

Title of qualification/degree	6336 M information technologies and information services in tourism	EQF level of the qualification (if available)	4
Number and title of the learning outcomes unit	ET LMU - 1: Selected reservation and restaurant systems for accommodation establishments		
Expected learning outcomes			
Knowledge	Skills	Competences	
Student knows: <ul style="list-style-type: none"> - How to work with reservation and restaurant systems' software in accommodation establishments. - Basic legislation of accommodation establishments' classification (Decree 277/2008). - Basic information about offer of hospitality services including information about prices of provided services. - Complete offer of accommodation establishment. - How to register guests and sortiment of provided services. - How to identify supporting documents for accounting. - Principles of communication with guests. - Principles of oral and written communication. - The rules for setting prices and selling rooms under specific conditions. 	Student is able to: <ul style="list-style-type: none"> - Use necessary tools of reservation and restaurant system. - Update the database of guests and to import invoices into the accounting system. - Respect and keep the principles of work hygiene and safety. - Promptly react, think independently and solve arisen situations. - Provide official correspondence and work with reservations. 	Student is able to: <ul style="list-style-type: none"> - Check out the status of order (booking, room availability using the reservation system). - Do short-term changes of orders and effectively plan activities of reception. - Cooperate with regional operators of tourist facilities that offer their services to the accommodation establishment. - Handle requests, complaints and guests' reclamations. 	

Learning units' outcomes description:

During the mobility, student will acquire these additional knowledge and skills:

- Distinct the differences of multicultural environment and traditions.
- Acquire the ability to work in international team.
- Enhance other competences (ability to work with another reservation and restaurant system, ability to compare it with home-used software in user interface, number of useful tools, effectivity of work, etc.)

1. Theoretical training

Student will learn the necessary theoretical background and obtain information in the aforementioned area.

2. Practical training in training room – demonstration and practical work with selected software

Under the supervision of master of practical training for application software, student is able to handle:

- Required tools (reservations, accommodation of individuals and groups, billing, setting the system, calculations, movement of goods, cash,) of selected reservation and restaurant system HORES and FOOD 600.
- Practical application of above mentioned tools.
- Categorization of accommodation facilities in SR and country of his/her origin according to the current legislation in the particular country.
- Comparing of reservation and restaurant systems mostly used in these two countries.

Estimated duration:

A total of 60 hours (10 days) – theoretical training – 10 h., practical training – 50 h., verification of knowledge, skills and competences

NOTE: The proposed number of days and hours are indicative only. The host school may modify them and adjust to the student's current needs and actual possibilities of school.

3. Practical training in contracted establishments

Student will practice obtained knowledge and skills in some tourism facility with which the school has a contractual relationship.

Validation of learning units' outcomes

- Practical Exam – 4 hours
Student will independently handle tasks in reservation and restaurant system environment. This system will be chosen by his/her supervisor.
- Theoretical Exam – test – 30 minutes
By answering the test questions, student will prove that he/she has acquired necessary theoretical knowledge written in learning units' outcomes. **Test questions will be annexed to this learning unit.**
- Evaluation and self-evaluation – 1 hour
Student will gain feedback and assesment of his/her achieved knowledge, skills and competences. Assesment will be written into the special assesment grid which will contain information set out in part „expected learning outcomes“ of learning unit.

Assesment grid is annexed to this learning unit.

This learning unit was prepared by Mgr. Eva Hrdá a Ing. Jana Kosírová zo Súkromnej strednej odbornej školy HOST, Riazanská 75, Bratislava, in cooperation with non-profit organization EDUcentrum o.s. and ECVET Tour II project partners.