

RIT CROATIA PROGRAM DELIVERY PLAN FOR ACADEMIC YEAR 2024/2025

PROGRAM TITLE: HOSPITALITY AND TOURISM MANAGEMENT

TYPE OF PROGRAM: Undergraduate professional program

LOCATION: Dubrovnik

FALL SEMESTER DATES: September 2th – December 20th

FALL SEMESTER FINALS: December 12th – 18th

SPRING SEMESTER DATES: January 20th – May 16th

SPRING SEMESTER FINALS: May 8th – 14th

LANGUAGE: English

1. FALL SEMESTER SCHEDULE

	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	1:00	1:30	2:00	2:30	3:00	3:30	4:00	4:30	5:00	5:30	6:00	6:30	7:00	7:30	8:00	8:30		
M O N	Designer for Developers - 17703 ISTE-144 (Online) VC Lab 35			Software Dev and Prob Solving I - 17500 OCIS-123 (Tolic) Lab 35				Sev Prog - 17470 ISTE-241 (Tolic) Room 35			User Exp - 17450 ISTE-300 (Radovan) VC Lab 35																	
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VC = Video Conference

2. LIST OF COURSES WITH ASSIGNED CREDITS (class and credit hours) and ECTS POINTS PER SEMESTER/YEAR LEVEL

YEAR 1*

FALL 1						
Course Number	Name	Class Hours	Lab Hours	Credit Hours	ECTS	Instructor
UWRT - 100	Critical Reading and Writing	3	0	3	5	Rebecca Charry
HSPT - 225	Hospitality and Tourism Management Fundamentals	3	0	3	6	Besim Agušaj
MATH - 101	College Algebra	3	0	3	5	Marlena Čukteraš
ACCT - 110	Financial Accounting	3	0	3	6	Kevin Walker
MGMT - 101	Business 1: Introduction to Business Communication, Planning & Analysis	3	0	3	5	Milena Kužnin

SPRING 1						
Course Number	Name	Class Hours	Lab Hours	Credit Hours	ECTS	Instructor
HSPT - 155	Food and Travel	3	0	3	5	Ana Bitanga
UWRT - 150	Writing Seminar	3	0	3	5	Rebecca Charry
MGMT - 102	Business 2: Business Planning and Professional Development	1	0	1	2	Danijela Crljen
ACCT - 210	Management Accounting	3	0	3	6	Kevin Walker
MATH - 161	Applied Calculus	2	2	4	5	Marlena Čukteraš
MGIS-130	Info Systems and Technology	3	0	3	5	Daniel Bara

YEAR 2

FALL 2						
Course Number	Name	Class Hours	Lab Hours	Credit Hours	ECTS	Instructor
INTB - 225	Global Business Environment	3	0	3	5	Besim Agušaj
ECON - 101	Principles of Microeconomics	3	0	3	5	Iva Adžić Kušt
MLGR - 201	Beginning German I	2	2	4	5	Nikolina Božinović
MLIT - 201	Beginning Italian I	2	2	4	5	Zrinka Friganović Sain
MLSP - 201	Beginning Spanish I	2	2	4	5	Barbara Perić
MLFR - 201	Beginning French I	2	2	4	5	Tea Kovačević
STAT - 145	Introduction to Statistics I	3	0	3	5	Ambroz Čivljak
SOCI -102	Foundations of Sociology	3	0	3	5	Vanda Bazdan

SPRING 2						
Course Number	Name	Class Hours	Lab Hours	Credit Hours	ECTS	Instructor
STAT-146	Introduction to Statistics II	2	2	4	5	Ambroz Čivljak
FINC - 220	Financial Management	3	0	3	6	Kevin Walker
ECON - 201	Principles of Macroeconomics	3	0	3	5	Iva Adžić Kušt
MKTG-230	Principles of Marketing	3	0	3	6	Kevin Walker
MLGR - 202	Beginning German II	2	2	4	5	Nikolina Božinović
MLIT - 202	Beginning Italian II	2	2	4	5	Zrinka Friganović Sain
MLSP - 202	Beginning Spanish II	2	2	4	5	Barbara Perić
MLFR - 202	Beginning French II	2	2	4	5	Tea Kovačević
	HTM Co-op 1	0	400	0	12	Iva Kuzina

FALL 3						
Course Number	Name	Class Hours	Lab Hours	Credit Hours	ECTS	Instructor
HSPT - 375	Customer Experience Management	3	0	3	6	Milena Kužnin
HSPT - 335	Food and Beverage Management	3	0	3	6	Ana Bitanga
MGMT - 215	Organizational Behavior	3	0	3	6	Besim Agušaj
ENGL - 210	Literature and Cultural Studies	3	0	3	5	Rebecca Charry
MLGR - 301	Intermediate German I	2	1	3	4	Nikolina Božinović
MLIT - 301	Intermediate Italian I	2	1	3	4	Zrinka Friganović Sain
MLSP - 301	Intermediate Spanish I	2	1	3	4	Barbara Perić
MLFR - 301	Intermediate French I	2	1	3	4	Tea Kovačević
ANTH - 350	Global Economy and Grassroots	3	0	3	5	Vanda Bazdan

SPRING 3						
Course Number	Name	Class Hours	Lab Hours	Credit Hours	ECTS	Instructor
DECS – 310	Operations Management	3	0	3	6	Kristina Šorić
HSPT – 315	Lodging Ops, Analytics and Management	3	0	3	6	Besim Agušaj
HSPT - 372	Hospitality Entrepreneurship in the Global Economy	3	0	3	5	Kevin Walker
HSPT - 377	Hospitality Luxury Operations Design	3	0	3	5	Besim Agušaj
ENVS – 150	Ecology of Dalmatian Coast	2	2	4	5	Marlena Čukteraš
MLGR - 302	Intermediate German II	2	1	3	4	Nikolina Božinović
MLIT - 302	Intermediate Italian II	2	1	3	4	Zrinka Friganović Sain
MLSP - 302	Intermediate Spanish II	2	1	3	4	Barbara Perić
MLFR - 302	Intermediate French II	2	1	3	4	Tea Kovačević
ANTH - 301	Social and Cultural Theory	3	0	3	5	Vanda Bazdan
	HTM Co-op 2	0	400	0	12	Iva Kuzina

FALL 4						
Course Number	Name	Class Hours	Lab Hours	Credit Hours	ECTS	Instructor
MGMT - 560	Strategic Management	3	0	3	6	Kevin Walker
HSPT - 444	Meeting and Event Management	3	1	4	6	Milena Kužnin
HSPT - 374	Hospitality Enterprise Management and Growth	3	0	3	6	Besim Agušaj
COMM - 253	Communication	3	0	3	5	Francis Brassard
ENVS - 151	Scientific Inquiry in Environmental Science	2	2	4	5	Marlena Čukteraš
HSPT - 376	Hospitality Luxury Service Excellence	3	0	3	6	Danijela Crljen

SPRING 4						
Course Number	Name	Class Hours	Lab Hours	Credit Hours	ECTS	Instructor
HSPT - 495	Hospitality Project Planning & Development	3	0	3	6	Rebecca Charry
HRDE - 380	Human Resources Development	3	0	3	6	Besim Agušaj
FREE	Free Elective (Choose any course)	3	0	3	6	TBD
MGIS - 130	Info Systems and Technology	3	0	3	5	Daniel Bara
MGMT - 340	Business Ethics	3	0	3	6	Milena Kužnin
ANTH - 489	Special Topics: Culture and Diversity in Film	3	0	3	5	Vanda Bazdan

* Throughout the course of their studies at RIT Croatia, students will participate in a number of activities, seminars, and workshops (RIT 365, Careers in Business, Second Year Seminar....) that will prepare them for all aspects of their college journey at RIT Croatia and contribute to their overall career development.

YEAR 1 – COURSE DESCRIPTIONS

General Information

Course title:	Critical Reading and Writing (UWRT100)
Course leader:	Rebecca Charry Roje
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	First
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Read, analyse and respond orally and in writing to a variety of nonfiction essays and news articles
- Give and receive peer feedback
- Understand principles of academic honesty and intellectual property

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

CLO1: Critically analyze a variety of texts.

CLO2: Evaluate peer work.

CLO3: Use APA style in citing and referencing.

CLO4: Compose texts in standard English using appropriate style and rhetorical strategy.

Course content:

- Descriptive writing
- Paragraphing
- Sentence structure
- Word choice
- Critical reading and note taking strategies
- Cognitive bias
- Logical fallacies
- Quoting, summarizing, paraphrasing
- APA style
- Use of evidence to support arguments
- Peer review
- Self-editing and revision

Teaching delivery methods:

- Lectures
- Seminars
- Workshops
- Exercises
- Independent work

Student obligations:

- Attending classes
- Submitting assignments
- Completing exams and quizzes
- Participating in discussions
- Attending peer review and individual conference meetings

Monitoring student work:

Activity	ECTS
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Descriptive essay	0.5
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Language quiz	0.5
Bias and fallacies quiz	0.5
Reading assessment I	0.5
Reading assessment 2	0.5
Peer review 1	0.25
Peer review 2	0.25
Critical response draft	0.75
Critical response revision	0.75
Reflection essay	0.5

Total **5**

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Component	Points
1. Language quiz	10
2. Fallacies quiz	10
3. Descriptive essay	10
4. Reading analysis I	10
5. Reading analysis II	10
6. Critical response essay draft	15
7. Peer review I	5
8. Critical response essay final	15
9. Peer Review II	5
10. Final reflection	10
Total:	100

Required reading:

- American Psychological Association. (2020). Publication manual of the American Psychological Association (7th ed.).
- Hacker, D., & Sommers, N. (2015). *A writer's reference* (8th ed.). Bedford/St. Martin's.
- Articles and essays posted on My Courses by the instructor

Additional reading:

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student course evaluation

- Peer observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Hospitality and Tourism Management Fundamentals HSPT-225
Course leader:	Besim Agušaj
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	First
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Hospitality and tourism industry is one of the largest industries in the world. This introductory course provides students with an overview of the hospitality industry and segments of travel and tourism. Students are introduced to career opportunities and skills needed to succeed in the specific hospitality and tourism fields. Students examine the growth and development of industry segments and their distinguishing characteristics, current issues and trends. Students will learn about the interdependence of the various industry players and the roles of these diverse participants within the industry. The concepts and practices of hospitality management are examined and discussed.

Course objectives:

- Become acquainted with the social, economic and environmental context within which the hospitality industry operates
- Understand the structure, nature and operating characteristics of the different sectors of the hospitality industry: food service, lodging and tourism
- Obtain an appreciation of the various functions of hospitality management, including marketing, finance and human resource management
- Identify the role of managers and to highlight their principal responsibilities

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

CLO1: Interpret key concepts of the hospitality and tourism industry

CLO2: Assess career opportunities in hospitality and tourism

CLO3: Identify challenges in the hospitality and tourism

CLO4: Analyse current trends and industry standards in hospitality

Course content:

- Why Do People Travel?
- Trends in Hospitality and Tourism
- Promoters of Tourism - Customers
- Team Project
- Destination Management and MICE
- Hotel Industry Landscape
- Niche Tourism
- Cruise Ship Industry
- Careers in Hospitality

Teaching delivery methods:

- Lectures

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Cases	0.6
Exam 1	2.1
Reflection Paper	0.6
Team Project	0.6
Exam 2	2.1
Total	6.0

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Cases	10
Exam 1	35
Reflection Paper	10
Team Project	10
Exam 2	35
Total:	100

Required reading:

- Walker, J. R. (2017). *Introduction to hospitality*. Pearson

Additional reading:

- Relevant articles from business press, determined on a weekly basis

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	College Algebra, COS-MATH-101
Course leader:	Kristijan Tabak
Study programme:	HTM
Course status:	Obligatory
Year:	First
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Apply basic definitions, concepts, rules, vocabulary, and mathematical notation of algebra and coordinate geometry
- Gain the necessary manipulative skills required for solving problems in algebra and coordinate geometry.
- Acquire a background in mathematics necessary to a study of university mathematics.

Conditions for enrolment in the course:

None/prerequisite

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** combine algebraic identities to construct the solutions of algebraic equations,
- CLO2:** generate graph representations of exponential and logarithmic functions,
- CLO3:** develop procedures to solve mathematical problems from the business domain,
- CLO4:** connect concepts in algebra with practical problems in management.

Course content:

- Exponents, radicals, and their properties

- Equations and inequalities
- Systems of equations in two and three variables
- Functions, their notation and graphs
- Logarithms and Exponentials
- Solving exponential and logarithmic equations
- Applications

Teaching delivery methods:

- Lectures
- Workshops
- Exercises
- Remote learning
- Independent work
- Multimedia
- Mentoring

Student obligations:

- Attending classes
- Participate in discussions

Monitoring student work:

Activity	ECTS
Assignment 1	1.25
Assignment 2	1.25
Assignment 3	1.5
In Class Quiz	1
Total	5

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
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Assignment 1	25
Assignment 2	25
Assignment 3	30
In class Quiz	20
Total:	100

Required reading:

- Blitzer, Algebra and Coordinate Geometry, Prentice Hall, Upper Saddle River, NJ
- Larson and Hostetler, Algebra and Trigonometry, Brooks/Cole, Pacific Grove, CA.

Additional reading:

- None

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Financial Accounting ACCT 110
Course leader:	Kevin Walker
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	First
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

An introduction to the way in which corporations report their financial performance to interested stakeholders such as investors and creditors. Coverage of the accounting cycle, generally accepted accounting principles, and analytical tools help students become informed users of financial statements.

- Master the underlying foundations to financial accounting, including transaction analysis, debit / credit implementation, journal entries, t-accounts, and trial balances as used in the accrual accounting cycle
- Apply accounting practices in the construction and analysis of financial statements (income statement, statement of retained earnings, balance sheet, and statement of cash flows)
- Create financial statement for merchandising operations, including accounting of inventories
- Apply specific accounting rules / practices to current and noncurrent assets as well as current and non-current liabilities

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

CLO1: Apply the bookkeeping rules of an accrual accounting system to a wide set of basic business transactions

CLO2: Apply the accounting process to create a set of financial statements

CLO3: Analyze financial ratios constructed from financial statement data

Course content:

- Transaction analysis, journal entries, debits/credits, t-accounts
- Adjusting entries
- Financial statements
- Merchandize operations
- Inventories
- Current and noncurrent assets
- Current and non-current liabilities

Teaching delivery methods:

- Lectures
- In-class exercises

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.3
Exam 1	1.50
Quiz 2	0.3
Assignments	0.6
Exam 2	1.50
Quiz 3	0.3
Final Exam	1.50
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	5
Exam 1	25
Quiz 2	5
Assignments	10
Exam 2	25
Quiz 3	5
Final Exam	25
Total:	100

Required reading:

- Wild, John J., (2016) *Financial Accounting: Information for Decisions*, McGraw-Hill/Irwin, New York, NY: Eighth Edition.

Additional reading:

- Other various articles and Internet sites and associated material may also be utilized.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	MGMT 101 Business 1
Course leader:	Milena Kužnin
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	First
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

This is the first of a two course sequence in which students learn to take a business idea from inception to launch. In Business 1 students will conceive new business ideas that will be developed through the remainder of the sequence. The course provides students with a solid grounding in the different functional areas of a business.

Course objectives:

- Analyze hospitality and tourism operations through the application of quantitative analysis of operating metrics
- Apply interpersonal skills when working with teams so as to facilitate the successful completion of team project
- Use information technology in the hospitality and tourism industry to manage and/or innovate operations

Conditions for enrolment in the course:

None/prerequisite

Expected learning outcomes of the course:

A student will be able to:

CLO1: Conduct research through the use of relevant databases

CLO2: Explain key business functions

CLO3: Describe the impact of social, economic, global, and technology trends and news on business decisions

CLO4: Create a business product idea and business pitch

CLO5: Use business communication and networking skills

Course content:

- Intro to the business world of today
- Economic factors
- Global Factors
- Managing a business
- Idea Generation

Teaching delivery methods:

- Lectures
- In class exercises

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.75
Quiz 2	0.75
Quiz 3	0.75
Final Group Project	2.25
Assessment of a Product	0.5
Total	5

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	15
Quiz 2	15
Quiz 3	15
Final Group Project	45
Assessment of a Product	10
Total:	100

Required reading:

- Kelly, M., & Williams, C. (2018). *BUSN 10*, Cengage, Boston.

Additional reading:

- PDF files and selected chapters – will be uploaded by the instructor

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Food and Travel HSPT-155
Course leader:	Ana Bitanga
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	First
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

This course introduces students to the concept of food in the hospitality and service industry as representative of a location's culture and values. The course analyzes the existing and emerging client base and delves deeply into the topic of trends and opportunities based on food and beverage. Students will examine the importance of service chains and new product development. In addition to examining the final product and the accompanying service chain, the course will examine basics associated with producing meals; namely, food preparation methods, quality standards, food presentation, professionalism in food preparation and service, sanitation and safety processes in commercial kitchens, kitchen and restaurant organization and roles, and food service styles. Students completing this course will develop an understanding of how to function effectively in a kitchen or restaurant environment.

Course objectives:

- Identify and describe fundamental elements of the food/travel concept and its connection to destination image, identity and marketing.
- Demonstrate competency to apply food knowledge in effective marketing approaches directed at attracting travelers with national/regional/local food offerings, complete with the appropriate plating and garnishing.
- Identify, examine and differentiate between historic, economic, geographic, and environmental factors influencing food-based travel choices.
- Apply knowledge of food and beverage to list, differentiate and explain significant national foods and their ingredients and beverages.
- Identify and explain key geographic dimensions of food, beverages, quality standards for food ingredients, and food processing.
- Analyze and explain the food service chain concept within various service styles used in food and beverage outlets.
- Identify and explain compliance aspects related to food production/distribution/sanitation.

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Explain historic, economic, geographic, environmental and leisure factors influencing food-and-beverage-based travel choices
 - CLO2:** Explain various F&B service styles and food production/distribution/sanitation aspects
 - CLO3:** Compare significant national foods and beverages including their cultural dimensions
 - CLO4:** Analyze how cultural heritage and socio-economic development influences food and beverage offers
 - CLO5:** Assess fundamental elements of the food-and-travel concept in the context of destinations' image, identity and development
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Course content:

- Introducing food as a motive to travel
 - Tuscany, a food region
 - Key elements of a destination's food offer
 - Food, culture and society
 - Food service chain
 - How to create the drink story presentation
 - History of alcoholic drinks
 - Middle Eastern Food
 - American Food
 - Asian food
 - Croatian food regions
 - F&B Food Sanitation in global environment
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Teaching delivery methods:

- Lectures
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Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Individual assignment	0.5
Case 1	0.5
Case 2	0.5
Team Project	0.5
Exam 1	1.0
Exam 2	1.0
Exam 3	1.0
Total	5

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work**Components of evaluation:**

Component	Points/%
Individual assignment	10
Case analysis 1	10
Case analysis 2	10
Team project	10
Exam 1	20
Exam 2	20
Exam 3	20
Total:	100

Required reading:

- Korsmeyer, C. (Ed.) (2005). *The Taste Culture Reader: Experiencing Food and Drink*. Berg.
- Bittman, M., & Oseland, J. (2012). *Food Lover's Guide to the World: Experience the Great Global Cuisines*. Lonely Planet
- Page, D. (2021). *Food Americana: The Remarkable People and Incredible Stories behind*

America's Favorite Dishes. Mango Publishing Group.

