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| Educational program | 6B11102 Hotel-restaurant business |
| EP purpose  | Training of highly qualified specialists with a competitive level of knowledge, skills and professional skills in the field of current trends, with the necessary professional and personal competencies sufficient for successful activity in the restaurant and hotel business, enterprises of Kazakhstan and beyond. |
| EP type | New |
| Level on NQF | 6  |
| Level on SQF | 6  |
| The awarded academic degree | Bachelor |
| Period of study | 4  |
| Volume of the credits | 240  |
| Language of education | Kazakh, Russian, English |
| Date of approval of the OP at the Board meeting | 10.04.2024 |
| Professional standard | Interaction with guests, Organization of recreation and leisure of guests 06.12.2022 |

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| № |  Learning outcomes: |

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| 1 | To take an active civic position in interpersonal and intercultural communication in a multilingual environment based on fundamental knowledge and skills in the field of social, political, cultural, psychological sciences in the context of their role in the modernization and digitalization of Kazakh society. |
| 2 | To master the skills of making decisions of an economic and organizational nature, performing applied tasks using the basics of economic knowledge and methods of financial and economic analysis to perform professional duties in the hospitality industry. |
| 3 | Analyze the results achieved and innovations for the development of the hospitality industry when creating the design and corporate identity of the enterprise, organizing consumer leisure to ensure competitiveness in the service sector. |
| 4 | Possess the skills of competent writing and oral speech as a means of communication for the organization of hotel and restaurant business for the preparation and execution of business documentation and professional communication; |
| 5 | To select technological equipment and automation devices for specified technological conditions, to perform various types of serving and table decoration, various types of menus and wine lists, to provide services taking into account consumer demand, type and class of enterprise. |
| 6 | Use specialized service automation programs, be fluent in all Microsoft Office programs for document management, generate reports in these programs, the ability to analyze and interpret them. |
| 7 | To compare the ways of organizing a hotel enterprise and a restaurant complex in the Republic of Kazakhstan and abroad in order to identify current problems of the development of the hotel business and restaurant business. |
| 8 | Apply knowledge and skills of management of accommodation, catering and entertainment organizations, promotion of intangible products, development, provision and promotion of services in the hotel and restaurant business based on modern technologies for effective management. |
| 9 | To plan the activities of restaurant and hotel business enterprises, based on the use of modern equipment and service technologies to work in the "contact zone", to ensure the quality of services (economy, accessibility, reliability, safety, ergonomics, aesthetics, etc.). |
| 10 | To organize safe production and economic activities of hotel and restaurant enterprises to minimize risks, dangers and threats arising during maintenance and management of the economy. |
| 11 | To form an understanding of the organization of a high-quality service process in the conditions of maintaining quality standards of services to achieve the efficiency of economic activity of enterprises of the hospitality industry. |