



Subject code: T – 372 - 3		Subject name: Hospitality	
Study cycle: I	Year: IV	Semester: VII	ECTS credits: 6
Status: Elective		Contact hours: 60 Lectures: 30 Practical courses: 30	
Assigned professors and assistants:		Lecturers and assistants selected for the field to which the course belongs	
Prerequisites:			
Subject objectives:		Introduction to the significance and role of hospitality as an economic activity and its specific characteristics. Developing accuracy, creativity, critical thinking, and a positive attitude toward the profession. Acquiring the necessary knowledge to perform tasks related to planning, organizing, leading, and controlling in hospitality businesses.	
Teaching units:		• Development Path, Significance, and Role of Hospitality • Basic Characteristics of Hospitality • Division of Hospitality – Hotel Industry, Catering • Gastronomy • Services in Hospitality • Categorization of Hospitality Establishments • Growth and Development of Catering Enterprises • First Test • Organization of Business and Process Functions in Hospitality • Management in Hospitality • Instruments of Offering, Sales, and Promotion in Hospitality • Role of Human Resources in Hospitality • Standardization and Quality • Information Technologies in Hospitality • Innovations in Hospitality	
Learning outcomes:		Knowledge: Students will master theoretical knowledge in the field of hospitality services, the structure and organization of staff in the hotel and catering industries, as well as the application of information technologies in these sectors. Skills: Students analyze the development path and	



	significance of this activity in economic development, as well as the basic types of hospitality establishments for accommodation, food, and beverage, and their characteristics. Competencies: Students practically apply their knowledge in hospitality through developed communication and organizational skills.		
Teaching methods:	Multimedia presentation and discussion (lecture); independent student research and joint analysis (practical courses).		
Knowledge testing methods with grading structure¹:		<i>Maximum Points</i>	<i>Minimum points</i>
	Attendance	10	7
	Participation on lectures	10	6
	Tests	40	21
	Seminar paper	-	-
	Final exam	40	21
	TOTAL	100	55
	Assessment:		
	<i>Grade</i>	<i>ECTS grade</i>	<i>Points scale</i>
	10	(A) excellent	95 - 100
9	(B) very good	85 - 94	
8	(C) good	75 - 84	
7	(D) satisfactory	66 - 74	
6	(E) sufficient	55 - 64	
	5	(F, FX) insufficient	55
Literature²:	Mandatory:		
	1. Gagić, S. (2013). <i>Fundamentals of Hospitality</i> . Sremski Karlovci.		
	2. Galičić, V. (2012). <i>Introduction to Hospitality</i> . Faculty of Management in Tourism and Hospitality, Opatija.		
	Recommended:		
	3. Payne, Palacio, J., Theis, M. (2005). <i>Introduction to Foodservice</i> . Tenth Edition. Pearson, New Jersey.		
	4. Barjaktarović, D. (2021). <i>Business Organization in Catering</i> .		

¹ The structure of points and point criteria for each subject is determined by the Council of the organizational unit before the beginning of the academic year in which the subject is taught in accordance with Article 64, paragraph 6 of the Law on Higher Education of Sarajevo Canton

² The Senate of the higher education institution as an institution or a council of the organizational unit of the higher education institution as a public institution determines mandatory and recommended textbooks and manuals, as well as other recommended literature on the basis of which exams are prepared by a special act which is required to be published on its website before the beginning of the academic year in accordance with Article 56, paragraph 3 of the Law on Higher Education of the Sarajevo Canton.



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SUBJECT DESCRIPTION

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