- Bourdain, A., & Woolever, L. (2021). *World Travel: An Irreverent Guide*. HarperCollins.
 - Montanari, M. (2006). *Food is Culture*. Columbia University Press.
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Additional reading:

- Relevant articles from business press, determined on a weekly basis
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Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	WRITING SEMINAR (UWRT 150)
Course leader:	Rebecca Charry Roje
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	First
ECTS points:	5
Teaching hours:	45 (3+0+0)

Course Description

Course objectives:

- develop proficiency in analytical and rhetorical reading and writing and critical thinking
- stimulate students' writing for a variety of contexts and purposes
- develop academic research and literacy practices
- emphasize teacher-student conferencing, self-assessment, class discussion, and peer review
- emphasize the principles of intellectual property and academic integrity for academic and future professional writing

Conditions for enrolment in the course:

UWRT100 Critical Reading and Writing

Expected learning outcomes of the course:

A student will be able to:

CLO1: Examine a variety of intellectually challenging non-fiction texts

CLO2: Produce and revise a research project in written and oral form

CLO3: Criticize peer work

Course content:

- conducting research
- finding sources

- identifying credible sources
- integrating sources
- citing and referencing in APA style
- peer review
- presenting findings of research

Teaching delivery methods:

- Lectures
- Seminars
- Workshops
- Exercises
- Independent work
- Project work
- Multimedia
- Peer review
- Critiques

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions
- Attending peer review and individual conference meetings

Monitoring student work:

Activity ECTS

Component	ECTS
1 Research Methods	0.5
2 Sources Quiz	0.5
3 Integration Quiz	0.5

4 Critical Analysis	0.5
5 Introduction & Literature Review	0.5
6 Peer Review 1	0.25
7 Paper Draft	0.75
8 Peer Review 2	0.25
9 Final Paper	0.75
10 Research presentation	0.5
Total:	5.0

Total **5**

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
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1 Research Methods	10
2 Sources Quiz	10
3 Integration Quiz	10
4 Critical Analysis	10
5 Introduction & Literature Review	10
6 Peer Review 1	5
7 Paper Draft	15
8 Peer Review 2	5
9 Final Paper	15
10 Research presentation	10
Total:	100

Required reading:

- American Psychological Association. (2020). *Publication manual of the American Psychological Association* (7th ed.).
- Hacker, D., & Sommers, N. (2015). *A writer's reference* (8th ed.). Bedford/St. Martin's.
- Scarry, S., & Scarry, J. (2011). *The writer's workplace with readings. Building college writing skills*. Wadsworth.
- Winkler, A. C., & McCuen-Metherell, J. R. (2008). *Writing the research paper. A handbook*. Wadsworth.

Additional reading:

- Selected current newspaper and magazine articles posted by the instructor on My Courses

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student course evaluation
- Peer observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Business II
Course leader:	Danijela Crijen
Study programme:	HTM
Course status:	Obligatory
Year:	First
ECTS points:	2
Teaching hours (L+S+E):	15 (1+0+0)

Course Description

This course, the second course in the First-year Business Sequence, applies technology tools to create well defined and complete business plans. Students will develop websites and other marketing and process tools to take their business concept outlined in Business 1 to a final business plan for review with an outside board.

Course objectives:

- Define and finalise the business plan
- Develop a video presentation targeted to various stakeholders
- Research and identify the key technologies impacting the proposed new product or service
- Create business process models that document the new business idea
- Develop a website plan to support the new business processes

Conditions for enrolment in the course:

- MGMT-101 Business 1: Ideas and Business Planning,
- MGIS-101 Computer-based Analysis

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Describe business process models that document the new business idea
- CLO2:** Prepare a presentation on a specific topic of business development
- CLO3:** Develop basic web page for start-up business

CLO4: Create promotional video and business plan

Course content:

- Life cycle of a business
 - Founder characteristics
 - The DISC models
 - Creating a Business Plan
 - Business process and revenue models
 - Marketing of new products
 - Finding Investors
 - Building a team
 - How to create a video
 - Viral ads
 - Website planning and development
 - Social media
 - Negotiation
-

Teaching delivery methods:

- Lectures
 - Seminars
 - Workshops
 - Exercises
 - Project work
 - Business cases
 - Multimedia
-

Student obligations:

- Attending classes
 - Submitting projects and assignments
 - Participate in discussions
-

Monitoring student work:

Activity	ECTS
Business Plan	0.5
Midterm	0.3
Participation	0.2

Video Project	0.3
Website Project	0.3
Final Exam	0.4
Total	2

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Business Plan	25
Midterm	15
Participation	10
Video Project	15
Website Project	15
Final Exam	20
Total:	100

Required reading:

- **Schneider**, G. (2016) Electronic Commerce, International 12th edition. Boston, Cengage. (library)
- **Kotler**, P., **Armstrong**, G. (2020) Principles of Marketing, 18th global edition, Pearson Education
- **Miletsky**, J. (2010) Principles of Internet Marketing: New Tools and Methods for Web Developers; Cengage – selected chapters (library)

Additional reading:

As discussion of current events will also make up a significant component of the course, students are *strongly* encouraged to follow current events in the business world. Suggested news sources include:

- Financial Times
- The Economist
- TechCrunch
- VentureBeat

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Management Accounting ACCT 210
Course leader:	Kevin Walker
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	First
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

Introduction to the use of accounting information by managers within a business. Explores the value of accounting information for the planning and controlling of operations, assessing the cost of a product/service, evaluating the performance of managers, and strategic decision making.

- Recognizing management accounting's role in an organization
- Developing product costs in a manufacturer
- Conducting profit planning, budgeting, standard cost, overhead and variance analyses
- Performing Cost-Volume-Profit analysis
- Making capital budget and working capital decisions

Conditions for enrolment in the course:

Financial Accounting ACCT 110

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Describe the typical framework and constituent role(s) of organizational accounting/finance functions;
- CLO2:** Demonstrate how key accounting/finance information is obtained, presented and utilized;
- CLO3:** Select a range of accounting/finance tools [such as performance ratios, costing systems, budgeting, project appraisal and working capital management] appropriate to different situations and contexts;

CLO4: Prepare basic management accounting analyses and reports;

CLO5: Apply cost behavior analysis in forecasting financial results.

Course content:

- Role of management accounting
- Basic cost management concepts and classifications
- Cost-Volume-Profit analysis
- Relevant costs for decision making
- Job and process costing
- Variable and activity-based costing
- Profit planning and budgeting
- Standard costs and overhead analysis
- Revenue management
- Capital budgeting and working capital
- Segment reporting and performance indicators

Teaching delivery methods:

- Lectures
- In-class exercises

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.3
Exam 1	1.56
Quiz 2	0.3
Exam 2	1.62
Quiz 3	0.3
Quiz 4	0.3
Final Exam	1.62

Total 6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	5
Exam 1	26
Quiz 2	5
Exam 2	27
Quiz 3	5
Quiz 4	5
Final Exam	27
Total:	100

Required reading:

- Garrison, Noreen & Brewer, (2017), *Managerial Accounting*, McGraw-Hill/Irwin, New York, NY (SBNI-13: 978-1260153132): Sixteenth Edition

Additional reading:

- Other various articles and Internet sites and associated material may also be utilized.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Applied Calculus
Course leader:	Kristina Soric
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	First
ECTS points:	5
Teaching hours (L+S+E):	60 (2+0+2)

Course Description

Course objectives:

- To have students learn the basic definitions, concepts, rules, vocabulary, and mathematical notation of calculus.
- To provide students with the necessary manipulative skills required for solving problems in calculus.
- To provide an opportunity for students to obtain a background in mathematics necessary to a study of life practice

Conditions for enrolment in the course:

C- or better in MATH-101, MATH-111, MATH-131, NMTH-260, NMTH-272 or NMTH-275 or Math Placement Exam score greater than or equal to 45. At least 50 points earned in College Algebra.

Expected learning outcomes of the course:

A student will be able to:

- CLO 1:** Analyze functions, continuity, limit, derivative and integral
 - CLO 2:** Analyze mathematical concepts for modeling and solving problems from everyday environment
 - CLO 3:** Evaluate solutions of solved problems
 - CLO 4:** Formulate examples for modeling, solving and interpreting when applying mathematical framework
-

Course content:

(1) DERIVATIVES

- (a) Limits and continuity
- (b) Definition of the derivative
- (c) Rules of differentiation
- (d) Tangent lines
- (e) Higher order derivatives
- (f) Implicit differentiation
- (g) Derivatives of exponential and logarithmic functions

(2) APPLICATIONS OF THE DERIVATIVE

- (a) Related rates
- (b) Curve sketching
- (c) Optimization
- (d) Applications of exponential and logarithmic functions

(3) INTEGRATION

- (a) Antiderivatives and the indefinite integral
- (b) Area and the definite integral
- (c) Fundamental theorem of calculus
- (d) Evaluating the definite integral
- (e) Substitution

(4) APPLICATIONS OF THE INTEGRAL

- (a) Area between curves
- (b) Applications of the definite integral to business and economics

- (c) Applications of the definite integral to life sciences
 - (d) Numerical integration
 - (5) ADDITIONAL TOPICS
 - (a) Introduction to the solution of differential equations
 - (b) Separable differential equations
 - (c) Applications of differential equations
 - (d) Sequences
 - (e) Geometric series
-

Teaching delivery methods:

- Lectures
 - Exercises
 - Remote learning
 - Independent work
-

Student obligations:

- Attending classes
 - Submitting projects and assignments
 - Participate in discussions
-

Monitoring student work:

Activity	ECTS
Exam I	1.25
Exam II	1.25
Exam III	1.50
Quizzes/ Continuous work/ Participation	1
Total	5

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points %
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Exam I	25
Exam II	25
Exam III	30
Quizzes/ Continuous work/ Participation	20
Total	100

Required reading:

- Tan, S. T. (2015). Applied Calculus for the Managerial, Life, and Social Sciences, 10th Edition, Brooks/Cole

Additional reading:

- Handouts and readings will be made available to students throughout the semester by the instructor
- Video material will be made available to students throughout the semester by the instructor

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	MGIS.130 - Information Systems and Technology
Course leader:	Daniel Bara
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	First
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

Information Systems and Technology students after graduation will be:

- Problem solvers who apply information technology solutions to business needs.
- Information technology leaders utilizing the knowledge acquired in the MGIS.130 program.
- Life-long learners who participate in the advancement of the economic and social development of the local community utilizing their professional and ethical skills.

Conditions for enrolment in the course:

None, intended for 2nd year IB students.

Expected learning outcomes of the course:

A student will be able to:

- LO1:** Evaluate critical, systems and design thinking principles.
- LO2:** Analyse complexity and importance of information systems in contemporary organizations.
- LO3:** Generate alternative solutions to information system problems.
- LO4:** Synthesize the role of data, business intelligence and business processes in information systems.
- LO5:** Value the importance of privacy and security in information systems.

Course content:

Conducting research

Bad science

Paper structure

Finding sources

Integrating sources

Peer review

Reporting finding visually

Presenting research

Teaching delivery methods:

- Lectures
 - Guest lectures
 - Workshops
 - Exercises
 - Independent work
 - Project work
 - Multimedia
-

Student obligations:

- Attending classes
 - Submitting projects and assignments
 - Participate in discussions
-

Monitoring student work:

Activity	ECTS
Team project	2,76
Quizzes	2,4
Workshop	0,24
Case studies	0,48
Essay	0,12
Total	6

YEAR 2 – COURSE DESCRIPTIONS

Teaching time is worth 1,5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Team project 1 st milestone (form a group)	4
Team Project 2 nd milestone (one page brief)	8
Quizzes (10 out of 12)	40
Team Project 3 rd milestone (detailed outline)	18
Team project 4 th milestone (presentation submission)	4
Team project 5 th milestone (presentation)	12
Workshop	4
Case studies	8
Essay	2
Total:	100

Required reading

No textbook is required.

Additional reading:

- Instructor will provide materials throughout the semester from a variety of sources. Texts or other media will be posted on myCourses or handed out in class. Students are required to regularly check on myCourses for updates.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Global Business Environment INTB.225
Course leader:	Besim Agušaj
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Being an informed global citizen requires an understanding of the global business environment. Organizations critical to the development of the global business environment include for-profit businesses, non-profits, governmental, non-governmental, and supranational agencies. This course introduces students to the interdependent relationships between organizations and the global business environment. A holistic approach is used to examine the diverse economic, political, legal, cultural, and financial systems that influence both organizations and the global business environment.

Course objectives:

- To introduce students to the various types of organizations and the major trends that help shape the global environment.
- To understand the interdependent relationship between organizations and the economic, political, cultural, and technological systems of the global environment through which national economies are connected.
- To prepare students for strategic challenges and opportunities in the global context and competencies to anticipate the potential strategies of global and local business.

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Identify key globalization concepts and organizations that shape the global environment.
 - CLO2:** Discuss ethical issues and CSR in a global business context.
 - CLO3:** Analyze strategic challenges and opportunities in the global and regional context in specific industries.
 - CLO4:** Integrate facts of the economic, political, cultural and technological systems of the global environment into debate arguments.
-

Course content:

- Global Business, Framework and Ethics
 - World Economies
 - Int'l Trade and Foreign Direct Investment
 - Global and Regional Economic Cooperation and Integration
 - International Monetary System
 - Foreign Exchange and Global Capital Markets
 - Int'l Expansion and Global Market Opportunity Assessment
 - Exporting, Importing, and Global Sourcing
 - Technology & Digital Transformation
 - Managing Human Resources Globally
 - Global Marketing Distribution, Supply-Chain Management
 - Case Study: ESG - Environmental, Social, and Governance
-

Teaching delivery methods:

- Lectures
 - Exercises
 - Project work
 - Business cases
-

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Cases	0.75
Exam 1	1.75
Project	0.75
Exam 2	1.75
Total	5

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work**Components of evaluation:**

Component	Points/%
Cases	15
Exam 1	35
Project	15
Exam 2	35
Total:	100

Required reading:

- Peng, M. W., & Peng, M. W. (2014). *Global business*. Mason, OH: Cengage Learning/South Western.
- Carpenter Mason / Sanjyot P. Dunung, *International Business: Opportunities and Challenges*

Additional reading:

- Newspapers and magazines such as The Economist, Wall Street Journal, Fortune, Financial Times, Business Week, and others

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	ECON.101 Principles of Microeconomics
Course leader:	Doc.dr.sc. Jasminka Samardžija
Study programme:	HTM
Course status:	Obligatory
Year:	First
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- This course provides an introduction to microeconomics with an emphasis on supply and demand, the consumer, the producer, economic equilibrium, efficiency and equity, market failures, and government intervention in markets. In this context, the course has three broad objectives.
- 1) It is designed to help students to understand basic economic concepts and problems related to the behavior and interaction of individuals. It examines how individuals make decisions, markets allocate resources through the price mechanism, and problems relating to imperfect competition, externalities (like pollution), common resources, imperfect information, and poverty and inequality.
- 2) It is designed to give students a feel for the methods which economists use to understand individual behavior and interactions. It introduces students to a variety of models, including optimizing models of consumer and firm behavior, partial and simple general equilibrium models, and models of perfect competition.
- (3) Finally, it attempts to help students to develop an ability to apply the methods and models in seeking solutions to the economic problems confronting society.

Conditions for enrolment in the course:

None/prerequisite

Expected learning outcomes of the course:

A student will be able to:

CLO1: Apply economic principles to market analysis.

CLO2: Analyze market equilibrium and elasticity.

CLO3: Evaluate government policies and market outcomes in perfectly competitive markets.

Course content:

- Basic concepts of economics
 - Market supply & Market demand
 - Gains from Trade & Economic Coordination
 - Elasticity of Demand & Elasticity of Supply
 - Efficiency and Equity
 - Benefit, Cost and Surplus
 - Externalities
 - Government actions in markets: rent ceiling & minimum wage
 - Government actions in markets: taxes production quotas and subsidies
 - Utility and Demand
 - Utility maximizing choices and paradox of value
 - Possibilities, Preferences and Choices
 - Predicting consumer choices
 - Organizing Production
 - Output and Cost: total, marginal & average cost and product
 - Long run costs
 - Perfect competition: output price and profit in the short run
 - Perfect competition: output price and profit in the long run
-

Teaching delivery methods:

- Lectures
 - Problem solving in small teams
 - Group discussion
 - Exercises
 - Project work
 - Personal research
 - Class presentation
-

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Assignment 1 (HW1)	0.25
Assignment 2 (HW2)	0.25
Assignment 3 (Midterm 1)	1
Assignment 4 (HW3)	0.25
Assignment 5 (Midterm 2)	1
Assignment 6 (HW4)	0.25
Assignment 7 (Final project)	0.5
Assignment 8 (Final exam)	1.5
Total	5

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Assignment 1 (HW1)	5
Assignment 2 (HW2)	5
Assignment 3 (Midterm 1)	20
Assignment 4 (HW3)	5
Assignment 5 (Midterm 2)	20
Assignment 6 (HW4)	5
Assignment 7 (Final project)	10
Assignment 8 (Final exam)	30
Total:	100

Required reading:

- Parkin, M. (2016). *Microeconomics, 12th edition*. Pearson Education Limited.
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Additional reading:

- Acemoglu, D., Laibson, D. & List, J. (2018). *Microeconomics, 2nd Edition*. Pearson Education Limited: 2018.
-

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Beginning German I
Course leader:	Nikolina Božinović
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	60 (4+0+0)

Course Description

Course objectives:

- Provide students with a sound basis for learning to communicate effectively and accurately in German as it is spoken and written today
- Practice all four basic language skills - listening, speaking, reading, and writing
- Give opportunities for student-student interaction and self-expression in realistic situations
- Emphasize cultural aspects of contemporary life and culture in German speaking countries
- Engage students in in-class dialogues and readings

Conditions for enrolment in the course:

N/A

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Produce short and simple texts in written form about real life situations.
- CLO2:** Select appropriate grammar and vocabulary at beginner level.
- CLO3:** Combine a range of vocabulary to communicate effectively at beginner level.
- CLO4:** Differentiate some aspects of German life and culture.

