MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE

Ternopil Volodymyr Hnatiuk

National Pedagogical University

EDUCATIONAL AND PROFESSIONAL PROGRAM

Hotel and restaurant business

The first (Bachelor) level of higher education

in specialty 241 Hotel and restaurant business

the field of knowledge 24 Service Sector

Qualification: Bachelor of Service Sector. Hotel and restaurant manager

APPROVED BY THE ACADEMIC COUNCIL
The head of the academic council

_____/V. Kravets /

(Protocol No. 13 of 27th June, 2017)

The educational program is put into operation on September 01, 2017.

(order No. 220 from 30th August, 2017)

Ternopil 2017

1. Profile of the educational and professional program in specialty 241 Hotel-restaurant business

1 - General information	
Full name of higher educational institution and structural unit	Ternopil Volodymyr Hnatiuk National Pedagogical University, Ternopil;, Engineering and Pedagogy Faculty, Department of Technological Education and Occupational Safety
The degree of higher education and the name of the qualification in the language of the original	Bachelor, Bachelor of Service Sector. Hotel and restaurant manager.
The official name of the educational program	Educational and Professional Program. Hotel and restaurant business.
Type of diploma and the volume of the educational program	The bachelor's degree, unitary, 240 credits ECTS, the term of study 4 years – on the basis of complete general secondary education; 120 credits ECTS, the term of study 2 years – on the basis of Junior Bachelor's Degree (Junior Specialist)
Availability of accreditation	-
Cycle/Level	NQF (National Qualifications Framework) Ukraine - level 5, NQF – level 6, FQ-EHEA – first cycle, EQF- LLL – level 6,
Prerequisites	The presence of completed secondary education or Junior Bachelor's Degree (Junior Specialist)
Teaching languages	Ukrainian
The duration of the educational program	2023
Internet address of the permanent description of the educational program	
2 - The purpose of the educational program	
The training of highly qualified, competitive professionals in the field of hotel and restaurant services capable of solving complex specialized problems and practical problems in the field of professional activities involving the use of special technologies for the organization and implementation of hotel and restaurant services and is characterized by complexity and integrity of the conditions.	
3 - Characteristics of the educational program	

Subject area (field of knowledge, specialty, specialization (if available)	24 Service Sector 241 Hotel and restaurant business
Orientation of the program	Educational and Professional
The main focus of the educational program and specialization	Formation and development of professional competence a specialist in the field of hotel and restaurant business, which includes a multifunctional set of theoretical knowledge and practical skills, which purpose is the ability to solve professional problems in the organization and implementation of hotel and restaurant services.
Peculiarities of the program	Interdisciplinary and multi-disciplinary preparation of specialists in hotel and restaurant business.

4 - Eligibility of graduates for employment and further training

Eligibility for employment	The specialist in hotel and restaurant business of the basic level has a high level of theoretical training, special knowledge, advanced specialized training, which allows them to hold the following positions: specialist in hotel business, restaurant specialist, leisure time activity specialist, specialist in standardization, certification and quality, product market specialist, quality control inspector, specialist in the organization and streamlining of production, administrator
Further training	Possibility to study according to the program of the second level of higher education – "Master".

5 - Teaching and evaluation

Teaching and studying	According to the dominant methods and methods of teaching: passive (explanatory and illustrative); active (problem, gaming, interactive, self-developing). According to organizational forms: collective, individual and integrative learning. According to orientation of pedagogical interaction: positional and context learning, technology of cooperation.
Assessment	Types of control: current, thematic, periodic, final, self-control. Forms of control: oral and written, testing, defense of term papers, laboratory and practical work, reports from practice, presentation of individual scientific and research tasks, certification exam. Assessment of academic achievements of students is

	carried out on systems: ECTS, national, verbal.
**6 - Program competencies**
Integral competency	Ability to solve complex specialized professional issues in the field of service, which involves the use of a multifunctional complex of theoretical knowledge and practical skills and characterized by complexity and uncertainty of the conditions in order to form a competitive market entity.
General competencies	**GC1** Ability to use foreign language in interpersonal communication in professional activity, to make written communication in a foreign language, to prepare business documentation, to make an adequate choice of speech forms, to use and transform them depending on the style and nature of communication. **GC2** Ability to analyze the philosophical foundations of professional knowledge, observance of methodological norms and their application in the process of solving problem situations, the desire to continuously improve the educational and scientific level, actualization and implementation of their own personal potential, the desire for self-development. **GC3** Ability to develop and implement a program of applied research, which involves clarifying already known phenomena and objects in order to improve the sectoral or educational processes, as well as experimental verification of the results of the study. **GC4** Ability to effectively manage innovative activities in the hotel and restaurant industry and in the industry, the ability to apply methods and decision-making models to improve the efficiency of the operation of the enterprise management system. **GC5** Ability to design innovative technologies for training and upbringing of future specialists, depending on the goals set, developing strategic and tactical programs, introducing innovations into their own activities, and conducting their expertise. **GC6** Ability to develop the quality requirements management solutions, to implement projects of professional activity, further route in the field of hotel and restaurant management. Ability to use systems of informational support of the process of development and acceptance of managerial decisions with further optimization. **GC7** Ability to use information support of production processes of hotel and restaurant enterprises. Ability to

