


JSC «Kazakh University of Technology and Business K. Kulazhanov»	EP 17/7-19-2022
Educational program	Edition 1

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EDUCATIONAL PROGRAM

6B11126- «The Restaurant and Hotel business»
the code and name of the educational program

Level: Bachelor's

Approved

By the Board of Directors of KazUTB
 named after K.Kulazhanov JSC
 from «19» 04 2024 Protocol № 2


Recommended

By the Academic Council of KazUTB
 named after K.Kulazhanov JSC
 from «28» 03 2024 Protocol № 8

Astana - 2024

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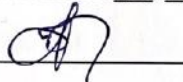
PREFACE

The educational program 6B11126 – «The Restaurant and Hotel business» was developed in accordance with the State Mandatory Standard of Higher Education/postgraduate Education, approved by Order №2 of the Minister of Science and Higher Education of the Republic of Kazakhstan dated July 20, 2022, as well as on the basis of professional standards «Organization of recreation and leisure of guests» dated 06/12/2022 №224 and «Hotel management services» dated 15/11/2022 №210.

Educational program 6B11126 - «The Restaurant and Hotel business» approved at the meeting of the Quality Assurance Council from «22» 12 2023., Protocol № 2

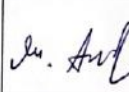
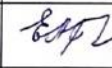


Chairman Baibekov SN (Full name) Signature 

Educational program 6B11126 - «The Restaurant and Hotel business» agreed at the meeting of the Faculty's Quality Assurance Committee from «19» 12 2023., Protocol № 3

Chairman _____ (Full name) Signature 

Educational program 6B11126- «The Restaurant and Hotel business» developed and discussed at the meeting of the department «Tourism and service» from «19» 12 2023. Protocol № 5

Head of the Department _____ (Full name) Signature M. Ant

Full name	Academic degree/ Academic title	Position	Place of work	Signature
Zhunosova Aliya	PhD	Head of the Department of «Tourism and Service»	KazUTB named after K.Kulazhanov JSC	
Abeukhanova Yerkezhan	Master of Economics	Senior Lecturer	KazUTB named after K.Kulazhanov JSC	
Zhaksylykova Saule	-	Associate Director	Hotel and restaurant complex «Jumbaktas»	
Madinova Moldir	-	Student gr. RDGB- 222	KazUTB named after K.Kulazhanov JSC	

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1 Passport of the Educational program

Level according to the International Standart Classification of Education	6
Level according to the National Qualifications Framework	6
Level according to the sectoral gualifications	6
The code and name of the field of education	6B11 Services
The direction of training	6B111 Service industry
Number and name of the group of educational programs	B093 Restaurant business and Hotel management
Code and name of educational programs	6B11126 - «The Restaurant and Hotel business»
Profile of educational programs	«Services» higher education in the field of services
Goal of educational programs	Training of highly qualified and competitive specialists with professional knowledge of the theory and practice of organization and management of subjects and objects of the hospitality industry, having a principled civic position and high moral responsibility to society
The criterion of completeness of educational programs	At least 240 academic credits, including all types of student educational activities
The language of instruction of educational programs	Kazakh, Russian, English
Distinctive features of educational programs	-
Partner University	-

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2 Qualification characteristics of the graduate of the

