

Title:	Tourism servicing
Lecture hours:	15
Study period: (summer/winter)	summer
Number of credits:	3
Assessment methods:	Graded credit
Language of instruction:	English
Prerequisites:	Course for geography and tourism and recreation students
Course content:	<ol style="list-style-type: none"> 1. Service culture and ethics of the profession. 2. Travel agency (organisers, intermediaries, agents). 3. Legal aspects of tourism. 4. Tourist service in accommodation and food facilities. 5. Transport in tourism. 6. Tourist guidance . 7. Insurance in tourism. 8. Creation of a tourist product : - programming and calculation of a tourist event 9. Travel services
Learning outcomes:	<p>K_01 - student has basic knowledge of tourism and recreation issues and its relationship with the natural environment (K_W01).</p> <p>K_02 - the student has knowledge of the principles of operation of a tourist office in relation to various customer expectations (K_W05).</p> <p>K_03 - student has knowledge of tourist product creation and its promotion as an element of entrepreneurship forms (K_W09).</p> <p>S_01 - student has the ability to create a competitive tourist event offer , which is tailored to different types of customers (K_U05).</p> <p>C_01 - student is able to improve his/her knowledge in terms of new trends on the tourist market (K_K01).</p> <p>C_02 - student is able to work and cooperate in a group, at the same time bearing in mind the specificity of the tourist industry and the nature of work with customers (K_K02)</p>
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