	work with sources of information and implementation of the information sample. Possessing practical skills in modern computer technology and the use of modern information technology to solve various tasks in practical activities in the specialty.
	GC8 Ability to design and improve the work of hotel and restaurant facilities
	GC9 Ability to systematize, process, analyze, substantiate the results of scientific research and formulate proposals for their practical use.
	GC10 Ability to form a system of knowledge about the laws of the national historical and cultural process and the main achievements of domestic culture; the assimilation of universal and national cultural values and norms. Ability to form and defend your life (political) position, clearly understand your civil rights, freedoms and responsibilities, defend the principles of civil society and the rule of law.
	GC11 Ability to present technical and social ideas and presentations of different levels and complexity in their native language or other specialization required.
	GC12 Ability to organize the activity of the enterprise in determining the needs for products and services, the relations of the agroindustrial complex and the state and within the complex, the development of individual regions, taking into account the requirements of the legislation of Ukraine.
Professional competencies	**PC1** Ability to provide the necessary level of occupational safety in solving professional tasks and to make effective decisions in the field of civil protection taking into account the peculiarities of professional activity.
	PC2 Ability to use Internet marketing technologies in hotel and restaurant business.
	PC3 Ability to protect copyright on the results of its own innovation and scientific activities in accordance with legal norms.
	PC4 Ability to introduce elements of creativity in the organization of labor processes, the implementation of non-standard approaches to professional duties, the introduction of their own original ideas for the solution of production situations.
	PC5 Ability to develop and implement a program of applied research, which involves clarification of already known phenomena and objects in order to improve the

	industry processes, as well as experimental verification of research results.
	PC6 Ability to solve complex specialized problems and practical problems in the process of realization of technological processes in the field of professional activity in accordance with the specialization, which involves the application of modern branch technologies.
	PC7 Ability to innovate professional processes.
	PC8 Ability to integrate into the modern professional environment.
	PC9 Ability to apply innovative approaches to customer service in hotel and restaurant businesses.
	PC10 Ability to form, present and analyze business plans and their individual components, ability to organize effective implementation of business plans, individual projects.
	PC11 Ability to solve the problems of developing, calculating and designing specialized hotel and restaurant complexes of different directions.
	PC12 Ability to build a trajectory of personal career and professional development.
	PC13 Ability to form effective staffing organization, ability to work with personnel documentation and develop the necessary personnel documents, Ability to collect, process, analyze and apply personnel information. Ability to select a rating system and organize assessment of staff.
	PC14 Ability to forecast, prevent and resolve conflicts in the team, regulation of staff turnover at the enterprise.
	PC15 Ability to assimilate, accumulate, systematize and apply the acquired knowledge, skills and abilities with the further formation of professional competencies. Ability to independent and collective work and study.
	PC16 Ability to form a job description, performance clerical functions. Ability to evaluate the effectiveness of the work of staff and the work of the recruitment service.
	PC17 Ability to possess the conceptual apparatus of the psychology of labor; methods of descriptive professiology; methods of evaluating a person as a subject of labor; methods of correction and prevention of functional states; skills and methods of constructive business communication; means of self-examination and self-development of social, professional and communicative competence. Ability to introduce theoretical achievements in practical activity.

