



## Service

### Field of professional activity:

Enterprises of the hospitality industry – hotels, inns, cafes, restaurants, rest homes, sanatoriums, tourist complexes, etc.

### Graduates can hold the following positions:

- hotel and restaurant service manager;
- specialist in personnel management of the state hospital and restaurant complex;
  - administrator of the hotel and restaurant complex;
    - Sales Director;
- heads of departments of the hotel and restaurant complex;
  - logistician;
- restaurant technologist.

### Our partners are companies for employment and internship:

- ❖ Bellagio Park Hotel;
- ❖ Topos Congress Hotel;
- ❖ Amax Congress Hotel;
- ❖ hotel complexes of the Radisson Hotel chains;
  - ❖ Hilton;
  - ❖ Marriott;
  - ❖ Azimut.

### In the course of training, disciplines will be studied:

- ✓ Graduates of the "Hotel and restaurant service" training area receive high-quality knowledge that allows them to carry out the activities of hotel and restaurant complexes in all areas, in particular, in the field of developing business plans for new projects; opening new hotels and restaurants; advertising new services, projects, brands in the hotel and restaurant business; knowledge of customer psychology and the system personnel management. An important role in the training of specialists is given to the formation of the culture of the future employee of the hotel. Therefore, among the disciplines you can find conflictology and psychology of business communication and much more.

### Technologies of organization of excursion services

#### Field of professional activity:

- ❖ development, promotion and sale of a tourist product with qualities that meet the requirements of consumers (tourists);
- ❖ organization of comprehensive tourist services in the main sectors of the tourism industry using technological and information and communication technologies;
- ❖ development of excursion routes and programs; selection of directions for the promotion of excursion programs and calculation of the cost of excursion routes;
- ❖ drawing up technological maps of excursions taking into account the needs of consumers, the type of tourism and transport.

**Graduates can hold the following positions:**

- ✓ director of a travel agency;
- ✓ director of a tour operator organization;
- ✓ director (manager) of the tour desk;
- ✓ Head of Marketing and Sales Department of a travel agency;
- ✓ in the direction of tourism (outbound, inbound, domestic tourism);
  - ✓ guide;
  - ✓ guide-translator;
  - ✓ organizer of excursions.

**Our partners are companies for employment and internship:**

- ✚ offices of tour operators: Anex-Tour, Coral Travel, Muzenidis Travel, Biblio Globus, etc.;
- ✚ Ministries of Economic Development of the Rostov region and Regions;
- ✚ Department of Economics of the city of Rostov-on-Don. Department of Tourism and Consumer Protection of the Department of Economics of Rostov-on-Don;
- ✚ hotels, health resorts, boarding houses (tour guide, hotel guide, transfer guides abroad);
- ✚ regional and visa centers.

**In the course of training, disciplines will be studied:**

- ✓ Technologies of organization of excursion services.
  - ✓ Guided tours.
- ✓ Transport services in the hospitality industry.
  - ✓ Marketing in the tourism industry.
  - ✓ Technologies of tourist activity.
- ✓ Technologies of business service organization in the hospitality industry.
  - ✓ Project activity in tourism.