Degree awarded	Bachelor's Degree in Services in the educational program 6B11126- «The Restaurant and Hotel business»
The field of professional activity	Formation, promotion and sale of a tourist product, organization of comprehensive tourist services in the main sectors of the tourism industry
Types of professional activity	organizational and managerial; - production and technological; - service; - scientific research; - educational (pedagogical)
The object of professional activity	- public administration bodies related to the organization of the hotel business (ministries, akimats, their regional divisions and structures); - public and private companies engaged in the restaurant and hotel business; - service sector, enterprises related to catering (restaurants, hotels and other structures); - hotels and hostels; - sanatoriums, resorts and boarding houses; - restaurants, cafes, coffee shops, bars; - property, property complexes (enterprises, institutions, organizations) and other objects of the hotel industry; - research organizations that study the problems of nutrition development, marketing in food organizations; - educational institutions that train middle-level specialists in the hotel industry; - advertising agencies engaged in the promotion of services in the restaurant and hotel business to the domestic and foreign markets
Functions of professional activity (labor functions)	- to organize highly effective service for consumers of services; to participate in solving organizational and strategic tasks; to create comfortable conditions for staying in hotels and tourist restaurant complexes; to advise consumers on the issues of services provided; to monitor the quality of services provided; to control the placement of consumers; to manage conflicts and stresses in professional activities; to consider claims and take measures to prevent them; to monitor the work of personnel, to ensure cleanliness and order in the premises of hotels and tourist complexes, to comply with the rules and norms of labor protection and the requirements of industrial sanitation and hygiene; - to know the basics of the Constitution of the Republic of Kazakhstan, ethical and legal norms governing human relations with man, society and nature, to be able to take them into account when solving professional tasks; - to develop and implement effective restaurant service programs of a social and commercial orientation that can meet the needs of customers and provide real profit to the structure in which the manager works; - to know the basics of entrepreneurship and the specifics of entrepreneurship in the professional field; - have a scientific understanding of a healthy lifestyle, possess the skills and abilities of physical improvement.

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3 The structure of the educational program

Name of cycles and disciplines	Labor intensity in academic credits
Cycle of general education disciplines (GED)	56
Required component	51
The university component	5
The cycle of basic disciplines (BD)	86
The university component	30
Component of choice	54
Professional practice	2
Cycle of major disciplines (MD)	90
The university component	10
Component of choice	60
Professional practice	20
Final examination	8
Total	240


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4 Competency map EP 6B1126 - «The Restaurant and Hotel business»

Type of competencies	The code of learning outcomes	The result of the study (according to Bloom's taxonomy)
Behavioral skills and personal qualities (Softskills)	RS_{GE1}	Forms the ideological, civic and moral position of the future specialist on the basis of mastering the social and human sciences, which form a personality with a broad outlook, cultural critical thinking and a healthy lifestyle orientation
	RS_{GE2}	Demonstrates knowledge in the field of information and communication technologies by building communication programs in Kazakh, Russian and foreign languages
Digital competencies (Digital skills)	RS2	Identifies the needs for new technologies and plans strategies for the innovative development of the hotel, has the skills to work with information technology in the field of professional activity, coordinates between the staff of the department
	RS9	Applies communication skills to solve problems of interpersonal and intercultural interaction and organizes speech activities in a foreign language, carries out professional activities in linguistic, sociolinguistic, information-analytical and communicative aspects
Professional skills (Hardskills)	RS1	Carries out quality control of the services provided and advises consumers on the issues of the services provided
	RS3	Calculates the need for material resources for organizing the activities of hotels and restaurants
	RS4	Monitors compliance with the standards of guest service and the appearance of the hotel staff, coordinates the fulfillment of requests from guests, organizes high-level customer service.
	RS5	He knows the techniques and methods of making optimal decisions for organizing and running his own business in the hospitality industry, confirming compliance with the classification system of hotels and other accommodation facilities, recognizing the main elements of the infrastructure of enterprises in the accommodation and catering industry in the service sector
	RS6	Organizes the service, carries out the selection of material resources, taking into account the requirements of service standards
	RS7	Ensures compliance with the rules and norms of occupational safety, life safety and epidemiological norms and requirements, maintains documentation, works with the database of hotel customers
	RS8	Demonstrates knowledge of economics, entrepreneurship, the basics of the theory of hospitality, etiquette and culture, normative legal acts, the legislation of the Republic of Kazakhstan regulating hotel and restaurant activities and uses mathematical and other methods of analysis to solve professional economic problems
	RS10	Plans and organizes the work of the booking and registration department, applies modern scientific principles in practice, conducts market research.


