



Course title: HOSPITALITY AND GASTRONOMY

ECTS credit allocation (and other scores): 5.5 ECTS

Semester: spring

Level of study: ISCED-6 - first-cycle programmes (EQF-6)

Branch of science: Agricultural sciences

Language: English

Number of hours per semester: 45/15

Course coordinator/ Department and e-mail: dr hab. inż. Iwona Batyk, prof. UWM; iwona.batyk@uwm.edu.pl

Type of classes: classes and lectures

Substantive content

CLASSES: Presentation of the exercise schedule and rules for passing the classes. Categorization and standards of hotel services. Creating offers of hotel services and tailoring them to the needs of customers. Presentation of types and rules of serving dishes. Creating service offers catering for selected types of tourist events. Planning and organization of occasional parties, business and conference meetings. Tourist routes and culinary festivals. Passing exercises.

LECTURES: The history of hospitality. Basic concepts in the field of hotel industry. Generic characteristics and categorization of hotel facilities. Division and characteristics of hotel services. Classification of gastronomy activities. Organization and technique of consumer service. Occasional parties - planning and organization rules. Organization and functioning of hotel companies. Quality management in the hotel and gastronomy. Hotel systems. New trends in the development of hotel services, timesharing. Hotelier's Code of Ethics. Nonverbal communication. Responsibility hotelier. Frankfurt Card.

Learning purpose: Learning the categorization of hotels, types of gastronomy facilities and hotel activities, quality management systems.

On completion of the study programme the graduate will gain:

Knowledge: rules of the hotel and catering activities, quality management systems

Skills: creating hotel and catering offers and adapting them to clients

Social Competencies: sensitivity to the needs of clients of hotel and catering facilities

Basic literature: Witkowski C. 2003. Hotelarstwo Cz.1. Podstawy hotelarstwa, PWE. Witkowski C. 2003. Hotelarstwo Cz.2. Międzynarodowe systemy hotelowe w Polsce, PWE. Błądek Z. 2004. Hotele-programowanie, projektowanie, wyposażenie, Albus. Knowles T. 2001. Zarządzanie hotelarstwem i gastronomią, PWN.

Supplementary literature: Dominik P. 2008. Gastronomia we współczesnym hotelu, Almamer. Jargoń R. 2000. Obsługa Konsumenta, wyd. Wydawnictwo Szkolne i Pedagogiczne S.A., t. 1, 2. Sala J. 2004. Marketing w gastronomii, PWE.

The allocated number of ECTS points consists of:

Contact hours with an academic teacher: 2.56

Student's independent work: 2.94