Course content:

- narrating and describing simple things and situations from real life in the present tense
- communicating and understanding greetings and daily class conversation and using expressions of common courtesies
- articulating basic needs, emotions, and attitudes in a short question/answer format
- providing autobiographical information, interests, abilities, likes and dislikes
- practising basic spoken German on topics presented in class
- reading passages from the textbook
- expressing ideas coherently at beginner level in writing
- gaining basic understanding of some aspects of German life and culture

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.6
Quiz 2	0.6
Quiz 3	0.6
Written Assignments	1.4
Oral In-Class Examinations	0.8
Final Oral Examination	0.5
Homework	0.5

Total 5

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Written Assignments	28
Oral In-Class Examinations	16
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Moeller, J., Berger, S., Hoecherl-Alden, G., Howes, S., Adolph, W. (2016). *Deutsch heute*, Introductory German, Tenth Edition, Cengage Learning.
- Moeller, J., Berger, S., Hoecherl-Alden, G., Howes, S., Adolph, W. (2016). *Deutsch heute*, Student Activities Manual, Tenth Edition, Cengage Learning.

Additional reading:

- German College Dictionary, Harper-Collins, Second Edition (or any other dictionary of the German language)

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey

- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Beginning Italian I
Course leader:	Zrinka Friganović Sainj
Study programme:	Hospitality Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	60 (4+0+0)

Course Description

Course objectives:

- Provide students with a sound basis for learning to communicate effectively and accurately in Italian as it is spoken and written today.
- Practice all four basic language skills - listening, speaking, reading, and writing.
- Give opportunities for student-student interaction and self-expression in realistic situations.
- Emphasize cultural aspects of contemporary life and culture in Italy and Italian speaking countries.
- Engage students in in-class dialogues and readings.

Conditions for enrolment in the course:

N/A

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Produce short and simple texts in written form about real life situations.
- CLO2:** Select appropriate grammar and vocabulary at beginner level.
- CLO3:** Combine a range of vocabulary to communicate effectively at beginner level.
- CLO4:** Differentiate some aspects of Spanish life and culture.

Course content:

- narrating and describing simple things and situations from real life in the present tense
- communicating and understanding greetings and daily class conversation and using expressions of common courtesies
- articulating basic needs, emotions, and attitudes in a short question/answer format
- providing autobiographical information, interests, abilities, likes and dislikes
- practising basic spoken Italian on topics presented in class
- reading passages from the textbook
- expressing ideas coherently at beginner level in writing
- gaining basic understanding of some aspects of Italian life and culture

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.6
Quiz 2	0.6
Quiz 3	0.6
Written Assignments	1.4
Oral In-Class Examinations	0.8

Final Oral Examination 0.5

Homework 0.5

Total 5

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Written Assignments	28
Oral In-Class Examinations	16
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Merlonghi, F., Merlonghi, F., Tursi, J., & O'Connor, B. (2012). *Oggi in Italia: a first course in Italian* (9th ed.). Heinle Cengage Learning.
- Merlonghi, F., Merlonghi, F., Tursi, J., & O'Connor, B. (2012). *Oggi in Italia: Student activities manual* (9th ed.). Heinle Cengage Learning.

Additional reading:

- Cozzarelli, J.M. (2020). *Sentieri*. Vista Higher Learning.
- Manella, C. (2005). *Sì! L'italiano in mano. Manuale e corso pratico di italiano per stranieri. Livello elementare, intermedio e superiore*. Progetto Lingua Edizioni.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Beginning Spanish I
Course leader:	Barbara Perić
Study programme:	Hospitality Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	60 (4+0+0)

Course Description

Course objectives:

- Provide students with a sound basis for learning to communicate effectively and accurately in Spanish as it is spoken and written today
- Practice all four basic language skills - listening, speaking, reading, and writing
- Give opportunities for student-student interaction and self-expression in realistic situations
- Emphasize cultural aspects of contemporary life and culture in Spain and Spanish speaking countries
- Engage students in in-class dialogues and readings

Conditions for enrolment in the course:

N/A

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Produce short and simple texts in written form about real life situations.
- CLO2:** Select appropriate grammar and vocabulary at beginner level.
- CLO3:** Combine a range of vocabulary to communicate effectively at beginner level.
- CLO4:** Differentiate some aspects of Hispanic life and culture.

Course content:

- narrating and describing simple things and situations from real life in the present tense
- communicating and understanding greetings and daily class conversation and using expressions of common courtesies
- articulating basic needs, emotions, and attitudes in a short question/answer format
- providing autobiographical information, interests, abilities, likes and dislikes
- practicing basic spoken Spanish on topics presented in class
- reading passages from the textbook
- expressing ideas coherently at beginner level in writing
- gaining basic understanding of some aspects of Hispanic life and culture

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.6
Quiz 2	0.6
Quiz 3	0.6
Written Assignments	1.4
Oral In-Class Examinations	0.8
Final Oral Examination	0.5
Homework	0.5

Total 5

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Written Assignments	28
Oral In-Class Examinations	16
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Hershberger, R., Navey-Davis, S. & Borrás Álvarez, G. (2016). *Plazas, Lugar de encuentros* (5th ed.), Heinle Cengage Learning.

Additional reading:

- Acevedo A, I. (2013). *Spanish Reader for Beginners-Elementary*. CreateSpace Independent Publishing Platform.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Beginning French I
Course leader:	Tea Kovačević
Study programme:	HTM
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	60 (4+0+0)

Course Description

Course objectives:

- Provide students with a sound basis for learning to communicate effectively and accurately in French as it is spoken and written today
- Practice all four basic language skills - listening, speaking, reading, and writing
- Give opportunities for student-student interaction and self-expression in realistic situations
- Emphasize cultural aspects of contemporary life and culture in French and French-speaking countries
- Engage students in in-class dialogues and readings

Conditions for enrolment in the course:

N/A

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Produce short and simple texts in written form about real life situations.
- CLO2:** Select appropriate grammar and vocabulary at beginner level.
- CLO3:** Combine a range of vocabulary to communicate effectively at beginner level.
- CLO4:** Differentiate some aspects of French life and culture.

Course content:

- narrating and describing simple things and situations from real life in the present tense
- communicating and understanding greetings and daily class conversation and using expressions of common courtesies
- articulating basic needs, emotions, and attitudes in a short question/answer format
- providing autobiographical information, interests, abilities, likes and dislikes
- practicing basic spoken French on topics presented in class
- reading passages from the textbook
- expressing ideas coherently at beginner level in writing
- gaining basic understanding of some aspects of French life and culture

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.6
Quiz 2	0.6
Quiz 3	0.6
Written Assignments	1.4
Oral In-Class Examinations	0.8
Final Oral Examination	0.5
Homework	0.5

Total 5

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Written Assignments	28
Oral In-Class Examinations	16
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Manley, J., Smith, S., McMinn, J., & Prévost, 8. (2011). *Horizons*. 6th edition.

Additional reading:

- Les 500 Exercices de phonétique A1/A2 – Hachette, 2009
- Nouvelle grammaire du français: Cours de Civilisation Française de la Sorbonne – Y. Dellatour, D. Jennepin, M. Léon-Dufour, B. Teyssier, Hachette, 2004

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Introduction to Statistics I, COS-STAT-145
Course leader:	Kristijan Tabak
Study programme:	HTM
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Apply basic definitions, concepts, rules, vocabulary, and mathematical notation of statistics and probability theory.
 - Use necessary manipulative skills required for solving problems in business, economics and medical sciences
-

Conditions for enrolment in the course:

None/prerequisite

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** classify random events according to their properties
 - CLO2:** create sample spaces together with associated probability function,
 - CLO3:** generate random variables that describe random events,
 - CLO4:** analyze likelihoods for future events.
-

Course content:

- Numerical summaries
- Graphical displays

- Data Description
- Univariate data - measures of location and dispersion
- Bivariate data - correlation and regression
- Sampling
- Population versus sample
- Random sampling
- Probability
- Random variables
- Binomial distribution
- Normal distribution
- Central limit theorem
- One-sample Inference, Mean and Proportion
- Estimation
- Hypothesis testing
- Use of t-distribution - independent and dependent samples

Teaching delivery methods:

- Lectures
- Seminars
- Exercises
- Remote learning
- Independent work
- Multimedia
- Mentoring

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Assignment 1	1.25
Assignment 2	1.25
Assignment 3	1.5

In class Quizz	1
...	
Total	5

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Assignment 1	25
Assignment 2	25
Assignment 3	30
In Class Quiz	20
Total:	100

Required reading:

- Moore and McCabe, Introduction to the Practice of Statistics, Freeman, New York, NY.
- Peck, Olsen and Devore, Introduction to Statistics and Data Analysis, Brooks/Cole, Pacific Grove, CA.
- Michael Sullivan, Statistics: Informed Decisions Using Data, Pearson, Upper Saddle River, NJ.

Additional reading:

- None

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Foundations of Sociology
Course leader:	Vanda Bazdan
Study programme:	HTM, WMC
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

An introduction to the way sociologists interpret social reality, including the elementary terms, foundational ideas, major insights, and research discoveries in the discipline. Included are topics such as statuses and roles, socialization, cultural variation, deviance, social stratification, social institutions, and social change. Fulfils a liberal arts core social/behavioural science requirement. Counts as a prerequisite for the sociology/anthropology concentration and minor, the international studies and urban communities studies majors, and as a prerequisite for the required cultures in globalization.

Course objectives:

- Develop critical awareness of the interactions among society, culture, science, and technology
- Foster understanding and appreciation of diverse social and cultural perspectives
- Foster understanding of local, national, international, and global forms of citizenship and community
- Develop critical awareness of interactions between society and the environment
- Foster development of the ability to reason critically and creatively

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Compare main theoretical perspectives in sociology (tenets, research methods, studies conducted) and their implications in understanding individual development, cultural and social contexts and issues
- CLO2:** Synthesize data from various theoretical perspectives and research studies in interpretation of social phenomena
- CLO3:** Compose arguments, and anticipate and assess counterarguments, to support and defend their attitudes regarding current social issues in written format (discussion papers), and in competitive debates (in keeping with the academic standards)

Course content:

This course will introduce the student to the basic concepts in sociology, and to fundamental sociological approaches and methods. Sociology is interested in understanding social stability and social change. Social change, with all its conflicts and problems, has been the driving force in sociology. The course will examine the topic of social inequality, giving special attention to social stratification, racial-ethnic relations, and gender relations. It will cover the major institutions of society – family, the educational, religious, the political systems, the economy, and health care and medicine. We will explore the theme of social change through examination of collective behaviour.

Teaching delivery methods:

- Lectures
- Seminars
- Independent work
- Project work
- Multimedia

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Exam 1	1
Exam 2	1

Research paper	1
Presentation	0.5
Discussions (5)	0.5
Discussion papers	1
Total	5

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Exam 1	20
Exam 2	20
Research paper	20
Presentation	10
Discussions (5x2)	10
Discussion papers (5x4)	20
Total:	100

Required reading:

- Newman, D.M. (2020). *Sociology: Exploring the architecture of everyday life*. SAGE publications.
- Newman, D.M. (2018). *Sociology: Exploring the architecture of everyday life: Readings*. SAGE publications.

Additional reading:

- Excerpts from classics in sociology, as well as contemporary scholarly articles, available on myCourses.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey

- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Introduction to Statistics II COS-STAT-146
Course leader:	Kristijan Tabak
Study programme:	HTM
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	60 (4+0+0)

Course Description

Course objectives:

- Apply basic definitions, concepts, rules, vocabulary, and mathematical notation statistics and probability for mathematical modeling in business and social sciences.
 - Understand necessary manipulative skills required for solving problems.
 - Predict probabilities of future random events.
-

Conditions for enrolment in the course:

None/prerequisite

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Utilize random variables for modeling in business.
 - CLO2:** Compare estimates and measure their likelihoods.
 - CLO3:** Connect properties of random variables with real life problems in business.
 - CLO4:** Analyze samples in terms of their underlying distributions.
-

Course content:

- Confidence intervals and hypothesis testing
- Single-factor and two-factor ANOVA (analysis of variance)
- Two-Sample Inference for Means
- Inference for Counts

- Single proportion
- Two proportions
- Chi-square test for two-way tables
- Analysis of Variance
- One-way ANOVA
- Two-way ANOVA
- Regression Analysis
- Simple linear regression model
- Correlation
- Multiple regression model
- Time series and forecasting
- Survey design and analysis

Teaching delivery methods:

- Lectures
- Seminars
- Exercises
- Remote learning
- Independent work
- Multimedia
- Mentoring
- Peer review

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Assignment 1	1.25
Assignment 2	1.25
Assignment 3	1.5
In Class Quizz	1

Total 5

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Assignment 1	25
Assignment 2	25
Assignment 3	30
In Class Quiz	20
Total:	100

Required reading:

- Moore and McCabe, Introduction to the Practice of Statistics, Freeman.
- Peck, Olsen and Devore, Introduction to Statistics and Data Analysis, Duxbury.
- Agresti and Franklin, Statistics, The Art and Science of Learning from Data, Pearson

Additional reading:

- None

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Financial Management FINC 220
Course leader:	Kevin Walker
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

Basic course in financial management. Covers business organization, time value of money, valuation of securities, capital budgeting decision rules, risk-return relation, Capital Asset Pricing Model, financial ratios, global finance and working capital management.

- Explain the role of the financial manager within the organization of the firm;
- Use financial statements and cash flow in performance evaluation;
- Recognize the risk-return relation in investing and its role in the Capital Asset Pricing Model (CAPM) and weighted-average cost of capital (WACC);
- Apply the time value of money concept in a number of contexts;
- Place values on equity and bonds;
- Evaluation with NPV, PI and IRR;
- Decision-making related to a firm's capital structure and pay-out policies;
- Raising capital and working capital management

Conditions for enrolment in the course:

ACCT-110; ECON-101 or ECON-201; and STAT-145 or STAT-251 or CQAS-251 or MATH-251 or MATH-252 or STAT-205

Expected learning outcomes of the course:

A student will be able to:

CLO1: Analyze firms' financial environment, performance, and governance using theoretic frameworks, concepts, metrics and methods;

CLO2: Apply concept of time value of money in wide range of calculations;

CLO3: Evaluate financial assets (bonds and stocks), as well as the relationship between risk and return as postulated by CAPM model;

CLO4: Assess firm's investment, financing and payout decisions.

Course content:

- Financial markets and institutions
- Performance measurement
- Debt and payout policy
- Risk-return relation and Capital Asset Pricing Model (CAPM)
- Weighted-average Cost-of-Capital (WACC)
- Time value of money
- Valuing equity and bonds
- Evaluation via net present value (NPV), internal rate of return (IRR), and profitability index (PI)
- Raising capital and the initial public offering (IPO)

Teaching delivery methods:

- Lectures
- In-class work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.3
Exam 1	1.5
Quiz 2	0.3
Quiz 3	0.3
Exam 2	1.5

Quiz 4	0.3
Final Exam	1.8
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	5
Exam 1	25
Quiz 2	5
Quiz 3	5
Exam 2	25
Quiz 4	5
Final Exam	30
Total:	100

Required reading:

- Brealey, R., Myers, S., & Marcus, A. (2019). *Fundamentals of Corporate Finance*, 9th or 10th ed., McGraw Hill.

Additional reading:

- Various articles and Internet sites will also be utilized.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	ECON.201 Principles of Macroeconomics
Course leader:	Doc. dr. sc. Jasminka Samardžija
Study programme:	HTM
Course status:	Obligatory
Year:	First
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- The goal of Principles of Macroeconomics is to provide students with a broad overview of the aggregate economy. One important goal of this course is to provide students with a good understanding of aggregate economic accounts and definitions, principally so that they can read and understand news and television reporting of the aggregate economy.
- The course is designed to provide students with a unified framework that can be used to analyze key macroeconomic issues such as growth, inflation, expectations, deficits, recessions, productivity, interest rates, exchange rates, trade balance, monetary and fiscal policy
- The course will feature a heavy emphasis on the role of economic policy: monetary and fiscal policies aimed at short run stabilization, policies concerning trade and international finance, and policies aimed at promoting long run growth.
- The course will clearly highlight the tradeoffs involved in policymaking – e.g. short run stabilization vs. long run growth, efficiency vs. equity, etc.

Conditions for enrolment in the course:

Prerequisite/Principles of Microeconomics

Expected learning outcomes of the course:

A student will be able to:

CLO1: Analyze key macroeconomic indicators and relationships.

CLO2: Evaluate the impact of monetary and fiscal policies on macroeconomy.

CLO3: Critically assess economic problems and economic policy.

Course content:

- Measuring GDP and economic growth
 - Monitoring jobs and inflation
 - Economic growth
 - Finance, saving and investment
 - Money, the price level, and inflation
 - The exchange rates
 - The exchange rate policy
 - Current account balance
 - The balance of payments
 - Aggregate supply
 - Aggregate demand
 - Fiscal policy
 - Monetary policy
-

Teaching delivery methods:

- Lectures
 - Problem solving in small teams
 - Group discussion
 - Exercises
 - Project work
 - Personal research
 - Class presentation
-

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Assignment 1 (HW1)	0.25
Assignment 2 (HW2)	0.25
Assignment 3 (Midterm 1)	1
Assignment 4 (HW3)	0.25
Assignment 5 (Midterm 2)	1
Assignment 6 (HW4)	0.25
Assignment 7 (Final project)	0.5
Assignment 8 (Final exam)	1.5
Total	5

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Assignment 1 (HW1)	5
Assignment 2 (HW2)	5
Assignment 3 (Midterm 1)	20
Assignment 4 (HW3)	5
Assignment 5 (Midterm 2)	20
Assignment 6 (HW4)	5
Assignment 7 (Final project)	10
Assignment 8 (Final exam)	30
Total:	100

Required reading:

- Parkin, M. (2016). *Macroeconomics, 12th edition*. Pearson Education Limited.

Additional reading:

- Acemoglu, D., Laibson, D. & List, J. (2018). *Macroeconomics, 2nd Edition*. Pearson Education Limited: 2018.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Principles of Marketing MKTG 230
Course leader:	Kevin Walker
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

An introduction to the field of marketing, stressing its role in the organization and society. Emphasis is on determining customer needs and wants and how the marketer can satisfy those needs through the controllable marketing variables of product, price, promotion and distribution.

- Distinguish among marketing philosophies
- Conduct elements of market research
- Set marketing objectives and strategies
- Perform market segmentation, targeting, and positioning
- Combine components of the 4Ps / marketing mix to create an integrated marketing program
- Incorporate CRM practices and loyalty programs into revenue management efforts

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

CLO1: Assess the relevance of marketing and the marketing process in a company..

CLO2: Analyze the marketplace and consumer value.

CLO3: Assess marketing strategies essential for establishing a competitive advantage in different business environments.

CLO4: Assess marketing mix strategies for establishing a competitive advantage in different business environments.