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	RS11	He has the skills to organize events at the international level, studies the basis of the gastronomic brand, the traditions of the population, uses risk management tools, planning and organizing the work of the reception and accommodation department
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5 Learning outcomes of the educational program and modules (The layout of the design is landscape)


Competencies	Learning outcomes (RS) according to the educational program	Name of the module	RS of the module training	Name of the disciplines
1. Behavioral skills and personal qualities (Softskills)	<p>RS5 He knows the techniques and methods of making optimal decisions for organizing and running his own business in the hospitality industry, confirming compliance with the classification system of hotels and other accommodation facilities, recognizing the main elements of the infrastructure of enterprises in the accommodation and catering industry in the service sector.</p> <p>RSGEC8 Demonstrates knowledge of economics, entrepreneurship, the basics of the theory of hospitality, etiquette and culture, normative legal acts, the legislation of the Republic of Kazakhstan regulating hotel and restaurant activities and uses mathematical and other methods of analysis to solve professional economic problems.</p>	Module1 Self-education and personal development	<p>Demonstrates knowledge of the history of modern Kazakhstan and philosophy as a special form of cognition of the world</p> <p>Demonstrates an understanding of the role of physical culture in maintaining health and maintaining optimal professional performance</p> <p>Demonstrates general knowledge and understanding of facts, phenomena, theories and complex dependencies in the field of legal features.</p>	<p>History of Kazakhstan;</p> <p>Physical training;</p> <p>Philosophy;</p> <p>Module of economic, legal and environmental knowledge (Fundamentals of Economics and Entrepreneurship. Ecology and life safety. Fundamentals of law and anti-corruption culture. Methods of scientific research)</p>