	PC18 Ability to carry out a systematic assessment of the external and internal environment of the organization, assessment of the current strategy. Ability to determine the strategic position of the organization in a competitive market and assess the competitiveness of the existing potential of the enterprise with further strategic segmentation. **PC19** Ability to define and use in practice the concept of economic security of the region, enterprises, individuals. Ability to form a program of economic security of an enterprise, unit, person. **PC20** Ability to formulate enterprise policy in the field of innovation management and quality. Ability to evaluate, select and justify the feasibility of implementing an innovation project. **PC21** Ability to develop the structure and main provisions of the "Quality Management". Ability to integrate the strategy of management of innovation development and quality into the overall system of strategic management of the enterprise to carry out the documentation support of the quality system and innovative developments. **PC22** Ability to implement innovations and quality system at the enterprise, in a subdivision, at a separate workplace and to organize their documentary support. Ability to evaluate the effectiveness of innovations and quality systems.
**7 - Program outcomes of studying**
POS1	Possess the ability and willingness to take into account the provisions of legislative and regulatory acts on occupational safety in the performance of production and management functions. Ability to ensure the safety of work in compliance with the requirements, to organize the instruction of employees of the institution (enterprise) on the rules of safe operation of trade and technological equipment, technological equipment, inventory, etc.
POS2	Evaluate the radiation, chemical biological situation; manage the formation of teams and conduct rescue and other urgent work on the object of economic activity in accordance with the future specialty. Practically implement measures to protect the population from the consequences of accidents, catastrophes, consequences of natural disasters and modern weapons of mass

	destruction.
POS3	Discuss production issues to reach agreement with the interlocutor.
POS4	Prepare public statements on sectoral issues, using appropriate means of verbal communication.
POS5	Be able to apply theoretical bases of management in practical activity, to investigate the organizational structure of management of the branch of economy, organizations, firms, apply methods of modern management.
POS6	Master the techniques of personnel management in the service sector.
POS7	Be able to apply methods and techniques of psychological impact on the person; use knowledge of pedagogy and psychology in the management of the team; to apply psychological knowledge in the organization of professional activities, to establish optimal communicative interaction with staff and clients.
POS8	Master the content basis of the principles of project activity of the enterprise, technology of project management; the methodology for implementing the main functions of project management (organization, planning and control).
POS9	Be able to complete applications for licensing and certification of hotel and restaurant businesses.
POS10	Be able to plan various events in hotel and restaurant establishments, develop programs of conferences, studios, business meetings, etc.
POS11	Master modern technologies of self-improvement in professional activity.
POS12	Have the skills to use modern equipment of hotel and restaurant enterprises in the conditions of rapid development of information technologies.
POS13	Implement an individual approach to staff, development of their personal traits in order to enhance the culture and quality of customer service.
POS14	Ability to avoid and eliminate conflicts in the process of customer service, to establish a system of "feedback" with clients, to form and effectively use the client base.
POS15	Master modern, rational methods for finding, processing and analyzing new trends in the service sector.
POS16	Be able to: find and eliminate disadvantages in the work of hotel and restaurant businesses; to use control and

	measuring equipment and service software; use software, work with system and application software.
POS17	Master the technology of applying automated control systems for the efficient organization of the technological process.
POS18	Skills on the basis of knowledge of regulatory acts regulating the activities of hotel and restaurant enterprises and resorts, analyze the current trends of the hospitality industry.
POS19	Ability to organize and improve the process of production and sales of products and services in hotels and restaurants catering to the needs and requirements of consumers.
POS20	Ability to organize effective interaction of all units, shops, sections and other structures of institutions of sanatorium, resort, restaurant and hotel industry in accordance with the existing regulatory documents.
POS21	Ability to develop and approve new recipes and technologies of production of dishes and products, rational nutrition standards taking into account the inquiries of different groups of consumers, branded, dietary dishes and products by special formulas and recipes.
POS22	Ability to design the technological process of production and to make the necessary regulatory documentation. Ability to develop proposals for introducing innovative technologies of production and service of consumers using various automated systems in the work of enterprises (establishments) of the hotel and restaurant economy, sanatorium and resort institutions.
POS23	Ability to develop regulatory documentation for semi-finished products and ready culinary products.
POS24	Know the types, destinations and areas of use of various types of engineering equipment in the restaurant industry, sanatorium and resort institutions. Ability to economically substantiate the technical equipment of hotels and restaurants, sanatorium and resort facilities, taking into account regulatory documentation.
POS25	Ability to use different automated systems in the work of enterprises (establishments) hotel and restaurant, sanatorium and resort institutions.
POS26	Ability to develop technological schemes of activity of enterprises (establishments) of hotel and restaurant economy, sanatorium and resort establishments, ability to