Course content:

- Marketing philosophies
- Market research
- Setting marketing objectives and strategies
- Market segmentation, targeting, and positioning
- New product and product life-cycle issues
- Distribution channels
- Elements of promotional mix
- Pricing
- Individual and business buyer behavior
- Digital and mobile marketing
- CRM, loyalty, and revenue management

Teaching delivery methods:

- Lectures
- In-class exercise
- Case study(ies)

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Exam 1	1.8
Exam 2	1.8
Project Audit / Sit Assess	0.3
Completed Project	0.6
Project Presentation	0.3
Exam 3	1.2

Total 6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Exam 1	30
Exam 2	30
Project Audit / Sit Assess	5
Completed Project	10
Project Presentation	5
Exam 3	20
Total:	100

Required reading:

- Kotler, P., and Armstrong, G. (2017) *Principles of Marketing, 17th global edition*, Pearson Education.
- Kotler, Philip, Bowen, John T., and Makens, James C. (2014) *Marketing for Hospitality and Tourism*, Pearson, Upper Saddle River, New Jersey: Sixth Edition.
- Kotler, Bowen, Makens, and Baloglu (2016) *Marketing for Hospitality and Tourism*, Pearson, Upper Saddle River, New Jersey: Seventh Edition.

Additional reading:

- Other various articles and Internet sites and associated material may also be utilized.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Beginning German II
Course leader:	Nikolina Božinović
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	60 (4+0+0)

Course Description

Course objectives:

- Provide students with a sound basis for learning to communicate effectively and accurately in German as it is spoken and written today
- Practice all four basic language skills - listening, speaking, reading, and writing
- Give opportunities for student-student interaction and self-expression in realistic situations
- Emphasize cultural aspects of contemporary life and culture in German speaking countries
- Engage students in in-class dialogues and readings

Conditions for enrolment in the course:

Completion of Beginning German I

Expected learning outcomes of the course:

A student will be able to:

CLO1: Produce short texts in written form

CLO2: Implement appropriate grammar rules and vocabulary at sentence and text level in written form

CLO3: Combine more complex vocabulary to improve communication skills

CLO4: Contrast aspects of German life and culture

Course content:

- applying target grammatical structures and vocabulary through storytelling and describing real-life situations in the past
- talking about plans, travel preparations, free time, needs, feelings and attitudes
- interpreting different topics related to course material
- using target grammatical structures in the present and past tenses
- applying acquired grammatical structures and vocabulary in speaking and writing
- expressing ideas in writing
- comparing and thinking critically about cultural differences
- connecting different contents in written and oral form

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.6
Quiz 2	0.6
Quiz 3	0.6
Written Assignments	1.4
Oral In-Class Examinations	0.8
Final Oral Examination	0.5
Homework	0.5

Total 5

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Written Assignments	28
Oral In-Class Examinations	16
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Moeller, J., Berger, S., Hoecherl-Alden, G., Howes, S., Adolph, W. (2016). *Deutsch heute*, Introductory German, Tenth Edition, Cengage Learning.
- Moeller, J., Berger, S., Hoecherl-Alden, G., Howes, S., Adolph, W. (2016). *Deutsch heute*, Student Activities Manual, Tenth Edition, Cengage Learning.

Additional reading:

- German College Dictionary, Harper-Collins, Second Edition (or any other dictionary of the German language)

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Beginning Italian II
Course leader:	Zrinka Friganović Sain
Study programme:	Hospitality Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	60 (4+0+0)

Course Description

Course objectives:

- Provide students with a sound basis for learning to communicate effectively and accurately in Spanish as it is spoken and written today
- Practice all four basic language skills - listening, speaking, reading, and writing
- Give opportunities for student-student interaction and self-expression in realistic situations
- Emphasize cultural aspects of contemporary life and culture in Spain and Spanish speaking countries
- Engage students in in-class dialogues and readings

Conditions for enrolment in the course:

Completion of Beginning Italian I

Expected learning outcomes of the course:

A student will be able to:

CLO1: Produce short texts in written form

CLO2: Implement appropriate grammar rules and vocabulary at sentence and text level in written form

CLO3: Combine more complex vocabulary to improve communication skills Contrast aspects of Italian life and culture

Course content:

- applying target grammatical structures and vocabulary through storytelling and describing real-life situations in the past
- talking about plans, travel preparations, free time, needs, feelings and attitudes
- interpreting different topics related to course material
- using target grammatical structures in the present and past tenses
- applying acquired grammatical structures and vocabulary in speaking and writing
- expressing ideas in writing
- comparing and thinking critically about cultural differences
- connecting different contents in written and oral form

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.6
Quiz 2	0.6
Quiz 3	0.6
Written Assignments	1.4
Oral In-Class Examinations	0.8
Final Oral Examination	0.5
Homework	0.5

Total 5

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Written Assignments	28
Oral In-Class Examinations	16
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Merlonghi, F., Merlonghi, F., Tursi, J., & O'Connor, B. (2012). *Oggi in Italia: a first course in Italian* (9th ed.). Heinle Cengage Learning.
- Merlonghi, F., Merlonghi, F., Tursi, J., & O'Connor, B. (2012). *Oggi in Italia: Student activities manual* (9th ed.). Heinle Cengage Learning.

Additional reading:

- Cozzarelli, J.M. (2020). *Sentieri*. Vista Higher Learning.
- Manella, C. (2005). *Si! L'italiano in mano. Manuale e corso pratico di italiano per stranieri. Livello elementare, intermedio e superiore*. Progetto Lingua Edizioni.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Beginning Spanish II
Course leader:	Barbara Perić
Study programme:	Hospitality Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	60 (4+0+0)

Course Description

Course objectives:

- Provide students with a sound basis for learning to communicate effectively and accurately in Spanish as it is spoken and written today
- Practice all four basic language skills - listening, speaking, reading, and writing
- Give opportunities for student-student interaction and self-expression in realistic situations
- Emphasize cultural aspects of contemporary life and culture in Spain and Spanish speaking countries
- Engage students in in-class dialogues and readings

Conditions for enrolment in the course:

Completion of Beginning Spanish I

Expected learning outcomes of the course:

A student will be able to:

CLO1: Produce short texts in written form

CLO2: Implement appropriate grammar rules and vocabulary at sentence and text level in written form

CLO3: Combine more complex vocabulary to improve communication skills

CLO4: Contrast aspects of Hispanic life and culture

Course content:

- applying target grammatical structures and vocabulary through storytelling and describing real-life situations in the past
- talking about plans, travel preparations, free time, needs, feelings and attitudes
- interpreting different topics related to course material
- using target grammatical structures in the present and past tenses
- applying acquired grammatical structures and vocabulary in speaking and writing
- expressing ideas in writing
- comparing and thinking critically about cultural differences
- connecting different contents in written and oral form

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.6
Quiz 2	0.6
Quiz 3	0.6
Written Assignments	1.4
Oral In-Class Examinations	0.8
Final Oral Examination	0.5
Homework	0.5

Total 5

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Written Assignments	28
Oral In-Class Examinations	16
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Hershberger, R., Navey-Davis, S. & Borrás Álvarez, G. (2016). *Plazas, Lugar de encuentros* (5th ed.), Heinle Cengage Learning.

Additional reading:

- Acevedo A, I. (2013). *Spanish Reader for Beginners-Elementary*. CreateSpace Independent Publishing Platform.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Beginning French II
Course leader:	Tea Kovačević
Study programme:	HTM
Course status:	Obligatory
Year:	Second
ECTS points:	5
Teaching hours (L+S+E):	60 (4+0+0)

Course Description

Course objectives:

- Provide students with a sound basis for learning to communicate effectively and accurately in French as it is spoken and written today
- Practice all four basic language skills - listening, speaking, reading, and writing
- Give opportunities for student-student interaction and self-expression in realistic situations
- Emphasize cultural aspects of contemporary life and culture in Russia and French-speaking countries
- Engage students in in-class dialogues and readings

Conditions for enrolment in the course:

Completion of Beginning French I

Expected learning outcomes of the course:

A student will be able to:

CLO1: Produce short texts in written form

CLO2: Implement appropriate grammar rules and vocabulary at sentence and text level in written form

CLO3: Combine more complex vocabulary to improve communication skills

CLO4: Contrast aspects of French life and culture

Course content:

- applying target grammatical structures and vocabulary through storytelling and describing real-life situations in the past
- talking about plans, travel preparations, free time, needs, feelings and attitudes
- interpreting different topics related to course material
- using target grammatical structures in the present and past tenses
- applying acquired grammatical structures and vocabulary in speaking and writing
- expressing ideas in writing
- comparing and thinking critically about cultural differences
- connecting different contents in written and oral form

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.6
Quiz 2	0.6
Quiz 3	0.6
Written Assignments	1.4
Oral In-Class Examinations	0.8
Final Oral Examination	0.5
Homework	0.5

Total 5

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Written Assignments	28
Oral In-Class Examinations	16
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Manley, J., Smith, S., McMinn, J., & Prévost, 8. (2011). *Horizons*. 6th edition.

Additional reading:

- Les 500 Exercices de phonétique A1/A2 – Hachette, 2009
- Nouvelle grammaire du français: Cours de Civilisation Française de la Sorbonne – Y. Dellatour, D. Jennepin, M. Léon-Dufour, B. Teyssier, Hachette, 2004

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	HSPT Cooperative Education 1
Course leader:	Iva Kuzina
Study programme:	Hospitality Tourism Management
Course status:	Obligatory
Year:	Second
ECTS points:	12
Teaching hours (L+S+E):	400 (12+0+0)

Course Description

Course objectives:

- Career-related work experience.
- Employment within the food, hospitality or tourism service management industries is monitored by the International Hospitality and Service Management Program and the Career Services Office.
- Coop work is designed for the student to experience progressive training on the job as related to the academic option.

Conditions for enrolment in the course:

Sophomores begin co-op the summer following their sophomore year studies having completed a minimum of 55 credits. Graduation requirement: 2 coops. Department permission is required.

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Apply acquired knowledge and skills from previous academic courses in co-op tasks
- CLO2:** Perform in accordance with the instructions and feedback in the process of solving co-op tasks in a real environment
- CLO3:** Explain the activities, work processes and the market environment of the co-op organization.
- CLO4:** Reflect on professional and personal growth, and work-related competencies gained during co-op.

Course content:

- Mentored field work
- Co-op registration and offer letter
- Co-op evaluation documents

Teaching delivery methods:

- Exercises
- Remote learning
- Field work
- Independent work
- Project work
- Mentoring

Student obligations:

- Completing 400 hours of mentored field work
- Submitting co-op documentation

Monitoring student work:

Activity	ECTS
Assignment 1	11.7
Assignment 2	0.3
Total	12

Teaching time is worth 12 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Mentored fieldwork	95
Co-op evaluation reports	5
Total:	100

Required reading:

- RIT Croatia cooperative education handbook and Cooperative Education Bylaw.
 - RIT Croatia cooperative education Registration form
 - RIT Croatia cooperative education student evaluation form
 - RIT Croatia cooperative education employer evaluation form
-

Additional reading:

-
-

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- RIT Croatia cooperative education registration form and an offer letter
- RIT Croatia cooperative education biweekly reports for the students on a remote or project-based co-op model
- RIT Croatia cooperative education student evaluation form
- RIT Croatia cooperative education employer evaluation form

YEAR 3 – COURSE DESCRIPTIONS

General Information

Course title:	HSPT-375 Customer Experience Management
Course leader:	Milena Kužnin
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Third
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

This course examines the development, management, and improvement of the service delivery systems used by service organizations (i.e., hotels, restaurants, travel agencies, and health care) through the lens of quality management. This course also focuses on how customer experience design shapes customers' thoughts, actions, and decision processes.

Course objectives:

- Understand customer experience journey
- Create exceptional customer experience
- Describe luxury customer experiences incorporating technology and branding

Conditions for enrolment in the course:

None/prerequisite

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Analyze drivers of customer experience.
- CLO2:** Use various tools including service blueprinting, customer journey mapping, and value chain analysis to optimize customer experience.
- CLO3:** Judge the success of implemented customer experience design and processes.
- CLO4:** Apply emerging technologies to support/enhance the customer experience.
- CLO5:** Develop branding frameworks to create luxury customer experiences.

Course content:

The course consists of three major sections. Section 1 focuses on understanding the paradigm of customer experience, identifying the drivers of customer satisfaction, formulating strategies to optimize the customer experience, and managing service operations through the development of a service blueprint. Students will also learn techniques to diagnose and measure the success of the customer experience. Section 2 focuses on the role of exponential technologies, such as artificial intelligence, robotics, augmented reality, virtual reality, and data analytics, in creating exceptional customer experiences. Section 3 discusses the creation of exceptional luxury customer experiences, incorporating technology, and describes how brands go beyond traditional branding frameworks to create luxury experiences.

Teaching delivery methods:

- Lectures
- In class exercises

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Exam 1	1.2
Exam 2	1.2
Exam 3	1.2
Project Prep	0.6
Project Presentation	0.6
Case Study 1	0.3
Case Study 2	0.3
Homework	0.6
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Exam 1	20
Exam 2	20
Exam 3	20
Project	20
Case Study 1	5
Case Study 2	5
HW	10
Total:	100

Required reading:

- Schmitt, B., ProQuest (Firm), & Books24x7, I. (2003;2010;). *Customer experience management: A revolutionary approach to connecting with your customers* (1. Aufl. ed.). New York: Wiley.
- Tisch, J. M., Skillsoft Corporation, & Books24x7, I. (2007). *Chocolates on the pillow aren't enough: Reinventing the customer experience*. Hoboken, N.J: John Wiley & Sons.

Additional reading:

- PDF files and selected chapters – will be uploaded by the instructor

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Food & Beverage Management HSPT 335
Course leader:	Ana Bitanga
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Third
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

This course will provide the student with the knowledge needed for effective management of food service operations. Students will identify trends in the food and beverage industry, gain knowledge of the food management principles and understand how providing exceptional guest service can maximize profits in the hospitality industry. Topics will include food service and beverage purchasing, inventory, costing, service styles, financial controls, menu design, sanitation, safety, ethics, food service automation, hardware and software, legal concerns, equipment selection, and service innovations in design and layout of the food establishments.

- Organization of F&B operations;
- Principles of menu planning and engineering;
- Creating standard recipes;
- Standard F&B product costs and associated pricing strategies
- F&B marketing

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

CLO1: Create mechanisms of recipe conversions, determining quantities, and purchasing the appropriate amounts of food and beverages for a given concept

CLO2: Analyze key performance indicators including appropriate industry metrics

CLO3: Evaluate revenue management strategies including computing, analyzing and interpreting data to make effective decisions

CLO4: Create a restaurant concept including theme, menu design, food sourcing, costing, pricing, and marketing

Course content:

- Food and beverage industry description
- F&B management principles
- F&B service styles and facilities design
- F&B Operations - menu design, inventory management, purchasing, costing, menu pricing
- Financial management of an F&B operation
- Ethical principles and legal concerns

Teaching delivery methods:

- Lectures
- Project: F&B Simulation
- In-class work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Exam 1	1.5
Exam 2	1.5
Project: F&B Simulation	1.5
Project Presentation; analysis	1.5
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Exam 1	25
Exam 2	25
Project: F&B Simulation	25
Project Presentation; analysis	25
Total:	100

Required reading:

- Ninemeirer, J. D. (2015). *Management of Food and Beverage Operations*, 6th Edition. AHLEI.

Additional reading:

- Other various articles and Internet sites will also be utilized

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Organizational Behavior MGMT-215
Course leader:	Besim Agušaj
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Third
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Social media and virtual teams are transforming the way employees work together. Values and self-leadership are replacing command-and-control management. Companies are looking for employees with emotional intelligence and effective teamwork skills. This course deals with human behavior in organizations and with best practices and approaches that organizations utilize in order to facilitate effective work-related behavior. Within each topic, conceptual frameworks, case discussions, and skill-oriented activities are used. Topics include values, attitudes, communication, motivation, group dynamics, leadership, power, and organizational development. Class assignments are designed to help students acquire the knowledge and skills that managers need to improve workplace relationships and performance.

Course objectives:

- Increase knowledge of OB concepts so that students understand and analyze how organizations and the people within them work
- Provide opportunities to apply OB concepts to work-related challenges faced by managers
- Develop leadership and management potential

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

LO1: Identify the field of OB and its relevance to the global workplace.

LO2: Examine the importance of valuing individuals' differences in a multicultural work environment.

LO3: Explain selected core discussion themes and research such as, but not limited to, group dynamics and social networks in the domain of OB.

Course content:

- Diversity and Societal Culture
 - Individual Differences
 - Attitudes & Values
 - Social Perception, Attributions, and Perceived Fairness
 - Making Decisions
 - Power, Influence, and Politics
 - Managing Conflict and Negotiating
 - Organizational Culture and Organizational Change
 - Managing your Career
-

Teaching delivery methods:

- Lectures
 - Exercises
 - Independent work
 - Project work
-

Student obligations:

- Attending classes
 - Submitting projects and assignments
 - Participate in discussions
-

Monitoring student work:

Activity	ECTS
Cases	0.9
Exam 1	2.1
Project	0.9
Exam 2	2.1
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Case study	15
Exam 1	35
Project	15
Exam 2	35
Total:	100

Required reading:

- McShane, S. L., & Von, G. M. (2017). *Organizational behavior: Emerging realities for the workplace revolution*. Boston: McGraw-Hill/Irwin.

Additional reading:

- Cornet, M. (2018). *Goomics – Google’s corporate culture revealed through internal comics*, Vol 1.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Literature and Cultural Studies ENGL210
Course leader:	Rebecca Charry Roje
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Third
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

In this course, students will study literature, movements, and writers within their cultural contexts and in relation to modes of literary production and circulation. Students will hone their skills as attentive readers and will engage with literary analysis and cultural criticism. Students will gain a strong foundation for analyzing the ways literary language functions and exploring the interrelations among literature, culture, and history. In doing so, they will engage issues involving culture, identity, language, ethics, race, gender, class, and globalism, among many others.

Conditions for enrolment in the course:

Prerequisite: Writing Seminar UWRT150

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Analyse a variety of literary texts, cultural artefacts, and/or critical/analytical essays
 - CLO2:** Connect literary and cultural artefacts to their social and cultural contexts
 - CLO3:** Compose coherent literary analyses, creative essays, research papers, or multimedia presentations
-

Course content:

- Literary and poetic terms
- Literary and dramatic genres
- Comedy and Tragedy

- Poetic forms
- Introduction to Modernism
- Post modernism
- The Harlem Renaissance
- Contemporary short stories

Teaching delivery methods:

- Lectures
- Discussions
- Independent work
- Project work
- Multimedia

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity ECTS

Component	ECTS
1. Poetry Responses	0.5
2. Poetry Test	0.75
3. Short story responses	0.5
4. Short Story test	0.75
5. Team presentation	0.75
6. Test on student stories	0.75
7. Creative essay	0.5

8. Student story responses	0.5
Total:	5

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
1. Poetry Responses (2 unannounced)	10
2. Poetry Test	15
3. Short story responses (2 unannounced)	10
4. Short Story test	15
5. Team presentation	15
6. Test on student stories	15
7. Creative essay	10
8. Student story responses (2 unannounced)	10
Total:	100

Required reading (this list is subject to modification):

- Saunders, G. (2018) Fox 8. Random House. New York
- Baldwin, J. (1957) Sonny's Blues.