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2. Digital competencies (Digital skills)	<p>RSGEC2 Applies communication skills to solve problems of interpersonal and intercultural interaction and organizes speech activities in a foreign language, carries out professional activities in linguistic, sociolinguistic, information-analytical and communicative aspects.</p> <p>RSGEC9 Identifies the needs for new technologies and plans strategies for the innovative development of the hotel, has the skills to work with information technology in the field of professional activity, coordinates between the staff of the department</p>	Module2 Information and communication	It is able to classify software, use it for its intended purpose, restructure and interpret, if necessary, as well as manage software products developed by itself. Develops the ability to interpersonal social and professional communication in the state, Russian and foreign languages	Foreign language; Kazakh (Russian) language; Information and communication technology.
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<p>3. Professional competencies (Hardskills)</p>	<p>RSGEC1 Carries out quality control of the services provided and advises consumers on the issues of the services provided.</p> <p>RSGEC3 Calculates the need for material resources for organizing the activities of hotels and restaurants.</p> <p>RSGEC4 Monitors compliance with the standards of guest service and the appearance of the hotel staff, coordinates the fulfillment of requests from guests, organizes high-level customer service.</p> <p>RSGEC6 Organizes the service, carries out the selection of material resources, taking into account the requirements of service standards</p> <p>RSGEC7 Ensures compliance with the rules and norms of occupational safety, life safety and epidemiological norms and requirements, maintains documentation, works with the database of hotel customers.</p> <p>RSGEC8 Demonstrates knowledge of economics, entrepreneurship, the basics of the theory of hospitality, etiquette and culture, normative legal acts, the legislation of the Republic of Kazakhstan regulating hotel and restaurant activities and uses mathematical and other methods of analysis to solve professional economic problems.</p> <p>RSGEC9 Applies communication skills to solve problems of interpersonal and intercultural interaction and organizes speech activities in a foreign language, carries out professional activities in linguistic, sociolinguistic, information-analytical and communicative aspects.</p>	<p>Module3 Organizational of restaurant and hotel services</p>	<p>Capable of analyzing tourist flows; organize and conduct a business conversation, negotiations, meetings, put into practice knowledge on the organization of food production, organization receiving visitors, has the skills to organize the production itself, analyze the efficiency of production and serve visitors.</p>	<p>Image and business communication; Entertainment industry; Animations in the service sector Animations in the service sector; Fundamentals of the hospitality industry; Traditions and customs of the peoples of the world; Restaurant business security; Educational practice.</p>
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	<p>RSGEC2 Identifies the needs for new technologies and plans strategies for the innovative development of the hotel, has the skills to work with information technology in the field of professional activity, coordinates between the staff of the department.</p> <p>Calculates the need for material resources for organizing the activities of hotels and restaurants.</p> <p>RSGEC3 Calculates the need for material resources for organizing the activities of hotels and restaurants.</p> <p>RSGEC4 Monitors compliance with the standards of guest service and the appearance of the hotel staff, coordinates the fulfillment of requests from guests, organizes high-level customer service.</p> <p>RSGEC5 He knows the techniques and methods of making optimal decisions for organizing and running his own business in the hospitality industry, confirming compliance with the classification system of hotels and other accommodation facilities, recognizing the main elements of the infrastructure of enterprises in the accommodation and catering industry in the service sector.</p> <p>RSGEC6 Organizes the service, carries out the selection of material resources, taking into account the requirements of service standards.</p> <p>RSGEC8 Demonstrates knowledge of economics, entrepreneurship, the basics of the theory of hospitality, etiquette and culture, normative legal acts, the legislation of the Republic of Kazakhstan regulating hotel and restaurant activities and uses mathematical and other methods of analysis to solve professional economic problems</p> <p>RSGEC9 Applies communication skills to solve problems of interpersonal and intercultural interaction and organizes speech activities in a foreign language, carries out professional activities in linguistic, sociolinguistic, information-analytical and communicative aspects.</p> <p>RSGEC10 Plans and organizes the work of the booking and registration department, applies modern scientific principles in practice, conducts market research.</p>	<p>Module4 Technology service in service sector</p>	<p>Demonstrates general knowledge and understanding of facts, phenomena, theories and complex dependencies in the field of economics, law of peculiarities, knows the main provisions for analyzing the needs, opportunities of business and competition in the framework of strategic marketing; features of developing a market-oriented development strategy at the enterprise.</p>	<p>Fundamentals of entrepreneurial activity in the restaurant and hotel business; Equipment in the restaurant and hotel business; Equipment in the restaurant and hotel business; Basics of financial literacy; Etiquette and culture of service; Food culture in restaurants</p>
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JSC «Kazakh	<p>RSGEC1 Carries out quality control of the services provided and advises consumers on the issues of the services provided.</p>	Module6 Service entrepreneurship	Apply knowledge when providing services and service activities, Edition 1	<p>Material and technical base of hotel companies;</p> 
	<p>RSGEC2 Identifies the needs for new technologies and plans strategies for the innovative development of the hotel, has the skills to work with information technology in the field of professional activity, coordinates between the staff of the department.</p> <p>RSGEC3 Calculates the need for material resources for organizing the activities of hotels and restaurants.</p> <p>RSGEC4 Monitors compliance with the standards of guest service and the appearance of the hotel staff, coordinates the fulfillment of requests from guests, organizes high-level customer service.</p> <p>RSGEC5 He knows the techniques and methods of making optimal decisions for organizing and running his own business in the hospitality industry, confirming compliance with the classification system of hotels and other accommodation facilities, recognizing the main elements of the infrastructure of enterprises in the accommodation and catering industry in the service sector.</p> <p>RSGEC6 Organizes the service, carries out the selection of material resources, taking into account the requirements of service standards.</p> <p>RSGEC7 Ensures compliance with the rules and norms of occupational safety, life safety and epidemiological norms and requirements, maintains documentation, works with the database of hotel customers.</p> <p>RSGEC8 Demonstrates knowledge of economics, entrepreneurship, the basics of the theory of hospitality, etiquette and culture, normative legal acts, the legislation of the Republic of Kazakhstan regulating hotel and restaurant activities and uses mathematical and other methods of analysis to solve professional economic problems.</p> <p>RSGEC9 Applies communication skills to solve problems of interpersonal and intercultural interaction and organizes speech activities in a foreign language, carries out professional activities in linguistic, sociolinguistic, information-analytical and communicative aspects.</p> <p>RSGEC10 Plans and organizes the work of the booking and registration department, applies modern scientific principles in practice, conducts market research.</p>		<p>organizing work on standardization and certification in the service sector. Standards and procedure for compiling lists of arrival, departure reservations, available rooms; compliance with service standards. Demonstrates knowledge of a foreign language with high-quality services for foreign tourists and skills in organizing banquets and receptions</p>	<p>The hotel business; Start business;</p>
				<p>Infrastructure in RDGB; Hotel industry; Basics of calculation in the restaurant business; 1C enterprises in RDGB; The restaurant industry; Epidemiological norms and requirements for RDGB facilities; Professionally-oriented foreign language (Turkish, English); Business foreign language</p>


