assignments					
	<input checked="" type="checkbox"/> seminars and workshops	<input type="checkbox"/> multimedia and network					
	<input type="checkbox"/> exercises	<input type="checkbox"/> laboratories					
	<input type="checkbox"/> distance learning	<input type="checkbox"/> mentorship					
	<input checked="" type="checkbox"/> fieldwork	<input type="checkbox"/> other					
1.6. <i>Comments</i>							
1.7. <i>Student responsibilities</i>							
Class attendance, Seminar paper and final exam.							
1.8. <i>Monitoring of student work¹</i>							
Class attendance	1	Class participation		Seminar paper	0,7	Experimental work	

¹ IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.



Written exam	0,5	Oral exam		Essay		Research	
Project		Continuous assessment	0,8	Report		Practical work	
Portfolio							

1.9. Assessment of learning outcomes in class and at the final exam (procedure and examples)

Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on evaluation of students at the Faculty of tourism and hospitality management. For each course there is a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.

1.10. Mandatory literature (at the time of submission of study programme proposal)

Rocco M. Angelo, Andrew N. Vladimir (2011): Hospitality Today: An Introduction, Seventh Edition

1.11. Optional/additional literature (at the time of submission of the study programme proposal)

John R. Walker (2021). Introduction to hospitality. (Eight edition), Boston, London: Pearson.

1.12. Number of assigned reading copies in relation to the number of students currently attending the course

Title	Number of copies	Number of students
Rocco M. Angelo, Andrew N. Vladimir (2011): Hospitality Today: An Introduction, Seventh Edition	20	

1.13. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences

The quality of the programme, teaching process, teaching skills and level of acquired course matter will be evaluated in writing, by means of extensive questionnaires and by employing other methods that are in accordance with the accepted standards and with the Book of regulations on the quality of the University of Rijeka, as well as the Book of regulations on the quality of the Faculty of tourism and hospitality management.

¹ IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.