- Woolf, V. (1921) A Haunted House.
 - Hellmandollar, J. (n.d.) The Backwards Fall
 - Bradbury, R. (1950) The Veldt.
 - Gess, D. Tresspasses (2016). Story Quarterly. Issue 53. Rutgers University. New Jersey.
 - Selected poems by Walt Whitman, Emily Dickinson, Langston Hughes, E.E. Cummings, E.A. Robinson and others
-

Additional reading:

- Contemporary short stories selected by students
-

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student course evaluation
- Peer observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Intermediate German I
Course leader:	Nikolina Božinović
Study programme:	Hospitality and Tourism Management
Course status:	Elective
Year:	Third
ECTS points:	4
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Provide students with adequate tools to increase their ability to function better in German language and understand better all aspects of German culture, formal and informal.
- Practice and advance basic skills acquired in the beginning courses.
- Engage students in communication activities, contemporary texts, and more advanced study of vocabulary and grammar to expand all communication skills, especially oral proficiency.
- Emphasize relevant aspects of contemporary German life and culture.

Conditions for enrolment in the course:

Completion of Beginning German I and Beginning German II

Expected learning outcomes of the course:

A student will be able to:

CLO1: Produce texts in written form about a range of topics

CLO2: Argue one's point in class discussions

CLO3: Support different cultural aspects with appropriate vocabulary

CLO4: Design a presentation on a topic of interest

CLO5: Differentiate grammar structures and vocabulary at intermediate level

Course content:

- discussing different topics related to course materials in present and past tenses

- participating in basic every-day situation dialogues
- arguing for or against a certain position in class discussions
- reading and analyzing a variety of literary and non-literary texts
- writing paragraphs of increasing complexity in German
- gaining a deeper understanding of German culture and differences between different cultures
- delivering a short presentation in German language

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.5
Quiz 2	0.5
Quiz 3	0.5
Oral In-Class Examinations	0.6
Written Assignments	1.1
Final Oral Examination	0.4
Homework	0.4
Total	4

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Oral In-Class Examinations	16
Written Assignments	28
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Moeller, J., Mabee, B., Berger, S., Adolph, W. (2016). *Kaleidoskop Kultur, Literatur und Grammatik*, Ninth Edition, Cengage Learning.
- Moeller, J., Mabee, B., Berger, S., Adolph, W. (2016). *Kaleidoskop Kultur, Literatur und Grammatik*, Student Activities Manual, Ninth Edition, Cengage Learning.

Additional reading:

- Funk, H. Kuhn, C., Demme, S. (2006). *Studio d A2 Deutsch als Fremdsprache*, Cornelsen Verlag, Berlin.
- Funk, H., Kuhn, C., Demme, S., Winzer, B. (2009). *Studio d B1 Deutsch als Fremdsprache*, Cornelsen Verlag Berlin.
- Augustyn, P.; Euba, N. (2020). *Stationen, Ein Kursbuch für die Mittelstufe*. Fourth Edition, Cengage Learning.
- German College Dictionary, Harper-Collins, Second Edition (or any other dictionary of the German language)

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Intermediate Italian I
Course leader:	Frganović Sain
Study programme:	Hospitality and Tourism Management
Course status:	Elective
Year:	Third
ECTS points:	4
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Provide students with adequate tools to increase their ability to function better in Italian language and understand better all aspects of Italian culture, formal and informal.
- Practice and advance basic skills acquired in the beginning courses.
- Engage students in communication activities, contemporary texts, and more advanced study of vocabulary and grammar to expand all communication skills, especially oral proficiency.
- Emphasize relevant aspects of contemporary Italian life and culture.

Conditions for enrolment in the course:

Completion of Beginning Italian I and Beginning Italian II

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Produce texts in written form about a range of topics.
- CLO2:** Argue one's point in class discussions.
- CLO3:** Support different cultural aspects with appropriate vocabulary.
- CLO4:** Design a presentation on a topic of interest.

CLO5: Differentiate grammar structures and vocabulary at intermediate level.

Course content:

- Discussing different topics related to course materials in present and past tenses.
- Participating in basic every-day situation dialogues.
- Arguing for or against a certain position in class discussions.
- Reading and analyzing a variety of literary and non-literary texts.
- Writing paragraphs of increasing complexity in Italian.
- Gaining a deeper understanding of Italian culture and differences between different cultures.
- Delivering a short presentation in Italian language.

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.5
Quiz 2	0.5
Quiz 3	0.5
Oral In-Class Examinations	0.6
Written Assignments	1.1
Final Presentation	0.4

Homework	0.4
Total	4

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Oral In-Class Examinations	16
Written Assignments	28
Final Presentation	10
Homework	10
Total:	100

Required reading:

- Di Francesco A. & Massimo Naddeo C. (2009). *Bar Italia*. Progetto Italiano, Firenze.
- Italiano F. & Marchegiani I. (2007). *Crescendo: An Intermediate Italian Program*. second edition. Thomson and Heinle. Boston. MA. United States.
- Italiano F. & Marchegiani I. (2007). *Crescendo: Workbook/Lab Manual and Audio CDs*
- Tognozzi E. & Cavatorta G. (2013). *Ponti: italiano terzo millenio*. 3rd editon. Heinle Cengage Learning. Boston. MA. United States.
- Tognozzi E. & Cavatorta G. (2013). *Ponti: italiano terzo millenio. Student Activities Manual*. 3rd editon. Heinle Cengage Learning. Boston. MA. United States.

Additional reading:

- Manella, C. (2010). *Ecco! Grammatica Italiana*. 12th edition. Progetto Lingua, Firenze.
- Manella, C. (2010). *Dizionario dei verbi italiani*. 12th edition. Progetto Lingua, Firenze.

- Guastalla, C. (2012). *Giocare con la letteratura*. Alma Edizioni, Firenze.
- Barki P. & Diadori P. (1999). *Pro e contro 1/2: conversare e argomentare in italiano*. Livello intermedio, libro dello studente. 2nd edition. Bonacci editore, Roma.
- Barki P. & Diadori P. (1999). *Pro e contro 1/2: conversare e argomentare in italiano*. Livello intermedio, guida per l'insegnante. 2nd edition. Bonacci editore, Roma.
- Anzivino F. & D'Angelo K. (2009). *Ci vuole orecchio! 2/3*, Ascolti autentici per sviluppare la comprensione orale, ALMA Edizioni, Firenze.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Intermediate Spanish I
Course leader:	Barbara Perić
Study programme:	Hospitality Tourism Management
Course status:	Elective
Year:	Third
ECTS points:	4
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Provide students with adequate tools to increase their ability to function better in Spanish language and understand better all aspects of Hispanic culture, formal and informal.
- Practice and advance basic skills acquired in the beginning courses.
- Engage students in communication activities, contemporary texts, and more advanced study of vocabulary and grammar to expand all communication skills, especially oral proficiency.
- Emphasize relevant aspects of contemporary Hispanic life and culture.

Conditions for enrolment in the course:

Completion of Beginning Spanish I and Beginning Spanish II

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Produce texts in written form about a range of topics
- CLO2:** Argue one's point in class discussions
- CLO3:** Support different cultural aspects with appropriate vocabulary
- CLO4:** Design a presentation on a topic of interest
- CLO5:** Differentiate grammar structures and vocabulary at intermediate level

Course content:

- discussing different topics related to course materials in present and past tenses
- participating in basic every-day situation dialogues
- arguing for or against a certain position in class discussions
- reading and analyzing a variety of literary and non-literary texts
- writing paragraphs of increasing complexity in Spanish
- gaining a deeper understanding of Hispanic culture and differences between different cultures
- delivering a short presentation in Spanish language

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.5
Quiz 2	0.5
Quiz 3	0.5
Oral In-Class Examinations	0.6
Written Assignments	1.1
Final Oral Examination	0.4
Homework	0.4
Total	4

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Oral In-Class Examinations	16
Written Assignments	28
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Blitt, M.A., Casas, M. & Copple, M.T. (2020). *Exploraciones, curso intermedio* (second edition), Cengage Learning.

Additional reading:

- Jarvis, A.C. & Lebrede, L. (2011). *Basic Spanish for business and finance* (second edition), Heinle Cengage Learning.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Intermediate French I
Course leader:	Tea Kovačević
Study programme:	HTM
Course status:	Elective
Year:	Third
ECTS points:	4
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Provide students with adequate tools to increase their ability to function better in French language and understand better all aspects of French culture, formal and informal.
- Practice and advance basic skills acquired in the beginning courses.
- Engage students in communication activities, contemporary texts, and more advanced study of vocabulary and grammar to expand all communication skills, especially oral proficiency.
- Emphasize relevant aspects of contemporary French life and culture.

Conditions for enrolment in the course:

Completion of Beginning French I and Beginning French II

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Produce texts in written form about a range of topics
- CLO2:** Argue one's point in class discussions
- CLO3:** Support different cultural aspects with appropriate vocabulary
- CLO4:** Design a presentation on a topic of interest
- CLO5:** Differentiate grammar structures and vocabulary at intermediate level

Course content:

- discussing different topics related to course materials in present and past tenses
- participating in basic every-day situation dialogues
- arguing for or against a certain position in class discussions
- reading and analyzing a variety of literary and non-literary texts
- writing paragraphs of increasing complexity in French
- gaining a deeper understanding of French culture and differences between different cultures
- delivering a short presentation in French language

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.5
Quiz 2	0.5
Quiz 3	0.5
Oral In-Class Examinations	0.6
Written Assignments	1.1
Final Oral Examination	0.4
Homework	0.4
Total	4

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Oral In-Class Examinations	16
Written Assignments	28
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Muyskens, J., Harlow, L., Vialet, M., & Brière, J. (2013). *Bravo!* 8th edition. Cengage.
- Muyskens, J., Harlow, L., Vialet, M., & Brière, J. (2013). *Bravo! Student Activities Manual*. 8th edition. Cengage.

Additional reading:

- Les 500 Exercices de phonétique A1/A2 – Hachette, 2009
- Les 500 Exercices de grammaire A2-Hachette, 2006
- Nouvelle grammaire du français: Cours de Civilisation Française de la Sorbonne – Y. Dellatour, D. Jennepin, M. Léon-Dufour, B. Teyssier, Hachette, 2004
- Grammaire essentielle du français niveaux A1 A2 - Glaud Ludivine, Lannier Muriel, Loiseau Yves, Didier, 2015
- Edito 1 (méthode de français et cahier d'activités) – Marie-Pierre Baylocq Sassoubre, Stéphanie Brémaud, Stefano Campopiano, Clara Cheilan, Erwan Dambrine, Cécile Pinson, Didier, 2016
- Génération A2 (méthode de français) – P.Dauda, L.Giachino, C. Baracco, Didier, 2016

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Global Economy and Grassroots
Course leader:	Vanda Bazdan
Study programme:	HTM, WMC, GBM
Course status:	Elective/Immersion
Year:	Third and Fourth
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Economic globalization has given birth to global, grassroots social movements. This course examines how global economic integration is brought about through multilateral institutions, multinational corporations, outsourcing, trade agreements, international lending, and neoliberal reforms. We consider impacts (cultural, economic, and health) of these trends on employees, farmers, small businesses, consumers, and the environment in the developed and developing worlds (with special emphasis on Latin America). We examine beliefs, alternative visions, and strategies of grassroots movements responding to these challenges.

Course objectives:

- Examine key vectors of economic globalization
- Examine impacts (economic, environmental, social, and health) in different locales (with special emphasis on Latin America)
- Examine grassroots responses to perceived negative impacts, including the formation of social movements with alternative visions (alter-globalization)
- Foster development of the ability to reason critically and creatively

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Explain key vectors of economic globalization, discriminating between historical, ethnographic, and theoretical perspectives on globalization and economy
 - CLO2:** Analyse scholarly (anthropology, sociology, and economy) texts, poetry or prose, and popular texts commenting on global economy, politics, and grassroots activities
 - CLO3:** Compose arguments, and anticipate and assess counterarguments, to support and defend their attitudes regarding current issues in written format and in competitive debates (in keeping with the academic standards)
-

Course content:

1. Outsourcing: Its Face Abroad
 - 1.1 Offshore Assembly Manufacture
 - 1.2 Free Trade Zones
2. Outsourcing: Impacts within the U.S.
3. Trade Liberalization: North American Free Trade Agreement
4. World Bank: infrastructural projects, dams and riparian systems
5. International Monetary Fund:
 - 5.1 Debt crisis: causes and examples (Mexico, Argentina, Jamaica)
 - 5.2 Structural Adjustment (prescriptions and consequences)
 - 5.3 Cross-conditionality
6. World Trade Organization: relevant rules and key rulings
 - 6.1 Environment: tariff escalation and natural resources, process and production methods
 - 6.2 Public Health: HIV/AIDS medications, baby formula and Gerber trademark in Guatemala, cigarette packaging
 - 6.3 Agriculture: competition through trade liberalization, patenting of life forms, genetically modified organisms, protection of agricultural subsidies, national emergency stores
7. Alterglobalization Movements
 - 7.1 Demonstrations in Seattle
 - 7.2 Anti-Sweatshop Activism
 - 7.3 Zapatista Movement in Mexico
 - 7.4 Confédération Paysanne and Via Campesina
 - 7.5 Global Social Forum
 - 7.6 Green Belt Movement
 - 7.7 Navdanya (India)

- 7.8 Recovered Factories movement in Argentina
- 7.9 Landless Workers' Movement in Brazil
- 7.10 Fair Trade
- 7.11 Slow Food Movement
- 7.12 Localist movements in the U.S.: community supported agriculture, farmers' markets, locavorism, alternative currencies

Teaching delivery methods:

- Lectures
- Seminars
- Independent work
- Discussions
- Multimedia

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Discussions	2.4
Exam 1	1.35
Exam 2	1.25
Total	5

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Exam 1	27
Exam 2	25

Discussions (12x4)	48
Total:	100

Required reading:

- Selected chapters and excerpts from the listed readings:
- Wallach, L. & Woodall, P. (2004). *Whose Trade Organization?* The New Press.
- Hira, R., & Hira, A. (2005). *Outsourcing America*. Amacom.
- Lappe, F. M. & Lappe, A. (2003). *Hope's edge*. TarcherPerigee.
- Pleyers, G. (2013). *Alter-Globalization*. Polity.
- Dudley, K. M. (1994). *The end of the line: Lost jobs, new lives in postindustrial America*. University of Chicago Press.
- Maeckelbergh, M. (2013). *The will of the many*. Pluto Press.
- Moberg, M. & Lyon, S. (2010). *Fair trade and social justice: Global ethnographies*. NYU Press.
- Thomas, J. (2000). *The battle in Seattle: The story behind and beyond the WTO demonstrations*. Fulcrum Publishing.
- Marcos, Subcomandante Insurgente. (2002). *Our word is our weapon: Selected writings*. Seven Stories Press.
- Barlow, M. and Clarke, T. (2001). *Global Showdown*. Stoddart Pub.
- Ross, A., ed. (1997). *No Sweat*. Verso Books.
- Stiglitz, J. (1994). *Globalization and its discontents*. W.W. Norton & Company.
- Stiglitz, J. (2017). *Globalization and its discontents revisited: Anti-globalization in the era of Trump*. W.W. Norton & Company.
- Hess, D. L. (2009). *Localist Movements in a Global Economy*. The MIT Press.

Additional reading:

- Excerpts from classics in anthropology, as well as more recent scholarly and popular articles, available on myCourses.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Operations Management
Course leader:	Kristina Soric
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Third
ECTS points:	6
Teaching hours (L+S+E):	45 (1.5+0+1.5)

Course Description

Course objectives:

- To define operations management and its strategies
- To identify the opportunities for applications of operations management strategies to balance between efficiency and effectiveness
- To understand how to apply appropriate tools and technology while applying operations management strategies

Conditions for enrolment in the course:

STAT-145 or MATH-251 or equivalent courses

Expected learning outcomes of the course:

A student will be able to:

- CLO 1:** Analyze operations management strategies when balancing between efficiency and effectiveness
 - CLO 2:** Analyze collected information and data about processes while measuring efficiency and effectiveness using digital technology
 - CLO 3:** Evaluate mathematical and statistical concepts for modeling and solving problems from operations management environment
 - CLO 4:** Design examples for modeling, solving and interpreting when applying operations management strategies
-

Course content:

(1) INTRODUCTION TO OPERATIONS MANAGEMENT

- (a) Operations and Productivity
- (b) Managing Projects
- (c) Forecasting Demand

(2) DESIGNING OPERATIONS

- (a) Product Design
- (b) Quality Management and International Standards
- (c) Process Design
- (d) Location Decisions

(3) MANAGING OPERATIONS

- (a) Supply Chain Management
 - (b) Managing Inventory
 - (c) Aggregate Scheduling
 - (d) Material Requirements Planning (MRP) and ERP
 - (e) Scheduling for the Short-Term
-

Teaching delivery methods:

- Lectures
- Workshops
- Exercises
- Remote learning

- Independent work
- Laboratory

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Exam I	1.5
Exam II	1.5
Exam III	1.5
Homework I	0.3
Homework II	0.3
Homework III	0.3
Quiz 1	0.06
Quiz 2	0.06
Quiz 3	0.06
Quiz 4	0.06
Quiz 5	0.06
Quiz 6	0.06
Quiz 7	0.06
Quiz 8	0.06
Quiz 9	0.06
Quiz 10	0.06
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work**Components of evaluation:**

Component	Points %
Exam I	25
Exam II	25
Exam III	25
Homework I	5

Homework II	5
Homework III	5
Quiz 1	1
Quiz 2	1
Quiz 3	1
Quiz 4	1
Quiz 5	1
Quiz 6	1
Quiz 7	1
Quiz 8	1
Quiz 9	1
Quiz 10	1
Total	100

Required reading:

- Heizer, L. and Render, B. (2014). Operations Management: Sustainability and Supply Chain Management, 11th Global Edition, Pearson Education Inc.

Additional reading:

- Handouts and readings will be made available to students throughout the semester by the instructor
- Video material will be made available to students throughout the semester by the instructor

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	HSPT-315 Lodging Operations
Course leader:	Besim Agušaj
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Third
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Lodging operations examines the vision and mission, organizational structures, and the structure and functions of different divisions within the hotel. The course emphasizes the rooms divisions and its relationship with other departments such as food and beverage, sales and marketing, human resources and security divisions. Current issues of lodging organizations, application of customer service and managerial skills are discussed. Students will be able to develop and contextualize the terms and concepts of F&B Management, HR Management, Financial Accounting, Facilities Management and Sales & Marketing associated with hotels and tourism.

Course objectives:

- Incorporate the food and beverage experiences into the hospitality setting.
- Implement best facility management practices in lodging operations
- Benchmarking against competition in the hospitality market.

Conditions for enrolment in the course:

None/prerequisite

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Apply lodging industry context and key terminology.
- CLO2:** Analyze key performance indicators including appropriate industry metrics.
- CLO3:** Evaluate lodging operations strategies for key lodging operations departments.
- CLO4:** Evaluate coordinated hotel operations in a competitive environment.