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	<p>own business in the hospitality industry, confirming compliance with the classification system of hotels and other accommodation facilities, recognizing the main elements of the infrastructure of enterprises in the accommodation and catering industry in the service sector.</p> <p>RSGEC8 Demonstrates knowledge of economics, entrepreneurship, the basics of the theory of hospitality, etiquette and culture, normative legal acts, the legislation of the Republic of Kazakhstan regulating hotel and restaurant activities and uses mathematical and other methods of analysis to solve professional economic problems.</p> <p>RSGEC9Applies communication skills to solve problems of interpersonal and intercultural interaction and organizes speech activities in a foreign language, carries out professional activities in linguistic, sociolinguistic, information-analytical and communicative aspects.</p> <p>RSGEC10 Plans and organizes the work of the booking and registration department, applies modern scientific principles in practice, conducts market research.</p> <p>RSGEC11He has the skills to organize events at the international level, studies the basis of the gastronomic brand, the traditions of the population, uses risk management tools, planning and organizing the work of the reception and accommodation department.</p>			
		Module10 Final Certificati on		Writing and defense of diploma work or preparation and submission of comprehensive exam

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		Discipline), developing the ability to critically understand the role and significance of modern information and communication technologies in the era of digital globalization, forming a new "digital" thinking, acquiring knowledge and skills use of modern information and communication technologies in various activities.															
The cycle of basic disciplines is a university component																	
1	Module of economic, legal and environmental knowledge (Fundamentals of Economics and Entrepreneurship.	The module is studied in order to develop skills in the field of economics, entrepreneurship, ecology, life safety, law and anti-corruption culture, and research methods in practical and professional activities. The course is aimed at developing the abilities of creative thinking, independence,	5	+							+				+		

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	Ecology and life safety. Fundamentals of law and anti-corruption culture. Methods of scientific research)	and the ability to analyze and summarize practical knowledge.														
2	Image and business communication	The purpose of the discipline: is to give an idea of the types of images, competence in business communication, ways of developing competence, management and documentation of business communication. The discipline is aimed at the speech, logical and psychological foundations of business communication, the use of non-verbal means in various forms of business communication in the system of interpersonal and social relations.	4						+				+	+		

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	restaurants	skills and abilities necessary for professional management activities in the field of hotel and restaurant business. Mastering the discipline contributes to understanding the features and patterns of development of the restaurant and hotel business, its state regulation, forms and methods of operational and strategic management in the hospitality industry.															
4	Equipment in the restaurant and hotel business	The purpose of the discipline is to familiarize students with the methodological foundations and practical recommendations for the implementation of restaurant and hotel activities in tourism,	5						+			+					

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		attention is paid to menu preparation and budget calculation. Students acquire knowledge about universal kitchen machines, washing and cleaning equipment, heating devices, engineering equipment of restaurants, bars.														
5	Fundamentals of entrepreneurial activity in the restaurant and hotel business	The purpose of studying the discipline: organizational and legal forms of entrepreneurship in the restaurant and hotel business. Regulation of business activity in the restaurant business and the hospitality industry. The discipline allows the regulation of entrepreneurial activity in the restaurant business and the hospitality industry. Management of business structures. Business planning of the catering and hospitality industry. Competitive business environment.	5				+		+					+		
6	Start business	The course is aimed at studying practical aspects of entrepreneurship,	5				+			+						+

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		including the selection and evaluation of business ideas, market research, finance, personnel management, ethics and social responsibility of business. The student demonstrates knowledge of specific measures of state support for startups, drawing up a business plan. Can use digital skills when working in a personal account, registering a business, interacting with government agencies (www.pki.gov.kz, www.egov.kz, www.goszakup.gov.kz).																
7	Bar business	The purpose of the discipline is the formation of theoretical and practical knowledge on the organization of the bar business with the existing knowledge of students. This discipline examines the characteristics of the bar and their specialization, tableware and appliances, the procedure for making "sideduties" for staff	5				+		+	+								

