

STUDY SUBJECT DESCRIPTION
ENTREPRENEURSHIP TRAINING PRACTICE

Title of Study Programme and Code	Type (compulsory/optional)	Cycle	Year of study when the component is delivered (if applicable)
Management of tourism services	Compulsory	1 st	3 th year
Semester/trimester when the component is delivered	Number of ECTS credits allocated	Language of instruction	Mode of delivery (face-to-face/e-learning/...)
6 th	10 ECTS	Lithuanian	Face-to-face (e-learning, if needed)
Learning outcomes		Study methods	Assessment methods
After completion of the study subject, a student should be able: LO 1 Analyzes the environments of a tourism company, provides directions for the development of a tourism company LO 2 Evaluates the competitiveness of a tourism company LO 3 Ability to create tourist routes, programs, service packages for a tourism company. LO 4 Applies aspects of legislation when working in a tourism company LO 5 Serves customers in accordance with ethical and etiquette standards LO 6 Ability to collect the necessary information for a tourism company and process and analyze it LO 7 Able to use research results to solve specific problems LO 8 Evaluates the material resources of a tourism company LO 9 Evaluates the structure and staff of a tourism company LO 10 Analyzes the functions performed by the departments of the tourism company LO 11 Ability to work with technologies and computer programs used in a tourism company LO 12 Prepares / evaluates the advertising material of the tourism company LO 13 The importance of image formation for the successful operation of a tourism company was assessed LO 14 Provides tourism company services to clients and is able to select services for clients according to their needs		Work in a tourism company; document analysis; information gathering; monitoring; practice report preparation	Evaluation of the company's practice mentor; Defending the practice report

LO 15	Analyzes innovations / innovations applied in a tourism company		
LO 16	Analyzes tourism company contracts with service providers and partners		
LO 17	Analyzes the quality assurance system of a tourism company		
LO 18	Able to communicate effectively with customers and employees		
LO 9	Able to work responsibly in a team		
LO 20	Works responsibly / works in a tourism company		
LO 21	Takes the initiative while working in a tourism company, provides suggestions for improvement		
Prerequisites (these courses must have successfully completed before s/he can take this course)			
Course content			
<i>The main activities during the practice:</i> 1. Get acquainted with the tourism company, its environment, history, premises 2. To get acquainted with the services provided by the company - service infrastructure, variety of services, prices, service packages 3. To get acquainted with the structure of the company, departments - their functions, employees' duties, internal rules, work schedules. 4. To find out the requirements for staff, the applicable system of adaptation, professional development, job evaluation, salary, motivation 5. Get acquainted with the computer programs used by the company 6. To study the support (advertising) means used by the company 7. To find out the peculiarities of working with clients - types of clients, customer service. Observe and understand the peculiarities of different types of visitor service 8. Study documentation - guest registration forms, entries in guest accounts, agreements with customers, etc. 9. Examine the quality system of a tourism company (methods of resolving customer complaints, quality customer service and other quality standards in the company). 10. To perform the assigned work in the departments (division) of the tourism company 11. Evaluate the external and internal environments of the company and analyze the company's strengths and weaknesses. 12. Carry out a survey in the company and analyze its results 13. Preparation of the final practice report 14. Presentation and defence of the final practice report			