Course content:

- History of the lodging industry
- Key industry terminology
- Managing lodging ops
- Budgeting lodging ops
- Measuring lodging ops
- Hotel Simulation
- Importance, challenges and best practices

Teaching delivery methods:

- Lectures
- Guest speakers
- Hotel Simulation

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Exam 1	1.2
HotelSim	1.8
Exam 2	1.2
Team Report	1.8
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work**Components of evaluation:**

Component	Points/%
Exam 1	20

Hotel Sim	30
Exam 2	20
Team Report	30
Total:	100

Required reading:

Hayes, D., Ninemeier, J., & Miller, A. (2010): *Foundations of Lodging Management*, Pearson.

Additional reading:

- PDF files and selected chapters – will be uploaded by the instructor

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Hospitality Entrepreneurship in the Global Economy HSPT 372
Course leader:	Kevin Walker
Study programme:	Hospitality and Tourism Management
Course status:	Elective
Year:	Third
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

Entrepreneurship in hospitality and tourism is recognized as providing many benefits to regions and economies, including economic growth, job creation, and innovation. This course will provide an introduction and overview at the national, firm and individual levels to entrepreneurship in the hospitality industry. Various models and case studies will be employed to analyze opportunities and to provide real world, global hospitality examples of relevant issues. Venture financing and entrepreneurial marketing will receive particular attention. Significant time will be devoted to translating entrepreneurs' (students') visions of hospitality-related opportunities into business models, providing a description of how the enterprise will create and capture value.

- Identification and development of unique business and revenue models;
- Application of the Effectual and Lean Start-up methods as to new venture creation;
- Raising capital under varying situations;
- Implementing entrepreneurial marketing techniques in a new venture;
- Sales in a new venture.

Conditions for enrolment in the course:

Financial Accounting ACCT-110

Expected learning outcomes of the course:

Upon completion of this course a successful student should be able to:

CLO1: Select an optimal approach to pursue an entrepreneurial opportunity

CLO2: Design a new venture concept and its associated business model

CLO3: Appraise hospitality entrepreneurial opportunities

CLO4: Evaluate funding approaches for new ventures

CLO5: Prescribe marketing and sales practices for new ventures

Course content:

- The role of opportunities in hospitality entrepreneurship
- Analyzing entrepreneurial opportunities
- The hospitality business model and plan
- Hospitality entrepreneurship at the individual, firm, and regional levels
- Hospitality entrepreneurial finance
- Hospitality entrepreneurial marketing and sales

Teaching delivery methods:

- Lectures
- Project
- In-class work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Cases	0.75
Exam 1	1.1
Exam 2	1.15
Project Written	0.75
Project Presentation	0.25
Exam 3	1
Total	5

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Cases	15
Exam 1	22
Exam 2	23
Project Written	15
Project Presentation	5
Exam 3	20
Total:	100

Required reading:

- Timmons, Jeffrey A., Spinelli, Stephen (2016). *New Venture Creation: Entrepreneurship for the 21st Century*. (9th and 10th eds.). New York, NY: McGraw-Hill, Publishers.
- Schindehutte, M., Morris, M. H., Pitt, L. P. (2009). *Rethinking Marketing: The Entrepreneurial Imperative*. Upper Saddle River, NJ: Pearson Education, Inc. ISBN-13 # 978-0-13-239389-8.

Additional reading:

- Various cases, articles, and Internet sites will also be utilized.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Luxury Operations Design HSPT.377
Course leader:	Besim Agušaj
Study programme:	Hospitality and Tourism Management
Course status:	Elective
Year:	Third
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

The exceptional and changing nature of high-end travel suggests that luxury travel professionals require a unique set of skills. In this context, this course is providing both the theoretic foundations to luxury service design as well as practical applications of key concepts. Students will be prepared to operate in today's luxury segment, enabling them to create and manage personalized experiences. Luxury service design is a holistic design process operating in the realm of constant uncertainty and change that arises from the contextual nature of personalized service and the ambition to solve problems that customers do not even know they have. The ambiguous nature of this segment comes from the fact that customers expect/want personalization, and at the same time resent standardization, which in turn means that organizations have to rearrange their strategies in real time around what they hear from their clients.

Course objectives:

- Explain and describe the changing nature of luxury travel
- Explain and describe the tools required to create and operate unique luxury experiences
- Understand the theory underlying operations and product management in luxury travel
- Gain an understanding of the multidisciplinary nature of luxury service design
- Examine the impact of luxury travel on all components of sustainability

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Combine current developments and theories in luxury tourism
- CLO2:** Analyse how digital platforms affect the design of luxury services
- CLO3:** Propose new luxury travel experiences by utilising hospitality industry tools
- CLO4:** Critically assess the importance of etiquette in the context of luxury services

Course content:

- Defining Luxury
- Opportunities in Luxury travel
- Luxury Travel: evolution and what it means today?
- Affluent consumers of 21st century
- Building blocks of luxury travel
- Competition and key industry players
- Marketing and Sales of Luxury services
- Pricing in Luxury travel – student (reading) presentations
- Discretion, Privacy and Security in Luxury travel
- Hotel DNAs and Codes
- F&B in Luxury travel (Wine and Food, Guest Speaker)
- HR in Luxury travel segment (hiring, training, compensation)
- Protocol and etiquette in high-end market
- Yacht and Superyacht services
- Tour design assignment

Teaching delivery methods:

- Lectures

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Report	0.5
Cases	1
Exam 1	0.75
Project Presentation	1.25
Exam 2	1.5
Total	5

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work**Components of evaluation:**

Component	Points/%
Report	10
Cases	20
Exam 1	15
Project Presentation	25
Exam 2	30
Total:	100

Required reading:

- Currid-Halkett, E. (2017). *The Sum of Small Things; a Theory of the Aspirational Class*, Princeton University Press.

Additional reading:

- Relevant articles from business press, determined on a weekly basis

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures

- Assessment of the achievement of learning outcomes

General Information

Course title:	COS-ENVS-150-Ecology of the Dalmatian Coast
Course leader:	Staša Puškarić
Study programme:	Hospitality and Tourism
Course status:	Obligatory
Year:	Third
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Case studies will be used to provide real life examples of the basic concepts introduced in the course. We will use case studies throughout the sequence to provide a framework for applying the basic concepts. We will also use the case studies to demonstrate the interconnections between and among the concepts and the resulting complexities associated with environmental problems illustrated in the case studies. The case studies will also provide examples of successful, and sometimes unsuccessful, problem solving.

Course objectives:

- To explain and synthesize ecological concepts at the individual, population, community, and ecosystem level.
- To learn about experimental design and local ecosystems.
- To critically read scientific articles.

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

- LO1:** Analyze environmental issues.
- LO2:** Critically evaluate texts and other media on environmental issues.
- LO3:** Formulate and defend claims and solutions using evidence gathered from primary literature.

LO4: Examine how human actions impact the concept of sustainability and ways to minimize these impacts.

Course content:

This course is an introduction to population, community and ecosystem ecology, stressing the dynamic interrelationships of plant and animal communities of the Dalmatian Coast. The course includes such ecological concepts as energy flow and trophic levels in natural communities, population and community dynamics, biogeography and ecosystem ecology. Field trips to local ecosystems are included.

Teaching delivery methods:

- Lectures
- Exercises
- Field work
- Independent work
- Project work

Teaching delivery modes:

- Lectures
- Class discussions
- Fieldtrips

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Essay (Assignment 1) **ECTS 0.8**

Students have to write individual reflections on ideas selected in class. Connections between topics covered in class and their personal observations have to be clearly outlined in text. The focus is evaluation of level understanding of class materials and student's personal contribution to defined problems.

Research paper (Assignment 2) **ECTS 1**

Given the topic of research students have to find a minimum of 6 relevant sources (scholarly articles) using RIT online library. After reading (their secondary research), students have to write literature review as part of the Introduction. As this assignment is strictly focused on secondary research, they have to discuss their findings in relation to class materials and organize the information in a research paper including:

Cover Page

Abstract

Introduction (including literature review and in-text citations)

Discussion

Reference list

Quiz (pop-up quiz)

ECTS 0.3

A short 5 multiple choice questions related to materials presented in class

Presentation

ECTS 0.7

After submission of their research paper, students have to present their findings in short in-class presentation using visual aids, focusing on the most important findings of their research.

Participation

ECTS 0.7

Final Exam

ECTS 1.5

Online test which includes 30 multiple choice questions covering all topics covered during the semester. Test duration 1 hour.

Total 5

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Assignment 1	20
Assignment 2	15

Presentation	10
Quiz	10
Participation	15
Final Exam	30
Total:	100

Required reading (at the moment of submitting the Study Programme Report):

- Brennan, S. and Withgott, J. Environment: The Science Behind the Stories. Pearson/Benjamin Cummings. San Francisco, CA.

Additional reading (at the moment of submitting the Study Programme Report):

- Papers selected from the primary literature (updated annually)

Number of copies of required reading in relation to the number of students who currently attend a course:

Materials available at RIT online library The Wallace Center.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Intermediate German II
Course leader:	Nikolina Božinović
Study programme:	Hospitality and Tourism Management
Course status:	Elective
Year:	Third
ECTS points:	4
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Provide students with adequate tools to further increase their ability to function better in German language and understand better all aspects of German culture, formal and informal.
- Practice formal language and cultural behavior in professional environment
- Engage students in complex communication activities, contemporary texts, and more advanced study of vocabulary and grammar to further develop all communication skills, especially oral proficiency.
- Study and critically evaluate different aspects of contemporary German life and culture.

Conditions for enrolment in the course:

Completion of Beginning German I, Beginning German II and Intermediate German I

Expected learning outcomes of the course:

A student will be able to:

CLO1: Create formal and informal texts in written form to communicate effectively in formal and informal settings

CLO2: Criticize different cultural aspects by formulating a standpoint on various topic

CLO3: Design a presentation on personal or professional topics

CLO4: Differentiate more complex grammar structures and vocabulary at intermediate level

Course content:

- discussing different topics related to course materials applying all verb tenses
- introducing and practicing contemporary formal German language and defining cultural differences in professional environments
- participating in debates and arguing for or against a certain position in class discussions
- critically reading and analyzing a variety of texts
- writing paragraphs in more advanced German using a variety of tenses and complex grammatical structures
- gaining a more profound understanding of German culture and differences between various cultures
- delivering a presentation in German language

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.5
Quiz 2	0.5
Quiz 3	0.5
Oral In-Class Examinations	0.6
Written Assignments	1.1
Final Oral Examination	0.4
Homework	0.4
Total	4

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Oral In-Class Examinations	16
Written Assignments	28
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Moeller, J., Mabee, B., Berger, S., Adolph, W. (2016). *Kaleidoskop Kultur, Literatur und Grammatik*, Ninth Edition, Cengage Learning.
- Moeller, J., Mabee, B., Berger, S., Adolph, W. (2016). *Kaleidoskop Kultur, Literatur und Grammatik*, Student Activities Manual, Ninth Edition, Cengage Learning.

Additional reading:

- Funk, H. Kuhn, C., Demme, S. (2006). *Studio d A2 Deutsch als Fremdsprache*, Cornelsen Verlag, Berlin.
- Funk, H., Kuhn, C., Demme, S., Winzer, B. (2009). *Studio d B1 Deutsch als Fremdsprache*, Cornelsen Verlag Berlin.
- Augustyn, P.; Euba, N. (2020). *Stationen, Ein Kursbuch für die Mittelstufe*. Fourth Edition, Cengage Learning.
- German College Dictionary, Harper-Collins, Second Edition (or any other dictionary of the German language)

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Intermediate Italian II
Course leader:	Frganović Sain
Study programme:	Hospitality and Tourism Management
Course status:	Elective
Year:	Third
ECTS points:	4
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Provide students with adequate tools to further increase their ability to function better in Italian language and understand better all aspects of Italian culture, formal and informal.
- Practice formal language in written and oral form as well as cultural behavior in professional environment.
- Engage students in complex communication activities, contemporary texts, and more advanced study of vocabulary and grammar to further develop all four language skills, especially oral proficiency.
- Study and critically evaluate different aspects of contemporary Italian life and culture.

Conditions for enrolment in the course:

Completion of Beginning Italian I, Beginning Italian II and Intermediate I

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Create formal and informal texts in written form to communicate effectively in formal and informal settings.
- CLO2:** Criticize different cultural aspects by formulating a standpoint on a various topic.

CLO3: Design a presentation on personal and/or professional topics.

CLO4: Differentiate more complex grammar structures and vocabulary at intermediate level.

Course content:

- Discussing different topics related to course materials applying all verb tenses.
- Introducing and practicing contemporary formal Italian language and defining cultural differences in professional environment.
- Participating in debates and arguing for or against a certain position in class discussions.
- Critically reading and analyzing a variety of texts.
- Writing paragraphs in Italian using a variety of tenses and complex grammatical structures.
- Gaining a more profound understanding of Italian culture and differences between various cultures.
- Delivering a presentation in Italian language.

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.5
Quiz 2	0.5
Quiz 3	0.5
Oral In-Class Examinations	0.6
Written Assignments	1.1
Final Presentation	0.4
Homework	0.4
Total	4

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Oral In-Class Examinations	16
Written Assignments	28
Final Presentation	10
Homework	10
Total:	100

Required reading:

- Di Francesco A. & Massimo Naddeo C. (2009). *Bar Italia*. Progetto Italiano, Firenze.
- Italiano F. & Marchegiani I. (2007). *Crescendo: An Intermediate Italian Program*. second edition. Thomson and Heinle. Boston. MA. United States.
- Italiano F. & Marchegiani I. (2007). *Crescendo: Workbook/Lab Manual and Audio CDs*

- Tognozzi E. & Cavatorta G. (2013). *Ponti: italiano terzo millennio*. 3rd edition. Heinle Cengage Learning. Boston. MA. United States.
- Tognozzi E. & Cavatorta G. (2013). *Ponti: italiano terzo millennio. Student Activities Manual*. 3rd edition. Heinle Cengage Learning. Boston. MA. United States.

Additional reading:

- Manella, C. (2010). *Ecco! Grammatica Italiana*. 12th edition. Progetto Lingua, Firenze.
- Manella, C. (2010). *Dizionario dei verbi italiani*. 12th edition. Progetto Lingua, Firenze.
- Guastalla, C. (2012). *Giocare con la letteratura*. Alma Edizioni, Firenze.
- Barki P. & Diadori P. (1999). *Pro e contro 1/2: conversare e argomentare in italiano*. Livello intermedio, libro dello studente. 2nd edition. Bonacci editore, Roma.
- Barki P. & Diadori P. (1999). *Pro e contro 1/2: conversare e argomentare in italiano*. Livello intermedio, guida per l'insegnante. 2nd edition. Bonacci editore, Roma.
- Anzivino F. & D'Angelo K. (2009). *Ci vuole orecchio! 2/3*, Ascolti autentici per sviluppare la comprensione orale, ALMA Edizioni, Firenze.

Methods for quality monitoring that ensure the acquisition of knowledge, skills, and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Intermediate Spanish II
Course leader:	Barbara Perić
Study programme:	Hospitality Tourism Management
Course status:	Elective
Year:	Third
ECTS points:	4
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Provide students with adequate tools to further increase their ability to function better in Spanish language and understand better all aspects of Hispanic culture, formal and informal.
- Practice formal language and cultural behavior in professional environment
- Engage students in complex communication activities, contemporary texts, and more advanced study of vocabulary and grammar to further develop all communication skills, especially oral proficiency.
- Study and critically evaluate different aspects of contemporary Hispanic life and culture.

Conditions for enrolment in the course:

Completion of Beginning Spanish I, Beginning Spanish II and Intermediate Spanish I

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Create formal and informal texts in written form to communicate effectively in formal and informal settings
- CLO2:** Criticize different cultural aspects by formulating a standpoint on various topic
- CLO3:** Design a presentation on personal or professional topics
- CLO4:** Differentiate more complex grammar structures and vocabulary at intermediate level

Course content:

- discussing different topics related to course materials applying all verb tenses
- introducing and practicing contemporary formal Spanish language and defining cultural differences in professional environments
- participating in debates and arguing for or against a certain position in class discussions
- critically reading and analyzing a variety of texts
- writing paragraphs in more advanced Spanish using a variety of tenses and complex grammatical structures
- gaining a more profound understanding of Hispanic culture and differences between various cultures
- delivering a presentation in Spanish language

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.5
Quiz 2	0.5
Quiz 3	0.5
Oral In-Class Examinations	0.6
Written Assignments	1.1
Final Oral Examination	0.4
Homework	0.4
Total	4

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Oral In-Class Examinations	16
Written Assignments	28
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Blitt, M.A., Casas, M. & Copple, M.T. (2020). *Exploraciones, curso intermedio* (second edition), Cengage Learning.

Additional reading:

- Jarvis, A.C. & Lebrede, L. (2011). *Basic Spanish for business and finance* (second edition), Heinle Cengage Learning

skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Intermediate French II
Course leader:	Tea Kovačević
Study programme:	HTM
Course status:	Elective
Year:	Third
ECTS points:	4
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Provide students with adequate tools to further increase their ability to function better in French language and understand better all aspects of French culture, formal and informal.
- Practice formal language and cultural behavior in professional environment
- Engage students in complex communication activities, contemporary texts, and more advanced study of vocabulary and grammar to further develop all communication skills, especially oral proficiency.
- Study and critically evaluate different aspects of contemporary French life and culture.

Conditions for enrolment in the course:

Completion of Beginning French I, Beginning French II and Intermediate French I

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Create formal and informal texts in written form to communicate effectively in formal and informal settings
- CLO2:** Criticize different cultural aspects by formulating a standpoint on various topic
- CLO3:** Design a presentation on personal or professional topics
- CLO4:** Differentiate more complex grammar structures and vocabulary at intermediate level

Course content:

- discussing different topics related to course materials applying all verb tenses
- introducing and practicing contemporary formal French language and defining cultural differences in professional environments
- participating in debates and arguing for or against a certain position in class discussions
- critically reading and analyzing a variety of texts
- writing paragraphs in more advanced French using a variety of tenses and complex grammatical structures
- gaining a more profound understanding of French culture and differences between various cultures
- delivering a presentation in French language

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Multimedia
- Remote learning
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Quiz 1	0.5
Quiz 2	0.5
Quiz 3	0.5
Oral In-Class Examinations	0.6
Written Assignments	1.1
Final Oral Examination	0.4
Homework	0.4
Total	4

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Quiz 1	12
Quiz 2	12
Quiz 3	12
Oral In-Class Examinations	16
Written Assignments	28
Final Oral Examination	10
Homework	10
Total:	100

Required reading:

- Muyskens, J., Harlow, L., Vialet, M., & Brière, J. (2013). *Bravo!* 8th edition. Cengage.
- Muyskens, J., Harlow, L., Vialet, M., & Brière, J. (2013). *Bravo! Student Activities Manual*. 8th edition. Cengage.

