

# Subject programme

1. Subject name / subject module: Reservation system
2. Lecture language: **English**
3. The location of the subject in study plans:
  - Area or areas of the studies: **Tourism & Recreation**
  - Degree of the studies: **1<sup>st</sup> degree studies**
  - Field or fields (implementation of effects standard): **International Tourism and Hospitality Management**
4. Supervision of subject implementation:
  - The Institute / Another unit: **Institute of Management and Economics of Tourist Services**
  - The person responsible for the subject: **Dr Jarosław Smogór/Mgr Magdalena Marszańska**
  - People cooperating in the development of the programme of the subject:
5. The number of hours and forms<sup>1</sup> of teaching for individual study system and the evaluation method

Form of classes Mode of study	Teaching activities with the tutor																		Total ECTS	
	Lecture	PWS <sup>2</sup>	ECTS <sup>3</sup>	Laboratory classes	PWS	ECTS	...	PWS	ECTS	...	PWS	ECTS	...	PWS	ECTS	...	PWS	ECTS		
Full-time studies	8	5	0,5	12	13	1														1,5
Part-time studies																				
Credit rigor <sup>4</sup>	Graded credit			Credit																

6. Student workload – ECTS credits balance<sup>5</sup>  
*1 ECTS credit corresponds to 25-30 hours of student work needed to achieve the expected learning outcomes including the student's own work*

Activity (please specify relevant work for the subject)	Hourly student workload (full-time studies/part-time studies)
Lectures	8
Workshop*	12
Studying materials for lectures	4
Preparation for workshop*	6
Project preparation*	7
Exam	1
<b>Total student workload</b>	<b>38</b>
<b>ECTS credits</b>	<b>1,5</b>
* Student's workload related to trainings	25
Student's workload in classes requiring direct participation of academic teachers	20

7. Implementation notes: recommended duration (semesters), recommended admission requirements, relations between the forms of classes<sup>6</sup>:
8. Specific learning outcomes – knowledge, skills and social competence<sup>7</sup>

Specific learning outcomes for the subject		Form <sup>8</sup>	Teaching method <sup>9</sup>	Methods for testing of (checking, assessing) learning outcomes <sup>10</sup>
Outcome symbol <sup>11</sup>	Outcome description <sup>12</sup>			
<b>Knowledge<sup>13</sup></b>				
K_W03 K_W06	The student knows selected tools used to book services on the tourism market, has knowledge of the functions of selected booking programmes	laboratory	Training and practice – performing tasks in the computer lab	Positive result of the test
<b>Skills<sup>14</sup></b>				
K_U06	The student applies selected booking programmes in practice - he or she can perform individual elements of the booking process on his or her own using the programme, enters data and carries out financial transactions in the system	laboratory	Training and practice – performing tasks in the computer lab	Performing tasks indicated by the teacher (individually or in groups) Positive result of the test
<b>Social competence<sup>15</sup></b>				

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## 9. Assessment rules/criteria for each form of education and individual grades

Lecture – positive result of the credited test 100% of the final grade. The student's own work includes preparing for the test and studying the subject literature

Laboratory classes – the final grade consists of: performing the tasks indicated by the teacher during the classes 70% and a positive result of the credited test (30%)

The final grade for the course (and its form) is interpreted as follows: 5.0 – the expected learning outcomes have been achieved, with possible single mistakes or omissions that are not relevant to the achievement of individual outcomes;

4.5 – the expected learning outcomes have been achieved with few mistakes; 4.0 – the expected learning outcomes have been achieved with a number of mistakes or single omissions; 3.5 – the expected learning outcomes have been achieved with significant mistakes or omissions; 3.0 – the expected learning outcomes have been achieved with significant mistakes or omissions (minimum required level, accepted by the academic teacher)

## 10. The learning contents with the form of the class activities on which they are carried out

### a. Name of the group of issues – lecture

N/A

### b. Name of the group of issues – e.g. classes ...

- Functions and capabilities of ProHott
- Making a booking in ProHott system
- New bookings
- Change of booking date
- Cancellation
- Completing personal data of guests
- Completing company data
- Check-in of hotel guests
- Separating guests in double rooms
- Price breakdown
- Cash module
- Billing of guests' bills in advance and other transactions
- Splitting of transactions
- Issue of Vat invoices and fiscal receipts
- Checking out guests
- Changing room status in Housekeeping module...

## 11. Required teaching aids<sup>16</sup>

## 12. Literature:

### a. Basic literature (these items must be in WSG resources):

- Podręcznik użytkownika programu hotelowego ProHott – wydawnictwo własne McComp, dostępny dla studentów na Platformie ONTE (WSG)

### b. Supplementary literature: notation as above

Internet sources: page address, status of as of: Strona WWW firmy MComp S.A. (twórcy programu) - <http://www.mccomp.pl/>, stan z dnia: 20.08.2020r.

