



General information		
Course instructor	Ines Milohnić, Ph.D., Full Professor	
Name of the course	Management	
Study programme	Undergraduate study: Business Economics in Tourism and Hospitality Module: Hospitality Management	
Status of the course	compulsory	
Year of study	1st	
ECTS credits and manner of instruction	ECTS credits	9 ECTS
	Number of class hours (L+E+S)	75 (30+0+45)
1. COURSE DESCRIPTION		
1.1. <i>Course objectives</i>		
<p>The objective of the course is to equip students to use the basic concepts and functions of management (planning, organizing, staffing, managing, and controlling) with specialties in tourism and hospitality. Students will gain basic knowledge of the specificities of management in tourism and hospitality, so that they can better adopt the principles and techniques of management in the continuation of their studies.</p>		
1.2. <i>Course enrolment requirements</i>		
None.		
1.3. <i>Expected learning outcomes</i>		
<p>After successfully completing and passing the course material, students will be able to:</p> <ol style="list-style-type: none"> 1. To know and correctly interpret the basic concepts of management, 2. Explain and analyse management functions, 3. Summarize and analyse the historical system of management science development, 4. Identify and understand the elements of business systems, 5. Identify and use basic performance indicators for hotel facilities and 6. Apply acquired knowledge in the field of tourism and hospitality management. 		
1.4. <i>Course content</i>		
<p>Conceptual definition and definition of management. Historical development of management theories. Development of Management Science. Basic management functions: planning, organizing, staffing, managing and controlling. Conceptual definition and specifics of the hotel company and entrepreneurship in tourism and catering. Hotel business environment (external and internal), company-environment relationship. Management ethics and social responsibility. Managerial planning: basic determinants of planning, concept, content, types, levels and types of planning, stages in the planning process. The vision, mission and goals of the hotel company. Managerial forecasting, strategies and strategic planning. Organization, organization and types of organizational structures. Business and process functions, types and specifics of business functions of a hotel company. Organization and design of hotel jobs. Hotel Company Responsibility Centres. Methods for improving the organization. Stages to improve the organization. A general approach to leadership. Guiding activities. Models of behaviour. Motivation: approaches and theories of motivation, motivational factors. Leadership models and key leadership variables. Interpersonal Relations, Groups and Conflicts. Managerial communication, types and forms of communication. Managerial Controlling: Models and Techniques. General access to Revenue and Yield management.</p>		
1.5. <i>Manner of instruction</i>	<input checked="" type="checkbox"/> lectures <input checked="" type="checkbox"/> seminars and workshops	<input checked="" type="checkbox"/> individual assignments <input type="checkbox"/> multimedia and network



		<input type="checkbox"/> exercises			<input type="checkbox"/> laboratories		
		<input type="checkbox"/> distance learning			<input checked="" type="checkbox"/> mentorship		
		<input type="checkbox"/> fieldwork			<input type="checkbox"/> other		
1.6. Comments							
1.7. Student responsibilities							
Attendance, seminar paper and essay, final exam.							
1.8. Monitoring of student work ¹							
Class attendance	2,5	Class participation	-	Seminar paper	1,0	Experimental work	-
Written exam	1,5	Oral exam	-	Essay	0,8	Research	-
Project	0,8	Continuous assessment	2,4	Report	-	Practical work	-
Portfolio	-						
1.9. Assessment of learning outcomes in class and at the final exam (procedure and examples)							
Assessment and evaluation of students in classes and at the final exam is conducted under the Rulebook on students' evaluation at the Faculty of Tourism and Hospitality Management. For each course there is a detailed course syllabus which coordinates activities, student load, learning outcomes and evaluation methods.							
1.10. Mandatory literature (at the time of submission of study programme proposal)							
1. Lussier, R. N. (2017). Management fundamentals: Concepts, applications, and skill development. Ninth edition. Sage Publications.							
1.11. Optional/additional literature (at the time of submission of the study programme proposal)							
1. Wood, R. C. (Ed.). (2015). Hospitality management: a brief introduction. Sage Publications.							
1.12. Number of assigned reading copies in relation to the number of students currently attending the course							
Title				Number of copies	Number of students		
Lussier, R. N. (2017). Management fundamentals: Concepts, applications, and skill development. Sage Publications.				5			
1.13. Quality monitoring methods that ensure the acquisition of exit knowledge, skills and competences							
The quality of the program, the teaching process, the teaching skills and the level of the material acceptance will be established by means of a written evaluation of the extensive questionnaires and in other ways envisaged by the accepted standards, in accordance with the Rulebook on Quality Assurance and Improvement of the University of Rijeka and the Quality Assurance and Improvement of the Faculty of Tourism and Hospitality Management.							

¹ IMPORTANT: Enter the appropriate proportion of ECTS credits for each activity so that the total number of credits equals the ECTS value of the course. Use empty fields for additional activities.