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		working in the guest area, job descriptions.															
8	Fundamentals of entrepreneurial activity in the restaurant and hotel business	The purpose of mastering the discipline is to form students' knowledge system of the basics of hotel and restaurant business. This discipline studies the theoretical foundations of the hospitality industry, the concept of restaurants and hotels, the technology of the reception service, the technology of servicing the hotel fund, the technology of additional service in the hotel, the technology of service at catering establishments.	5					+			+						
The cycle of basic disciplines Component of choice																	
1	Entertainment industry	The purpose of the discipline is to form students theoretical and practical knowledge about the development of the entertainment industry, its role and importance in the hospitality industry.	4						+			+					

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		Mastering the discipline is the ability to distinguish specifics, with a variety of ways, types and forms of entertainment. To summarize the skills of using the main forms and means of the entertainment industry in practice.																
2	Animations in the service sector	The purpose of the discipline is to study the theoretical foundations in the field of services as a type of leisure activity, to generalize the role and importance of animation in the history of the formation of cultural and leisure activities. Mastering the discipline is to study the basic concepts, types of animations. To classify the features, types and significance of the technological process of animation programs; to	4							+		+						

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		formulate an understanding of leisure and its organizational forms.															
3	Traditions and customs of the peoples of the world	The purpose of the discipline is to form students' understanding of the diversity, artistic identity and interrelation of traditions of artistic cultures of the peoples of the world. Analyze the place of tradition in the cultural and historical development of the peoples of the world. Mastering the discipline is to transform the expansion of the student's horizons necessary for understanding the basics of intercultural relations, tolerant attitude to cultural, confessional and ethnic differences.	5				+			+				+			
4	Restaurant business security	The purpose of the discipline is to study safety and risks in the restaurant business. The discipline studies the methods of implementing a set of protective measures that ensure the security of the	5										+	+			

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		restaurant business, the concept and essence of trade secrets and ways to protect information, the principles of ensuring the security of business information, measures to counter technical means of industrial espionage in the restaurant business.															
5	Marketing in the restaurant and hotel business	The purpose of the discipline: to study the theoretical foundations of the concept of marketing in the hospitality industry, its segmentation, target market definition, product positioning and marketing planning. The discipline is aimed at the formation of skills for the adoption of a marketing research system, supply and demand management, as well as the application of international and domestic marketing experience in the hospitality industry.	5									+		+		+	
6	Basics of financial literacy	The discipline is aimed at developing in students the skills and knowledge necessary for proper	5						+					+		+	

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		management of personal finances. In the process of studying the discipline, students will learn about basic financial concepts, budgeting principles, methods of managing loans, investing and planning financial goals. The goal is to teach students to make informed financial decisions, manage their funds effectively, plan for their financial needs, and ensure financial security.															
7	Etiquette and culture of service	The purpose of the study: the formation of the concept of the culture of service and etiquette, the culture of communication. Psychological culture of hotel and restaurant service. The discipline masters the ethical culture of hotel and restaurant service, as well as the culture of hotel and restaurant service, types of etiquette, culture of communication. Characteristics of business communication and	5											+	+		

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		etiquette of business conversations, business meetings, negotiations.															
8	Food culture in restaurants	The purpose of the discipline is the study of service as an activity, needs analysis, social services in the restaurant and hotel industry, transport service, hostel activities, catering, servicing meetings, conferences, exhibitions. This discipline involves familiarization with the basics of food culture in restaurants and their organization, requirements for catering enterprises.	5					+			+				+		
9	Basics of financial literacy	The discipline is aimed at developing in students the skills and knowledge necessary for proper management of personal finances. In the process of studying the discipline, students will learn about basic financial concepts, budgeting principles,	5					+			+					+	

