



HOTEL MANAGEMENT

Credit points:	4 CP
Aim of the study course	To introduce students to the hospitality industry as part of the tourism industry.
Tasks of the study course	To provide knowledge of the types and trends of tourist accommodation and services. To understand the standards of tourist accommodation, services, ancillary services and their suitability for different target groups of guests. To enhance learners' ability to understand the management structure of tourist accommodation and service establishments, the basic principles of work organisation, knowledge of services and their work processes
Study results	Knowledge
	1.1 Understands, at a conceptual level, cooperation with other tourism and hospitality enterprises. Understands the communication capabilities of accommodation and service management and department heads to achieve company objectives. 1.2 At the level of understanding, analyse and evaluate local and international standards, trends and the interrelationships between the hospitality product and the target market. Understands the services and staff performance of tourist accommodation establishments 1.3 At application level, meet the requirements of the accommodation and service establishment in documentation and information flow. Knows professional terminology, governing documents and ethical standards with a view to business success.
	Abilities
	2.1 Justify the principles and interrelationships of accommodation and serviced accommodation as a component of the tourism and hospitality industry. 2.2 Analyse the processes involved in the tourism and hospitality industry and make decisions according to changes in the situation. 2.3 Analyse the operation of accommodation and service accommodation, identify problems and develop solutions. 2.4 Analyse, systematise, synthesise and integrate information necessary for the operation of an accommodation and service establishment. 2.5 Forecast the needs of the services and departments that determine the operation of the accommodation and service accommodation. 2.6 Apply the principles and techniques of organising reception and housekeeping services. 2.7 Work in, lead, delegate and coordinate the performance of duties in a team/group to organise and carry out the work of the accommodation and service accommodation services. 2.8 Communicate and cooperate with partners, owners, media, governmental and non-governmental institutions. 2.9 Independently acquire new knowledge.
	Competences
	3.1 Critically evaluate and make decisions in accordance with the accommodation and service accommodation's operational strategy, mission and objectives, in the best interests of owners and guests. 3.2 Apply theoretical and practical knowledge and skills in the effective management of the accommodation and service accommodation and its departments. 3.3 Be able to work individually and as part of a team, applying knowledge and leadership skills,



	and take responsibility for own performance. 3.4 Communicate, present and cooperate with other businesses, suppliers, organisations, institutions, including local and national authorities. 3.5 Be able to communicate in the national language and at least two foreign languages....
Study course plan:	
No.	Topics
1.	Introduction. The hospitality industry as a part of the tourism industry.
2.	Characteristics of accommodation and serviced accommodation: types, standards and certification
3.	Assessment and comparison of service levels in accommodation and serviced accommodation
4.	Characteristics of accommodation and serviced accommodation services
5.	Target groups of guests in accommodation and serviced accommodation
6.	Management structure of accommodation and serviced accommodation
7.	Accommodation and serviced accommodation services
8.	Organisation of reception services
9.	Guest cycle in accommodation and service
10.	Organization of economic service services
Form of final examination:	Differentiated written examination
Description of the study course acquisition results and assessment criteria:	
The completion of the study course is assessed on a 10-grade scale in accordance with the Regulations of the Cabinet of Ministers No. 141, No. 512, No. 240 and the “Regulations on Study Course Exams and Tests at the Baltic International Academy” approved by the BIA Senate. Decision No. 211 based on the following criteria: the volume and quality of knowledge acquired; skills acquired; acquired competence according to the planned learning outcomes (www.bsa.edu.lv)	
Mandatory literature of the study course:	
<ol style="list-style-type: none"> Forands I. (2011) <i>Viesnīcas menedžments</i>. Latvijas izglītības fonds; <i>Viesu izmitināšanas pakalpojumu organizēšana</i>. (2021) Digitālais mācību līdzeklis izstrādāts ar Eiropas Savienības finansiālu atbalstu projektā “Nozaru kvalifikācijas sistēmas pilnveide profesionālās izglītības attīstībai un kvalitātes nodrošināšanai” (vienošanās Nr. 8.5.2.0/16/I/001), Rīga, VISĀ. Pieejams: https://dml.visc.gov.lv/my/ Latvijas Viesnīcu un restorānu mājas lapa www.lvra.lv Sertifikācija. Hotelstars Union klasifikācijas kritēriji 2020.-2025. gadam 	
Study course supplementary literature:	
<ol style="list-style-type: none"> Noteikumi par ārzemnieku deklarācijas veidlapas aizpildīšanas, glabāšanas un nodošanas kārtību. Ministru kabineta 2007. gada 3. aprīļa noteikumi Nr. 226. Pieejams: https://likumi.lv/ta/id/155472 [skatīts 08.04.2023.]. Asociācijas “Lauku Ceļotājs” mājas lapa https://www.celotajs.lv/lv Profesionāļiem. Naktsmītnes lauku un reģionālajā tūrismā. Pieejams: http://aurora.turiba.lv/training/LV/Accommodation_LV/Module.pdf [skatīts 08.04.2023.] 	
Periodicals and other sources of information:	
<ol style="list-style-type: none"> Tourism and Hospitality Studies. Introduction to Hospitality. Manual on Module II. http://uru.ac.in/uruonlinelibrary/Hospitality_Management/Hospitality%20Industry.pdf [skatīts 08.04.2023.] 	
During the study process changes and additions to the program and the list of references are possible	