	form initial data on design of enterprises of hotel, restaurant, sanatorium and resort establishments.
POS27	Ability to form and use the bank technical conditions, standards, sanitary and hygiene requirements, etc., to track changes in them, on the basis of which to maintain a high level of quality of service provision, ability to control the production technology and consumption of basic and additional services.
POS28	Ability to carry out operational control over the technique of service and compliance with the rules of trade in the hotel and restaurant facilities, to monitor the compliance with sanitary and hygiene requirements by the staff.
POS29	Ability to use professional training methods.
POS30	Knowledge and ability to apply the rules of creation and functioning of the system of product quality control at the enterprise, ability to control compliance of quality indices of raw materials and ready products with the requirements of regulatory and technical documentation.
POS31	Ability to develop short-term and medium-term plans of activity of enterprises (establishments) of hotel and restaurant enterprises, sanatorium and resort establishments, to plan the need for resources (material, financial, labor) in enterprises (establishments) of hotel and restaurant enterprises, sanatorium and resort institutions.
POS32	Ability to plan medium - term development and operative competitive actions for enterprises (establishments) of the hotel and restaurant industry, to assess the competitiveness of enterprises (institutions), products, services on the basis of standard techniques of sanatoria and resort institutions. Ability to establish and justify prices for products and / or services; plan the volume of production and sales.
POS33	Ability to use the acquirements of national cultures in the sphere of hotel and restaurant business.
POS34	Ability of oral and written communication in the state language.
POS35	Proficiency in a foreign language, to write and translate professional texts and documents in a foreign language from a range of industry issues, demonstrating intercultural understanding and prior knowledge in a particular professional context.
POS36	Ability to adhere to generally accepted norms of

	behavior and morals in interpersonal relations.
POS37	Ability to compose constituent documents in accordance with the requirements of the legislation and the organizational and legal form of entrepreneurship, register and organize the activities of the entity.
POS38	Ability to plan, organize, motivate and control the creative activity of specialists in creating new technologies in hotel and restaurant business.
POS39	The ability to calculate the production cycle of a batch of products and individual units, to normalize the work of certain categories of employees and to control the quality of the enterprise's products.
POS40	Ability to manage integrated actions or projects for marketing activities in the service sector. Ability to make decisions about actions of the enterprise in the market of services. The ability to collect, evaluate, process, interpret, analyze and apply marketing information in solutions.
POS41	Ability to analyze the competitive environment, conduct a competitive struggle on the market and analyze the activity of all market players, market segmentation of services and choose the most attractive segments.
POS42	Ability to plan, organize activities and optimize the functioning of the system of service, the ability to use technologies, tools and methods of communication management in solving specific managerial problems.
POS43	Ability to use verbal and non-verbal means of communication, as well as to identify the intentions of partners who use these tools.
POS44	Ability to use communicative networks, technical means of communication and the ability to control their use by the staff, the ability to use the Internet as a means of communication, source of reference information, advertising and marketing tools in the implementation of business communications.
POS45	Ability to carry out negotiations, business conversation, business talk, job interviewing, etc. in person and by means of communication.
POS46	Ability to use effective methods of behavior in the communication process, taking into account the rules of business ethics and business etiquette, and managing the emotional state, overcoming communication barriers, etc.
POS47	Ability to account for cost and determine the size of marginal profit.

8 - Resource support for the implementation of the program	
Personnel support	Project group: 5 - Candidates of Sciences. All developers are full-time employees of Ternopil Volodymyr Hnatiuk National Pedagogical University. Guarantor of the educational program: L. Lytvyn. – Candidate of Economic Sciences, Associate Professor of the Department of Philosophy and Economic Theory. The program involves scientific and pedagogical staff with science degrees and / or academic degrees, as well as highly skilled specialists. In order to increase the professional level, all scientific and pedagogical workers undergo an internship once in five years, including overseas.
Material and technical support	– educational buildings; – dormitories; – thematic offices; – specialized laboratories; – computer classes; – canteens; – wireless access to the Internet; – multimedia equipment; – sports hall, sports grounds.
Information and studying and methodological support	– official site of TNPU: tnpu.edu.ua – wireless access to the Internet; – unlimited internet access; – scientific library, reading rooms; – virtual learning environment Moodle (elr.tnpu.edu.ua); – MS Office 365 package; – corporate mail; – training and work plans; – curricula of the educational process; – educational-methodical complexes of disciplines; – training and work programs of disciplines; – didactic materials for independent and individual work of students from disciplines; – practice programs; – methodical instructions on the implementation of Term Papers (works), Master's (qualification) works; – criteria for assessing the level of training; – packages of complex evaluation tests.
9 - Academic mobility	
National Credit	Academic mobility, realized through the credit transfer

Mobility	system of the organization of the educational process
International Credit Mobility	
Studying of foreign applicants for higher education	