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		methods of managing loans, investing and planning financial goals. The goal is to teach students to make informed financial decisions, manage their funds effectively, plan for their financial needs, and ensure financial security.															
10	Tourism Marketing	The purpose of the discipline is the concepts of tourism marketing, as well as the concepts, methodology and practical techniques of modern marketing. As a result, the world experience of tourism marketing is being studied. Approaches, tools, methods, forms of practical work that allow you to surpass competitors, predict future market trends, improve advertising, strengthen consumer loyalty and increase sales.	5				+					+					+

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11	Standards of service and service in the Restaurant and Hotel	The purpose of the discipline is to study the organizational basis of technical regulation of service standards and service in the restaurant and hotel business. The discipline studies the regulatory framework of the state standard in restaurant and hotel services, state regulation and management in the field of standardization, certification and licensing of restaurant and hotel services, state control in the field of certification.	5						+		+								
12	Certification and licensing in RDGB	The purpose of the discipline: certification, its role in improving product quality and development at the international, regional and national levels. As a result, the student determines the quality of services and consumer protection in the service industry. Mandatory and voluntary certification in the service industry. The concept of licensing.	5										+	+	+				




		Licensing of services.																
13	Professionally oriented foreign language (Turkish, English)	The discipline is aimed at the practical development of a foreign language in the professional field, mastering specialized vocabulary, improving oral and written speech, as well as the formation of skills in the field of intercultural interaction. In the process of mastering the discipline, language skills in professional communication are improved.	5													+	+	+
14	Business foreign language	The purpose of studying the discipline will allow students to achieve an internationally standard general scientific and scientific-professional level of security. As a result, the discipline allows you to study the main directions of further improvement of communicative, business polemical skills; development of creative	5					+		+						+		

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		skills of oral and written speech in various communicative and business spheres and communication situations.															
15	Basics of calculation in the restaurant business	The purpose of studying the discipline is the formation of knowledge, skills and abilities in the field of calculating products and services in the restaurant business, in order to ensure the rational use of resources. The student analyzes technological processes, makes calculation maps, calculates and compares prices for finished products and semi-finished products, draws conclusions about their effectiveness.	5						+					+			+
16	1C enterprises in RDGB	The purpose of studying the discipline is to master the concepts and principles of computerized financial reporting. Study of the structure, content of the 1C enterprise system and accounting of elements of	5						+				+				+

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		the 1C enterprise system in the RDGB. 1C:Accounting package and principles of structure. The chart of accounts of accounting, books, documents, methods of registration. Operation log. Reports. Coefficients. Completion.																
17	Infrastructure in RDGB	The purpose of the discipline is to master the theoretical provisions and applied issues of business process development in the restaurant and hotel business. The elements of the infrastructure of a restaurant and hotel enterprise, the material and technical base, the essence and structure of the main services of restaurants and hotels are studied. The student distinguishes between the factors of improving the activities of a hotel enterprise.	5								+		+	+				
18	Hotel industry	The purpose of the discipline is to summarize the historical overview of the formation and development of the	5					+			+		+					

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		hospitality industry, the evolution of this business line is shown. To describe the scale of the modern tourism industry, the factors influencing tourism are analyzed. Discuss the forms of hotel business development, types and classification of hotels. Master the directions of the international service sector: catering, accommodation, transport, recreation.															
19	Material and technical base of hotel companies	The purpose of the discipline is the formation of theoretical knowledge on the operation of the material and technical base of hotel complexes. The discipline studies the basic principles of design, technical operation of hotels; requirements for buildings, technical equipment, life support systems of hotel enterprises. The student is able to apply the requirements for the design of the premises of hotel complexes and analyze the	5				+					+					

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		degree of their influence on attracting customers.																
20	The hotel business	The purpose of the discipline is the organization of the hotel business and hotel services in the structure of tourist services. The discipline studies classification and typology, selection and recruitment of personnel for hospitality enterprises. Organization and provision of additional services. Rationing of working hours of employees of hotel organizations. International standards of service in the field of hotel business.	5						+				+				+	
21	Hotel service services	The purpose of studying the discipline is the organization of the hotel business. Hotel services in the structure of tourist services. Hotel companies: concept,	5						+				+				+	