Additional reading:

- Les 500 Exercices de phonétique A1/A2 – Hachette, 2009
- Les 500 Exercices de grammaire A2-Hachette, 2006
- Nouvelle grammaire du français: Cours de Civilisation Française de la Sorbonne – Y. Dellatour, D. Jennepin, M. Léon-Dufour, B. Teyssier, Hachette, 2004
- Grammaire essentielle du français niveaux A1 A2 - Glaud Ludivine, Lannier Muriel, Loiseau Yves, Didier, 2015
- Edito 1 (méthode de français et cahier d'activités) – Marie-Pierre Baylocq Sassoubre, Stéphanie Brémaud, Stefano Campopiano, Clara Cheilan, Erwan Dambrine, Cécile Pinson, Didier, 2016
- Génération A2 (méthode de français) – P.Dauda, L.Giachino, C. Baracco, Didier, 2016

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Social and Cultural Theory
Course leader:	Vanda Bazdan
Study programme:	HTM, WMC
Course status:	Elective/Immersion
Year:	Third and Fourth
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

This course explores influential classical and contemporary theories regarding society and culture. Students will assess the utility of different theories in addressing key enduring questions regarding human behaviour, the organization of society, the nature of culture, the relationship between the individual and society, social control and social conflict, social groups and social hierarchy, the operation of power, cultural and social change, and the interplay between the global and the local. Theories will be marshalled to shed light on contemporary social and cultural phenomena and problems such as crime, violence, exploitation, modernity, and globalization. Cross-listed with SOCI-301.

Course objectives:

- Reflect on the major questions concerning human societies and cultures raised and addressed by sociology and anthropology
- Reflect on influential theories in sociology and anthropology
- Apply influential sociological and anthropological theories to major contemporary social issues
- Understand the common roots, mutual influences, and key points of departure between sociological and anthropological theories.

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Compare different sociological and anthropological theories (assess the common roots, mutual influences, and key points of departure between sociological and anthropological theories), and qualitative and quantitative methods in the study of social and cultural phenomena
- CLO2:** Debate social phenomena through application and re-evaluation of key sociological and anthropological theories
- CLO3:** Compose analytical essays (ability to summarize and assess arguments, proper word choice, structure sentences, and apply grammar and mechanics in keeping with academic standards assumed)
- CLO4:** Compose arguments to support and defend their attitudes regarding current social issues in written format (discussion papers), and in competitive debates (in keeping with the academic standards, evaluation assumed).

Course content:

1. What is culture?
2. What is society?
3. What accounts for cultural and social differences?
4. What are the different ways in which humans learn culture?
5. How are societies organized?
6. How is culture organized?
7. How do societies maintain order, resolve conflict, and yet sometimes perpetuate conflict and inflict violence?
8. How do prevailing economic arrangements of production and distribution affect society and vice-versa?
9. To what extent do society and culture influence the self?
10. If human decisions are influenced by social structure and culture, how much agency do individuals have?
11. If human decisions are influenced by social structure and culture, how does cultural change occur?
12. How does culture reinforce social hierarchies?
13. How have political and economic forces (such as trade, colonialism, capitalism, and globalization) shaped and been shaped by local cultures?
14. Is the nature of culture fundamentally transformed under late capitalism?

Teaching delivery methods:

- Lectures
- Seminars
- Independent work
- Discussions
- Multimedia

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Discussions	1.8
Exam 1	1.2
Exam 2	1
Essay	1
Total	5

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work**Components of evaluation:**

Component	Points/%
Exam 1	24
Exam 2	20
Essay	20
Discussions (12x4)	36
Total:	100

Required reading:

- Selected chapters and excerpts from the listed readings (list is not exclusive):
Tucker, R. C., ed., (1978). *The Marx/Engels Reader*. W.W. Norton&Company.
Weber, M. (1978). *Economy and Society: An Outline of Interpretive Sociology*. University of California Press.
Weber, M.(2002). *The Protestant Ethic and the Spirit of Capitalism*. Penguin Classics.
Mills, C. W. (2000). *The Sociological Imagination*. Oxford University Press.
Mills, C. W. (2000). *The Power Elite*. Oxford University Press.
Durkheim, É. (2014). *The Division of Labor in Society*. Free Press.
Durkheim, É. (1997). *Suicide*. Free Press.
Durkheim, É. (2008). *The Elementary Forms of Religious Life*. Oxford University Press.
Bourdieu, P. (1977). *Outline of a Theory of Practice*. Cambridge University Press.
Foucault, M. and Rabinow, P. eds.(1984). *The Foucault Reader*. Pantheon.
Boas, F. (2018). *Race, Language, and Culture*. Reading Essentials.
Malinowski, B. (2014). *Magic, Science, and Religion and Other Essays*. McCormick Press.
Geertz, C. (2017). *The Interpretation of Cultures*. Basic Books.
Lemert, C., and Branaman, A. eds. (1997). *The Goffman Reader*. Wiley-Blackwell.
Wolf, E.R. (2010). *Europe and the People without History*. University of California Press.
Clifford, J. (1988). *The Predicament of Culture*. Harvard University Press.
Giddens, A. (1986). *The Constitution of Society*. University of California Press.
Giddens, A. (1973). *Capitalism and Modern Social Theory*. Cambridge University Press
Said, E. M. (1979). *Orientalism*. Vintage.
Marcuse, H. (1991). *One-Dimensional Man*. Beacon Press.
Harvey, D. (1991). *The Condition of Postmodernity*. Wiley-Blackwell.
Mead, G. H. (2015). *Mind, Self and Society*: University of Chicago Press.
Merton, R. (2017). *Social Theory and Social Structure*. Rawat.
Berger, P. and Luckmann, T. (1967). *The Social Construction of Reality*. Anchor.

Additional reading:

- Additional xcerpts from classics in anthropology, as well as more recent scholarly and popular articles, available on myCourses.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	HSPT Cooperative Education 2
Course leader:	Iva Kuzina
Study programme:	Hospitality Tourism Management
Course status:	Obligatory
Year:	Third
ECTS points:	12
Teaching hours (L+S+E):	400 (12+0+0)

Course Description

Course objectives:

- Career-related work experience.
- Employment within the food, hospitality or tourism service management industries is monitored by the International Hospitality and Service Management Program and the Career Services Office.
- Coop work is designed for the student to experience progressive training on the job as related to the academic option.

Conditions for enrolment in the course:

Juniors begin co-op following their junior year studies and HSPT Cooperative Education course 1 completed. Graduation requirement: 2 coops. Department permission is required.

Expected learning outcomes of the course:

A student will be able to:

LO1: Apply the relevant ethical principles and work-environment behaviors within the co-op position and organization.

LO2: Propose solutions to challenges within the area of co-op specialization.

LO3: Integrate the creation and communication of the professional content in oral and written forms.

LO4: Utilize appropriate tools, methods and techniques used in the co-op tasks or projects. co-op.

Course content:

- Mentored field work
 - Co-op registration and offer letter
 - Co-op evaluation documents
-

Teaching delivery methods:

- Exercises
 - Remote learning
 - Field work
 - Independent work
 - Project work
 - Mentoring
-

Student obligations:

- Completing 400 hours of mentored field work
 - Submitting co-op documentation
-

Monitoring student work:

Activity	ECTS
Assignment 1	11.7
Assignment 2	0.3
Total	12

Teaching time is worth 12 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Mentored fieldwork	95
Co-op evaluation reports	5
Total:	100

Required reading:

- RIT Croatia cooperative education handbook and Cooperative Education Bylaw.
 - RIT Croatia cooperative education Registration form
 - RIT Croatia cooperative education student evaluation form
 - RIT Croatia cooperative education employer evaluation form
-

Additional reading:

-
-

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- RIT Croatia cooperative education registration form and an offer letter
- RIT Croatia cooperative education biweekly reports for the students on a remote or project-based co-op model
- RIT Croatia cooperative education student evaluation form
- RIT Croatia cooperative education employer evaluation form

YEAR 4 – COURSE DESCRIPTIONS

General Information

Course title:	Strategic Management MGMT 560
Course leader:	Kevin Walker
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Fourth
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Develop an understanding of strategy and strategic management in order to achieve favourable outcomes as you compete in the world of business.
- Develop proficiency in using frameworks (tools) for analysing, understanding, and successfully managing any enterprise.
- Make strategic decisions on sound information and data analysis complemented with skills and business judgement that managers must use to maximize long-term profits in the face of uncertainty and competition.
- When making decisions, draw and build on all the ideas, concepts, and theories from your functional courses such as Accounting, Economics, Finance, Marketing, Organizational Behavior, and Statistics.

Conditions for enrolment in the course:

- DECS.310 - Operations Management
- FINC.220 - Financial Management
- MGMT.215 - Organizational Behavior
- MKTG.230 - Principles of Marketing

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Apply core frameworks when deciding on resource allocation in the process of making a strategic decision
- CLO2:** Evaluate the effectiveness of strategic decisions for a company in a competitive environment

CLO3: Develop strategic recommendations for improving the performance of a company operating in a competitive environment

CLO4: Appraise strategic challenges that competitive organizations face using strategy frameworks

Course content:

The course is designed to cover the following topics:

- Overview of strategic management.
- External environmental analysis.
- Internal environmental analysis including resources and capabilities.
- Business level decision-making.
- Corporate level decision-making.
- Impact of innovation on strategic decision-making.
- Strategic implementation and control.
- Simulation practice of analysis, strategic decision-making, implementation, assessment and control.

Teaching delivery methods:

- Lectures
- Simulation
- Case studies
- Project work
- Mentoring
- Peer review
- Critiques

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Debrief Reports	2.4
Exam 1	0.9
Exam 2	0.9

Exam 3	0.9
COMP-XM	0.9
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Debrief Reports	40
Exam 1	15
Exam 2	15
Exam 3	15
COMP-XM	15
Total:	100

Required reading:

- Grant, R. M. (2016). Contemporary Strategy Analysis – Text and Cases, 9th Edition, John Wiley & Sons Ltd., or
- Rothaermel, F. (2020). Strategic Management, McGraw Hill, 5th Edition

Additional reading:

- Additional handouts and readings will be made available to students throughout the semester by the instructor. These will be selected articles from scholarly and business journals.
- Selected video materials will also be shared by the instructor.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Meeting and Event Management HSPT 444
Course leader:	Milena Kužnin
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Fourth
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

Meetings, incentives, conventions and events (MICE) industry continues to grow. Organizations stage events, hold conventions, celebrate achievements and motivate people. To respond to this complex demand, contemporary event planners must know how to plan, execute and evaluate any type of event. To be effective, they must go beyond traditional event production (design, catering, promotion, etc.) and understand broad skill sets such as service personalization, social media platforms, chatbots, artificial intelligence, virtual reality, augmented reality, etc. This course provides students the knowledge and skills required to plan, develop, and execute an event. This includes market research and financial planning.

- The role of servicescape in meetings and events;
- Financial and marketing aspects of meeting and events;
- Food and beverage provision at meetings and events
- Technological tools utilized in meetings and events
- Overall logistics for meetings and events, pre- to post-

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

CLO1: Explain the event industry context and key terminology

CLO2: Evaluate event management elements such as food and beverage, design, entertainment, site selection, marketing and communications, finance, etc.

CLO3: Create the appropriate multimedia event presentation for marketing and reporting purposes

CLO4: Create experience strategies to a given event concept

CLO5: Prototype an event with comprehensive and harmonized design, planning and analytic skills

Course content:

- Introduction to meeting and event management
- Industry terms and definitions
- Writing measurable goals and objectives
- Event budget development
- Event servicescape design
- Sponsorships and strategic partnerships
- Developing event marketing strategies
- Meeting and event registration
- Meeting and event technology tools
- Food and beverage requirements
- Meeting and event website design
- Event evaluation
- Careers in meeting and event industry
- Trends and future of meeting and event management

Teaching delivery methods:

- Lectures
- Project
- In-class work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Exam 1	1.5
Exam 2	1.5
Project	1.8
Project Presentation	1.2
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work**Components of evaluation:**

Component	Points/%
Exam 1	25
Exam 2	25
Project	30
...Project Presentation	20
Total:	100

Required reading:

- Raj, R., Walters, P., & Rashid, T. (2017). *Events Management: Principles and Practice*, 3rd Edition. Sage Publications Ltd.
- Professional Convention Management. (2017). *A Guide to Meetings, Conventions, and Events*, 6th Edition. Agate Publishing.

Additional reading:

- Successful Meetings Magazine and Special Events Magazine
- Other various articles and Internet sites will also be utilized

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures

- Assessment of the achievement of learning outcomes

General Information

Course title:	Hospitality Enterprise Management and Growth HSPT-374
Course leader:	Besim Agušaj
Study programme:	Hospitality and Tourism Management
Course status:	Elective
Year:	Fourth
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

The course format is case based and will provide students with a solid foundation in managing the growth of hospitality and tourism enterprises while balancing resources and constraints specific to this industry. A key success factor for competitiveness in a globalized hospitality industry is having innovative management approaches. Resource constraints of all types (human, financial, etc.) in small and medium sized hospitality enterprises can be eliminated/reduced by creating highly organized and disciplined enterprise dynamics. This requires using knowledge of growth management. The critical point of the course is to give students an in-depth understanding of risks while developing and growing a company.

Course objectives:

- In-depth understanding of critical elements while developing or growing a company
- Exploring growth strategies and growth stages
- Examine innovative management approaches
- Study tools and skills necessary to create and grow a successful enterprise
- Able to apply concepts upon employment (regardless of company size)

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

LO1: Propose alternative growth strategies predicated on existing stage of business

LO2: Differentiate growth drivers from growth boosters related to hospitality businesses

LO3: Analyze typical challenges and barriers to growth in the hospitality industry

LO4: Integrate concepts of people and growth management

Course content:

- Types of Growth Strategies
- Stages of Growth
- Growth Drivers
- Growth Boosters
- Legal Forms + Keimlift reading
- Measuring and Data Based decision making
- FinTech (new ecosystem)
- Managing and Growing a Family Business
- Sharing economy

Teaching delivery methods:

- Lectures

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Cases	1.2
Exam 1	1.8
Project	1.2
Exam 2	1.8
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Cases	20
Exam 1	30
Project	20
Exam 2	30
Total:	100

Required reading:

- *Guide to Managing Growth*, Rupert Merson
- *Smart Growth – Building and Enduring Business by Managing the Risks of Growth*, Edward Hess
- *Growing an Entrepreneurial Business - Concepts and Cases*, Edward Hess
- *Growing Pains*, Eric G. Flamholtz & Yvonne Randle
- *Selected articles*, Daniel Isenberg

Additional reading:

- Relevant articles from business press, determined on a weekly basis

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

GENERAL INFORMATION

Course leader:	Francis Brassard
Course title:	Communication
Study programme:	HTM
Course status:	Obligatory
Year:	Fourth
Number of ECTS credits:	5
Teaching hours (L+S+E):	45 (3+0+0)

Program learning outcomes supported by this course:

1. Communicate field-specific information in written and oral form using a standard English variety.
 2. Critically evaluate text and other media in a specific field.
 3. Reevaluate existing principles and practices in a specific field.
 4. Manage one's professional development and engage in lifelong learning activities pertaining to the field.
-

Course Learning Outcomes:

LO1: Demonstrate the ability to communicate professionally and effectively in a variety of settings and contexts.

LO2: Compare cultures with a greater understanding of possible/probable difficulties in communication.

LO3: Apply skills needed for the modification of behavior and language in interpersonal/interracial/intercultural communication.

LO4: Apply communication strategies specifically designed for the intercultural setting.

Course description

- An introduction to communication contexts and processes emphasizing both conceptual and practical dimensions. Participants engage in public speaking, small group problem solving and leadership, and writing exercises while acquiring theoretical background appropriate to understanding these skills.
-

Teaching delivery methods:

- Lectures and multimedia presentations

- Class discussions

Student obligations:

- Attending classes
 - Submitting projects and assignments
 - Participate in discussions
-

Components of evaluation:

Component	Points/%	ECTS
Learning Cell 1	30	1.5
Learning Cell 2	30	1.5
Final Presentation	40	2
Total:	100	5

Course materials:

Guffey, M. E. (2023). Essentials of Business Communication, 12th edition Thomson-Southwestern.

Additional reading and resources will be provided by the instructor.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	COS-ENVS-151- Scientific Inquiries in Environmental Science
Course leader:	Staša Puškarić
Study programme:	Hospitality and Tourism
Course status:	Obligatory
Year:	Fourth
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

This course is part of a two-semester sequence that when combined presents an integrated approach to the interrelated, interdisciplinary principles of environmental science through case studies, site visits, and field work. Through assigned readings, classroom discussion and case studies dealing with global environmental issues as well as the environmental issues related to the Dalmatian coast, students will learn how to critically analyze environmental problems from a multidisciplinary perspective and to propose solutions.

Course objectives:

- This course will introduce students to interdisciplinary environmental problems with a focus on the underlying scientific principles surrounding the issues.
- Students will learn problem solving techniques that integrate concepts and tools across disciplines and learn to conceptualize environmental problems from multiple perspectives.

Conditions for enrolment in the course:

Prerequisite ENVS 150

Expected learning outcomes of the course:

A student will be able to:

- LO1:** Develop one's own theories, methods, procedures, models, and other scientific results applying a scientific method
- LO2:** Analyze existing sources and databases with the aim of collecting data needed for carrying out own research

LO3: Solve complex problems using scientific methods

LO4: Compose a scientific manuscript

LO5: Formulate and defend claims and solutions using evidence gathered from own research.

Course content:

This is a project based course. Accompanied with lectures, class discussions and in-class presentations students will be led through the entire scientific method process. From defining problems, forming research questions and ideas, conducting their own research (primary research), discussing their results and organizing information in a scientific research paper. The course culminates with student final presentations in the last week of the semester in which they have to summarize their work during the course.

Teaching delivery methods:

- Lectures
- Exercises
- Field work
- Independent work
- Project work

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Assignment 1	1.25
Assignment 2	1.25
Participation and discussion	2.5
Total	5

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Assignment 1	25
Assignment 2	25
Participation	50
Total:	100

Required reading (at the moment of submitting the Study Programme Report):

Griffin, J.M. *Global Climate Change: the science, economics and politics*. The Bush School, College Station, TX

Diamond, J. *Collapse: How Societies Choose to Fail or Survive*. Penguin Books, London, UK.

Additional reading (at the moment of submitting the Study Programme Report):

- Papers selected from the primary literature (RIT Wallace library)

Number of copies of required reading in relation to the number of students who currently attend a course:

Materials available at RIT online library The Wallace Center.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Luxury Service Excellence HSPT 376
Course leader:	Kevin Walker
Study programme:	Hospitality and Tourism Management
Course status:	Elective
Year:	Fourth
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course Learning Outcomes

Upon completion of this course a successful student should be able to:

- LO1:** Explain and describe the socio-cultural complexities of luxury cultural heritage travel
- LO2:** Critically analyze the building of the global supply chains and cross-cultural issues in service operations
- LO3:** Evaluate how cultural innovation and remodeling of traditions can create new value in luxury tourism
- LO4:** Understand why fashion, design, pop-culture, artisanship and technology are all important in creating authentic luxury travel product
- LO5:** Examine the impacts of luxury travel on destinations' sustainability and how destinations are adapting to volatile global trends

Conditions for enrolment in the course:

None

Course description

Luxury Service Excellence is delivered as the final course in the Luxury Concentration and it is designed in the fashion that students take one or more study trips as part of their experiential learning. In this way, students are exposed to one or more global luxury destinations, allowing them to appreciate the complexity and demands of superior service delivery.

