

ACCOMMODATION SERVICES

Code	Type (compulsory/optional)	Cycle	Year of study when the component is delivered (if applicable)
-	Compulsory	I	2
Semester/trimester when the component is delivered	Number of ECTS credits allocated	Language of instruction	Mode of delivery (face- to-face/distance learning/...)
3	4	EN, RU, LT	face-to-face/distance learning
Learning outcomes			
LO 1.2. Aware of tourism geography, principles of the tourism service package as well as the travel itinerary and programme designing, identifying the needs of the market and of individual tourists.			
LO 1.3. Understand and know how to apply tourism business legislation, principles of the social responsibility, ethics and valuable attitudes in the professional activity.			
LO 3.1. Able to organise and develop economic and financial activity of tourism entities, operating in the domestic and international markets, to manage processes and make decisions in the changing tourism business environment.			
LO 3.3. Design tourism service packages and organise accommodation, catering, travel and leisure services at a tourism company, evaluating different tourists' needs and considering appropriate measures.			
LO 4.1. Able to express the views fluently and impressively in the Lithuanian and foreign languages orally and in writing, interact and cooperate with professionals in a range of fields and to representatives of societal groups, efficiently communicate in the professional and inter-cultural environment.			
Prerequisites and co-requisites (if applicable)			
Prerequisites		co-requisites	
<i>Basics of Tourism, Catering service</i>			
Course content			
1. The diversity of accommodation services: groupings and types			
2. Regulation on the provision of accommodation services			
3. Classification of accommodation establishments			
4. Forms of management of accommodation establishments			
5. Types of rooms and price of accommodation establishments			
6. The services of accommodation establishments			
7. Types of guests in accommodation establishments			
8. Structure of accommodation establishments. Functions of the main departments			
9. Activities of the Resettlement Business Registry. Reservation of rooms and registration of guests.			
10. Guests' claims and complaints			
Recommended or required reading and other learning resources/tools			
Lockyer, Timothy L.G. (2007). The international hotel industry: sustainable management, New York (N.Y.). Haworth Hospitality & Tourism Press.			
Alison P. (2002). Hotel and catering. Harlow: Pearson Education.			
Buhalis D., Costa C. (2006). Tourism management dynamics: trends, management and tools. London: Elsevier Butterworth-Heinemann.			

Planned learning activities and teaching methods
Interactive lectures, literature review, discussion, group work, practical work, case study, consultancies, accommodation market analysis, documentation analysis, consultancies