### c.

## 13. Available educational materials divided into forms of class activities (Author's compilation of didactic materials<sup>17</sup>, e-learning materials, etc.)

## 14. Teachers implementing particular forms of education

Form of education	Name and surname
1. lecture	<b>Dr Jarosław Smogór</b>
2. workshops	<b>Mgr Magdalena Marszańska</b>
3.	
4.	

.....  
Date

.....  
Signature of the person responsible for the subject

<sup>1</sup> A maximum of 3 forms of class activities for first cycle and second cycle studies or 4 forms of class activities for engineering studies are allowed. Forms of classes in direct contact: *lectures, exercises, laboratory classes, workshop classes, field classes, clinical classes, trainings, language classes, project classes*. Forms of classes in indirect contact: *didactic consultations, training, remote classes*.

<sup>2</sup> PWS: Number of hours, student's individual work. In cases where class activities in indirect contact are assigned to a given class activity in direct contact, the student's individual work hours should be assigned to class activities in direct contact

<sup>3</sup> ECTS: 1 ECTS = 25-30 hours of student workload, i.e. participation in class activities and student's individual work. In cases where class activities in indirect contact are assigned to a given class activity in direct contact, ECTS points should be assigned to class activities in direct contact

<sup>4</sup> Credit rigor – In cases where class activities in indirect contact are assigned to a given class activity in direct contact, the evaluation method should be assigned to class activities in direct contact

<sup>5</sup> Example for a subject conducted in the form of 30 hours of lecture and 30 hours of exercises, which has been assigned 5 ECTS points

Activity (please specify relevant work for the subject)	Hourly student workload (full-time studies/part-time studies)
Participation in lectures	30 h
Participation in exercises*	30 h
Independent study of lectures	15 h
Independent preparation for exercises*	24 h
Participation in consultations*	5 h
Implementation of the project and documentation*	21 h
Preparation for examination	8 h
Participation in the exam	2 h
<b>Total student workload</b>	<b>135 h</b>
<b>ECTS credits</b>	<b>5 ECTS</b>
* Student's workload related to trainings	30+24+5+21=80 h 3 ECTS
Student's workload in classes requiring direct participation of academic teachers	30+30+5+2=67 h 2 ECTS

<sup>6</sup> In the absence of relations or outcomes *none* shall be entered

<sup>7</sup> Number of outcomes should not exceed three for each group.

<sup>8</sup> In accordance with section 5 of subject description.

<sup>9</sup> Choose among: 1. **Expository methods:** informative lecture, problem related lecture, conversation lecture, narrative, description, programmed text; 2. **Inquiry methods:** problem related – classic, situational, brainstorming, exercise-training methods – project, case study, SWOT, laboratory, experiments, observations, field measurements, discussion – panel, round table, scoring, seminar, paper; 3. **Demonstrating methods:** demonstration, presentation, drama, simulation

<sup>10</sup> Each learning outcome must have an assigned verification/evaluation method, e.g:

**Knowledge:** written work, tests, multiple tests, research report, project, oral statements (including substantive contribution to discussions, debates, simulations), interpretation of the text, etc.

**Skills:** participation in discussion and debate, simulation and staging (e.g. the election campaign), analysis of information on a given topic, projects, exhibitions, promoting university or local community, etc., performing tasks individually or in groups, etc.

**Social competence:** tests, self-assessment (oral / written), peer/teacher assessment, observation, portfolios, case studies, etc.

<sup>11</sup> The source of learning outcomes is the matrix of outcomes adopted for fields of study. From there, a teacher should download the symbols of effects applicable to the subject. Learning outcomes do not determine what the lecturer is to provide to students with, but define what knowledge, skills and competence students will be able to demonstrate after completion of the course, and the instructor proves it. It is recommended that a description of each learning outcome begins with a verb in the active side, e.g. Student knows, defines, modifies, organizes ...

<sup>12</sup> Description of effects carried out on the subject elaborates the field of study effects.

<sup>13</sup> Knowledge about: facts, principles and laws of nature, human mind and society, practical – associated with professional experience relating to the social ability to cooperate and communicate with various types of people and experts. Examples of verbs to be used: know, enumerate, define, classify, describe, evaluate, judge, distinguish

<sup>14</sup> Skills: the ability to complete tasks and solve problems specific to the field of learning or professional activity; Practical: the student can do something, to demonstrate, to change, to create; Cognitive: analysis, synthesis, comparison, evaluation.

<sup>15</sup> Social competence: the ability to shape their own development with autonomous and responsible participation in professional and social life, including the ethical context of their conduct; component knowledge and skills, have developed in the course of action. Examples of verbs to use: listen, speak, communicate, solve problems, challenge, propose, revise, verify, choose.

<sup>16</sup> Select from: a specialized laboratory, teaching equipment, teaching aids, specialized software (name and version), no special requirements.

<sup>17</sup> Arbitrary set of teaching materials used by the teacher while giving classes.