The goal of the course is to dive into the socio-cultural complexities of attaining luxury travel excellence, both from the point of view of product content and the necessities of product delivery processes. We will explore cultural heritage as the backdrop for authenticity, but also global supply chains as the necessary

elements for attaining it. We will explore how successful organizations build their products in terms of fashion/design, artisanship, food & beverage operations and how destinations preposition themselves to answer correctly to the challenges brought about by volatile and fast-changing global trends.

We will plan field trips and design activities involving multiple projects, guest speakers and local visits to have an in-depth, hands-on experience of a luxury hospitality. Thus, students will meet various industry professionals and local officials, learn from their experience and vision, and be able to understand what it takes to create a luxury operation in a realistic destination context.

Teaching Delivery Methods

- Lectures
- Guest Speakers
- Site visits
- In-class case studies

Reading Materials

- R. Sherman, "Class Acts – Service and Inequality in Luxury Hotels", University of California Press Ltd. 2007.
- R. Lent, G. Tour, "Selling Luxury", John Wiley & Sons, Inc. Hoboken, New Jersey, 2009.
- Additional, current industry readings posted on myCourses

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Exam	25
Reflections on Readings' Assignments	25
Active Participation & Attendance	25
Group Project & Presentation	25
Total:	100

Attendance and participation:

- Being prepared for class with assigned texts, paper and writing instruments
- Doing the assigned reading and taking notes at home

- Listening attentively in class
- Taking notes in class
- Keeping cell phones silent and out of use
- Demonstrating appropriate body language and behavior
- Refraining from side conversations with classmate
- Refraining from eating, drinking, or chewing gum during class
- Seeking help from the professor during office hours
- Visiting writing lab for help if necessary
- Participating constructively and respectfully in class discussions

Participation is your personal contribution to the class -- your behavior, initiative, motivation and overall effort. It includes many things, such as being prepared for class, doing the assigned reading, listening carefully, and taking notes in class. One of the most important parts of class participation is speaking up during the class conversation. Both quantity and quality are important. Students who add more frequent and more sophisticated comments earn higher participation grades, however, simply talking more without saying anything will not raise your grade. Asking a question also counts as participation. A good question is better than a silly answer.

Participation includes taking responsibility for your performance in the class by seeing the professor to ask questions about assignments or discuss your grade if necessary during the quarter.

Simply coming to class and listening attentively usually earns a B. In order to get an A, a student has to be an active and creative participant who shows initiative. A student who is not attentive (distracted) but does not disrupt others usually earns a C. A student who is repeatedly disruptive in class will earn a D or F. Students who are unprepared or hold side conversations with classmates or are frequently late will also lose points. The final class participation grade is a combination of all these factors.

ATTENDING ALL CLASSES DOES NOT EARN A PERFECT PARTICIPATION GRADE. Participation grades are for participation, not attendance. Absence points are deducted when necessary after the total participation grade is calculated.

In this class participation goes way beyond your conduct in the class as it included numerous site visits, guest speakers and site visits. Therefore, during these activities, we will make our best to have a productive and fun learning time. We are grateful to all our partners who dedicate their time and resources to make something like this possible. We must be mindful that we represent our school, everyone in it and are the industry ambassadors. Therefore, professionalism, friendliness, gratefulness, mindfulness, positive can-do attitude is strongly required. This will be evaluated by the professor with the help of our hosts and guests, and those students who do not perform well during these experiential activities may get zero points for participation. Good conduct includes being dressed properly/professionally, being always on time, being active and kind in communication and discussion, collegiality, taking care of others, etc.

Missing the site visit

Students are expected to participate in the site visit at the scheduled time. In an emergency situation, notify the instructor as soon as possible, to think about contingencies which can only be granted based on legitimate health or similar emergency reasons.

Team work

Teamwork is standard in service industries and particularly important in luxury service operations due to their inherent complexity. A team is judged as a whole by its output; therefore, it is essential that students develop skills in working in teams, dividing work according to individual strengths and assisting each other as needed. Students will assess each other's contribution to the team, as will their hosts and work supervisors. The instructor will assess the final output. It is extremely important that we present ourselves in the best possible light during all experiential activities during the trip, taking place inside and outside of the workplace.

Dress code

There may be a separate dress code guidance given to all students before a site visit. Be prepared to have both smart casual and business options at hand.

Changes in Syllabus

This syllabus is subject to change based on the needs of the class and availability of our guest speakers.

General Information

Course title:	Hospitality Project Planning and Development HSPT495
Course leader:	Rebecca Charry Roje
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Fourth
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- In this course, students will synthesize and build upon knowledge acquired in prior courses, planning and executing a hospitality / tourism project. Students will draw upon existing available information, add to it their own research efforts, and consider various options before arriving at conclusions or solutions. Topics related to the strategic analysis of hospitality enterprises will be discussed.

Conditions for enrolment in the course:

Fourth year academic status

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Articulate a problem, need, or question related to hospitality/tourism as a focus for research and an appropriate client/audience for the project
- CLO2:** Evaluate a variety of professional and scholarly articles related to current trends in hospitality/tourism
- CLO3:** Design a data collection instrument
- CLO4:** Analyze data collected using standard business related frameworks
- CLO5:** Formulate predictions, solutions, and/or applications for the hospitality industry based on original findings

Course content:

- Developing a research focus and audience
- Writing a research proposal
- Selecting an appropriate research method
- Using online databases to conduct research
- Evaluating source material
- APA research paper format and organization
- Analysing quantitative and qualitative data
- Writing and revising in academic style
- In text citations and reference list
- Tables and Figures
- Effective presentation skills

Teaching delivery methods:

- Lectures
- Seminars
- Workshops
- Field work
- Independent work
- Project work
- Multimedia
- Mentoring

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions
- Attending individual meetings with mentor and course instructor

Monitoring student work:

Activity	ECTS
Project Proposal	0.3

Topic presentation	0.6
Results presentation	0.6
Final paper	2.7
Final presentation	1.8
Total	6

Teaching time is worth 2 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Project Proposal	5
Topic presentation	10
Results presentation	10
Final paper	45
Final presentation	30
Total:	100

Required reading:

Trochim, W.M.K. (n.d) Research Methods Knowledge Base.

Booth, W. C., Colomb, G. G., & Williams, J. M. (2008). The craft of research. Chicago: University of Chicago Press.

American Psychological Association. (2020). *Publication manual of the American Psychological Association* (7th ed.).

Articles posted/recommended by the instructor

Additional reading:

- Appropriate scholarly and popular articles for literature review

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student course evaluation
- Faculty peer observation
- Assessment of the achievement of learning outcomes

General Information

Course title:	HRDE.380 Human Resource Management
Course leader:	Besim Agušaj
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Four
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- Introduce students to the basic concepts in human resource management (HRM), with an emphasis on developing HRM skills that are important to any manager - not only to those who plan to work in the HRM functional area. The course will provide students with an overview of human resource management policies and practices, and the context in which they operate.
- The course aims to emphasize experiential learning and interactive discussions, in order to provide a level of learning and understanding beyond simple content knowledge in the HRM field.

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Appraise the importance of Human Resource functions in global organizations
- CLO2:** Propose Human Resource policies and practices suitable for an observed context
- CLO3:** Relate current HR topics in functions such as training and development, compensation and benefits programs, payroll, performance management and health, and safety at work in global organizations

Course content:

- Strategic Human Resource Management
- HR Planning
- Sourcing and Recruiting
- Selection and Hiring
- Training and Development
- Performance Management
- Base Compensation
- Compensation: Incentives & Benefits
- Career Management
- Healthy Work Environment
- Employee Engagement
- Trade unions
- Work-life balance

Teaching delivery methods:

- Lectures
- Exercises
- Independent work
- Project work
- Mentoring
- Peer review

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in class discussions

Monitoring student work:

Activity	ECTS
Class participation	0.6
Readings notes	1.8
Exam	1.8
HRM Project	1.2
Peer Review of HRM Projects	0.6
Total	6

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work**Components of evaluation:**

Component	Points/%
Case study analysis	10
Exam 1	25
Exam 2	20
HRM Project	15
Exam 3	30
Total:	100

Required reading:

- Phillips, J., & Gully, S. (2014, 2019). *Human Resource Management*. Mason, OH: Cengage Learning.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	MGIS.130 - Information Systems and Technology
Course leader:	Daniel Bara
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Fourth
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

Information Systems and Technology students after graduation will be:

- Problem solvers who apply information technology solutions to business needs.
- Information technology leaders utilizing the knowledge acquired in the MGIS.130 program.
- Life-long learners who participate in the advancement of the economic and social development of the local community utilizing their professional and ethical skills.

Conditions for enrolment in the course:

None, intended for 2nd year IB students.

Expected learning outcomes of the course:

A student will be able to:

- LO1:** Evaluate critical, systems and design thinking principles.
- LO2:** Analyse complexity and importance of information systems in contemporary organizations.
- LO3:** Generate alternative solutions to information system problems.
- LO4:** Synthesize the role of data, business intelligence and business processes in information systems.
- LO5:** Value the importance of privacy and security in information systems.

Course content:

Conducting research

Bad science

Paper structure

Finding sources

Integrating sources

Peer review

Reporting finding visually

Presenting research

Teaching delivery methods:

- Lectures
 - Guest lectures
 - Workshops
 - Exercises
 - Independent work
 - Project work
 - Multimedia
-

Student obligations:

- Attending classes
 - Submitting projects and assignments
 - Participate in discussions
-

Monitoring student work:

Activity	ECTS
Team project	2,76
Quizzes	2,4
Workshop	0,24
Case studies	0,48
Essay	0,12
Total	6

Teaching time is worth 1,5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/ %
Team project 1 st milestone (form a group)	4
Team Project 2 nd milestone (one page brief)	8
Quizzes (10 out of 12)	40
Team Project 3 rd milestone (detailed outline)	18
Team project 4 th milestone (presentation submission)	4
Team project 5 th milestone (presentation)	12
Workshop	4
Case studies	8
Essay	2
Total:	100

Required reading

No textbook is required.

Additional reading:

- Instructor will provide materials throughout the semester from a variety of sources. Texts or other media will be posted on myCourses or handed out in class. Students are required to regularly check on myCourses for updates.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Business Ethics and CSR
Course leader:	Milena Kužnin
Study programme:	Hospitality and Tourism Management
Course status:	Obligatory
Year:	Fourth
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course objectives:

- This course applies concepts of ethics to business at the macro level and at the micro level. At the macro level the course examines competing business ideologies exploring the ethical concerns of capitalism as well as the role of business in society. At the micro level the course examines the role of the manager in establishing an ethical climate with an emphasis on the development of ethical leadership in business organisations.
- Discussions will focus on stakeholder theory, corporate governance, marketing and advertising ethics, the rights and responsibilities of employees, product safety, ethical reasoning, responsibility to the environment, moving from a culture of compliance to a culture of integrity, and ethical leadership.
- To contribute to the development of future ethical leaders along the lines of sustainable business/corporate social responsibility for future managers.

Conditions for enrolment in the course:

Sophomore status

Expected learning outcomes of the course:

A student will be able to:

CLO1: Explain a range of social, political, ethical issues facing business

CLO2: Interpret the reasons for government regulation

CLO3: Analyse skills and frameworks to analyse ethical dilemmas

CLO4: Evaluate the role of a leader in creating a culture of integrity in an organisation

CLO5: Develop influencing and business presentation skills

Course content:

- The Foundation of Ethical Thought.
 - The Evolving Complexities of Business Ethics.
 - Stakeholders and Corporate Social Responsibility.
 - Ethics and Financial Reporting.
 - Ethical Leadership and Corporate Governance.
 - Strategic Planning, Corporate Culture and Corporate Compliance.
 - Decision Making and Human Resource Issues.
 - Ethics and the Environment.
 - Ethics and Information Technology.
 - Marketing and Advertising.
 - Ethical Issues in the Developing World.
 - Establishing Code of Ethics and Ethical Guidelines.
 - Evaluating Corporate Ethics.
-

Teaching delivery methods:

- Lectures
 - Seminars
 - Project work
 - Critiques
 - Case discussions
-

Student obligations:

- Attending classes
 - Submitting projects and assignments
 - Participate in discussions
-

Monitoring student work:

Activity	ECTS
Exams	2.4
Case Study Analyses	1.2

Final Project	2.4
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments.

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Exams	40 (2x20)
Case Study Analyses	20
Final Project	40
Total:	100

Required reading:

- Ferrell, O. C., Fraedrich, J., & Ferrell, L. (2019). Business Ethics: Ethical Decision Making & Cases. Cengage Learning

Additional reading:

- Texts and video materials provided by the instructor

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Topics in Anthropology: Culture and Diversity in Film
Course leader:	Vanda Bazdan
Study programme:	HTM
Course status:	Obligatory
Year:	Fourth
ECTS points:	5
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

This topics course focuses on specific themes or issues in anthropology, chosen by the instructor, vetted by the department chair, announced in the course subtitle on SIS, and developed in the syllabus. This course uses film (documentary, ethnographic and popular films/ videos) as a medium for critically understanding and analyzing culture and diversity. Throughout the course, we will use short and feature-length films as starting points for thinking about culture, gender, ethnicity, race, economic stratification, worldview, family and kinship, and other anthropological themes. We will also be critically discussing how film and media shape (or distort) our perceptions and understandings of the extant diversity in our culture(s).

Course objectives:

- Reflect on the major questions concerning human diversity raised and addressed by sociology and anthropology.
- Explain the sources and representation of diversity and inequality.
- Critically think about documentary, ethnographic, and popular film and media representation of diversity, its sources and consequences.

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

A student will be able to:

- CLO1:** Debate culture and diversity through application and re-evaluation of key anthropological theories and themes.
 - CLO2:** Evaluate visual and other sensory media, their sources, impact, and relevance.
 - CLO3:** Compose arguments, and anticipate and assess counterarguments, to support and defend their attitudes regarding current social issues in written format (film review papers), and in competitive debates (in keeping with the academic standards)
-

Course content:

1. Understanding human diversity and categories of difference
 2. Understanding visual anthropology
 3. The history of ethnographic, documentary and feature films
 4. Feature films as representation of culture
 5. Cultural construction of reality
 6. Cultural construction and representation of identity
 7. Cultural construction and representation of difference
-

Teaching delivery methods:

- Lectures
 - Seminars
 - Independent work
 - Discussions
 - Multimedia
-

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participating in discussions

Monitoring student work:

Activity	ECTS
Discussions	1.8
Exam 1	1.2
Exam 2	1
Film Review Sheets	1
Total	5

Teaching time has been incorporated in time for assignments.

Assessment and evaluation of student work**Components of evaluation:**

Component	Points/%
Exam 1	24
Exam 2	20
Film review sheets (5x4)	20
Discussions (12x4)	36
Total:	100

Required reading:

Robbins, R., and R. Beech (2021). *Cultural Anthropology: A Problem-Based Approach, 8th edition*. SAGE Publications.

Gray, G. (2010). *Cinema: A Visual Anthropology (Key Texts in the Anthropology of Visual and Material Culture) 1st Edition*. Routledge.

Hockings, P. (2003). *Principles of Visual Anthropology*. Walter de Gruyter.

Additional reading:

- Additional excerpts from classics in anthropology, as well as more recent scholarly and popular articles, available on myCourses.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes

General Information

Course title:	Luxury Service Excellence HSPT 376
Course leader:	Kevin Walker
Study programme:	Hospitality and Tourism Management
Course status:	Elective
Year:	Fourth
ECTS points:	6
Teaching hours (L+S+E):	45 (3+0+0)

Course Description

Course Description

Luxury Service Excellence is delivered as the final course in the Luxury Concentration and it is designed in the fashion that students take one or more study trips as part of their experiential learning. In this way, students are exposed to one or more global luxury destinations, allowing them to appreciate the complexity and demands of superior service delivery.

The goal of the course is to dive into the socio-cultural complexities of attaining luxury travel excellence, both from the point of view of product content and the necessities of product delivery processes. We will explore cultural heritage as the backdrop for authenticity, but also global supply chains as the necessary elements for attaining it. We will explore how successful organizations build their products in terms of fashion/design, artisanship, food & beverage operations and how destinations preposition themselves to answer correctly to the challenges brought about by volatile and fast-changing global trends.

We will plan field trips and design activities involving multiple projects, guest speakers and local visits to have an in-depth, hands-on experience of a luxury hospitality. Thus, students will meet various industry professionals and local officials, learn from their experience and vision, and be able to understand what it takes to create a luxury operation in a realistic destination context.

Conditions for enrolment in the course:

None

Expected learning outcomes of the course:

Upon completion of this course a successful student should be able to:

- LO1:** Analyze excellence concepts of luxury experience personalization, F&B, sales & marketing and innovation
- LO2:** Examine the changing definition of luxury in the current socio-cultural complexities

LO3: Evaluate how cultural innovation and remodeling of traditions can create new value in luxury tourism

LO4: Create a study of an important luxury hospitality excellence topic

LO5: Recommend an appropriate solution for a given problem / situation

Course content:

- The evolving nature of luxury
- Applying luxury to all aspects and departments of a tourism provider
- The role of culture and traditions and reimagining of them when creating luxury tourism
- Processes associated with the delivery of service excellence in luxury travel

Teaching Delivery Methods

- Lectures
- Guest Speakers
- Site visits
- In-class case studies

Student obligations:

- Attending classes
- Submitting projects and assignments
- Participate in discussions

Monitoring student work:

Activity	ECTS
Reflection 1	0.6
Reflection 2	0.6
Reflection 3	0.6
Reflection 4	0.6
Reflection 5	0.6
Reflection 6	0.6
Project Part 1	0.6
Project Part 2	1.2
Presentation	0.6
Total	6

Teaching time is worth 1.5 ECTS points and it has been incorporated in time for assignments

Assessment and evaluation of student work

Components of evaluation:

Component	Points/%
Reflection Papers (6 X 10)	60
Project Part 1	10
Project Part 2	20
Project Presentation	10
Total:	100

Reading Materials

- R. Sherman, "Class Acts – Service and Inequality in Luxury Hotels", University of California Press Ltd. 2007.
- R. Lent, G. Tour, "Selling Luxury", John Wiley & Sons, Inc. Hoboken, New Jersey, 2009.
- Additional, current industry readings posted on myCourses

Additional reading:

- Various cases, articles, and Internet sites may also be utilized.

Methods for quality monitoring that ensure the acquisition of knowledge, skills and competencies:

- Student survey
- Observation of lectures
- Assessment of the achievement of learning outcomes