2. List of components of the educational and professional program and their logical consistency

2.1. List of components of educational and professional program

Code, No	Components of the educational and professional program(educational disciplines, course projects (work), practice, qualification work)	Credits	Assessment
1	2	3	4
OBJECTIVE COMPONENTS OF EDUCATIONAL PROGRAM			
OC1.1.01	Philosophy	3	Exam
OC1.1.02	Foreign Language	6	Exam, Credit
OC1.1.03	History of Ukraine and National Culture	6	Exam
OC1.1.04	Ukrainian Language (for Professional Usage)	3	Exam
OC1.1.05	Science of Law	3	Credit
OC1.1.06	Economics	3	Exam
OC1.1.07	Political Studies	3	Exam
OC1.1.08	Higher Mathematics	6	Exam
OC1.1.09	Chemistry	3	Credit
OC1.1.10	Engineering Graphics	6	Credit
OC1.1.11	Engineering equipment of buildings	3	Exam
OC1.1.12	Standardization, Certification and Metrology	3	Credit
OC1.1.13	Life Safety and Occupational Safety	3	Credit

OC1.1.14	Modern Information Technologies	6	Credit
OC2.1.01	Business Economics	3	Exam
OC2.1.02	Commodity studies	6	Credit
OC2.1.03	Design of objects of Hotel and Restaurant Industry	6	Exam
OC2.1.04	Accounting	3	Credit
OC2.1.05	Organization of the Hotel Industry	6	Exam
OC2.1.06	Organization of Restaurant Industry	6	Exam
OC2.1.07	Technology of products of Restaurant Industry	6	Exam
OC2.1.08	Hotel and Restaurant Management	6	Exam
OC2.1.09	Hotel and Restaurant Marketing	6	Exam
OC2.1.10	Equipment of establishments of Hotel and Restaurant Industry	6	Exam
OC2.1.11	Management of the quality of products and services in the Hotel and Restaurant Industry	6	Exam
OC2.1.12	Information Technology in the Hotel and Restaurant Industry	3	Credit
OC2.1.13	Term Paper	9	Credit
Total		156	
Selective components of educational and professional program			
Selective block 1			
SC1.2.01	Environmental studies	4,5	Credit
SC1.2.02	Ethics and Aesthetics		
Selective block 2			
SC1.2.03	Basics of the Scientific Research	3	Credit
SC1.2.04	Modern Office Administration		
Selective block 3			
SC1.2.05	Second Foreign Language	6	Credit

SC1.2.06	E-commerce		
Selective block 4			
SC1.2.07	Practical rhetoric	3	Credit
SC1.2.08	Culture of Professional Language		
Selective block 5			
SC1.2.09	Information Technology in the Hotel and Restaurant Industry	3	Credit
SC1.2.10	Organization of animation activities		
Selective block 6			
SC1.2.11	Insurance in the Hotel and Restaurant Industry	3	Credit
SC1.2.12	Tourism Infrastructure		
Selective block 7			
SC1.2.13	Hotel Industry of Ukraine	3	Credit
SC1.2.14	History of the Hotel and Restaurant Business Development		
Selective block 8			
SC2.2.01	Design of Hotel and Restaurant Facilities	6	Exam
SC2.2.02	Logistics of Hotel and Restaurant Service		
Selective block 9			
SC2.2.03	Innovations in the sphere of Hotel and Restaurant Business	3	Credit
SC2.2.04	PR-technologies in the hotel and restaurant business		
Selective block 10			
SC2.2.05	Physiology of Nutrition	7,5	Exam
SC2.2.06	Ukrainian National Quisine		
Selective block 11			
SC2.2.07	Business Planning in Hotel and Restaurant Industry	6	Exam
SC2.2.08	Hotel and Restaurant Infrastructure		

Selective block 12			
SC2.2.09	Servicing Studies	6	Exam
SC2.2.10	Resorts Studies		
Selective block 13			
SC2.2.11	Culture of the Hotel and Restaurant Business	7,5	Exam
SC2.2.12	Basics of Hotel and Restaurant Etiquette		
Selective block 14			
SC2.2.13	Organization of pricing in Hotel and Restaurant Business	7,5	Credit
SC2.2.14	Corporate Culture and Human Resources Management		
Selective block 15			
SC2.2.15	Professional Communication	6	Credit
SC2.2.16	Basics of Business Communication		
Selective block 16			
SC2.2.17	Pedagogy and psychology	6	Exam
SC2.2.18	Logics		
Total		87	
GENERAL		240	

3. Form of certification of higher education applicants

Certification of graduates of the educational program of specialty 241 "Hotel and restaurant business" is carried out in the form of a State Examination and ends with the delivery of the document of the established sample on awarding a Bachelor's Degree in the specialty 241 "Hotel and restaurant business" with the qualification "Bachelor of Service. Hotel and Restaurant Manager".

The certification is carried out openly and publicly.