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		classification and typology. Selection and recruitment of personnel for hospitality enterprises. Rationing of working hours of employees of hotel organizations. Animation services in the structure of the hotel product. International standards of service in the field of hotel business.															
22	Epidemiological norms and requirements for RDGB facilities	The purpose of the discipline is to study the features of preventive sanitary and epidemiological surveillance at the enterprises of the hotel, restaurant and tourism business. The discipline studies the rules on sanitation and hygiene, the work of the sanitary and epidemiological surveillance service, familiarizes with the hygienic requirements for the design, reconstruction and construction of hotels,	5				+	+		+							+

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		sanitary and epidemiological surveillance at the enterprises of the hotel, restaurant and tourism business.														
23	Gastronomic tourism	The purpose of studying the discipline is to form a complex of knowledge about the concepts of gastronomic tourism, resources and types in the global tourism industry and prospects for development in the world. As a result, the student determines, applies customer-oriented technologies of tourist services, draws conclusions about the effectiveness of the customer service process based on the analysis of the market demand of tourists.	5					+					+			+
24	National cuisines and	The discipline is studied in order to form skills about the culture and	5								+			+		+

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	drinks	traditions of nutrition of Slavic peoples, the population of Europe, East Asia and the Caucasus. The discipline describes the relationship of national traditions and religious worldviews with food culture. Classifies trends in the development of national cuisine. Evaluates the impact of scientific and technological achievements on the development of national cuisine.															
25	Business planning in RDGB	The purpose of studying the discipline is the essence and content of business planning and analysis of the internal environment of the enterprise. The discipline provides an analysis of the market structure and the choice of consumers of services in the restaurant and hotel business. Development of goods and services in the restaurant	5						+		+						

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		and hotel business. Distribution and sales system. Production and organizational plans of the enterprise.															
26	Organization of banquets and receptions	The purpose of the discipline is the purpose and types of banquets. The order of reception, registration and execution of the order for the service of celebrations at retail catering facilities. As a result of studying the discipline, it helps to understand the specifics of organizing and holding a banquet with full and partial service by waiters. Features of the reception service. Special forms of service.	5					+		+							
27	Pricing and taxation in the restaurant and hotel business	The purpose of the discipline is to study the theoretical and practical features of taxation and pricing at RDGB enterprises. Mastering the discipline allows you to	5						+					+			+

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		link the factors that influence the formation of prices; calculate the cost of products and services of the RDGB; distinguish the features of taxation in the RDGB, organize high-quality documentation and statistical reporting for tax authorities.															
28	Organization of international exhibition activities	The purpose of studying the discipline is to study the theoretical foundations of corporate events. Types of business events. Forms and methods of corporate events. Organization and management of general events (festivals, exhibitions, forums, infotours). Development of monitoring of a business event (festival, exhibition, forum, infotour). Managing the implementation of a business event.	5							+		+					+
29	HR management in the service sector	The purpose of the discipline is to form knowledge about the essence of HR management and the evolution of models, functions, roles,	5							+					+		

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		qualifications and personal qualities of a manager and methods of decision-making in the service sector. Studying the discipline, the student identifies the types of organizational structures and the technology of their optimization, determines the involvement of personnel and key tools for assessing potential in the service sector.															
30	IT management in the service sector	The purpose of the discipline is to teach how to manage IT management, taking into account the specifics of services, to apply it to improve the quality of services, optimize business processes, improve customer interaction and ensure the competitiveness of companies. The discipline provides strategies, methods and tools for managing information technology in the provision of services, as well as managing	5					+		+							+

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		information technology in companies providing various types of services.															
31	Technology of food production in the restaurant business	The purpose of the discipline considers the main stages of the technological process of production in restaurant establishments. As a result, the reception of food raw materials and food products is mastered, as well as mechanical and hydromechanical raw materials, heat treatment of semi-finished products and cooking of finished food.. Technological processes of mechanical and culinary processing of raw materials and semi-finished products.	5				+						+				
32	Insurance management	The purpose of the discipline is the formation of theoretical knowledge in the field of insurance among future specialists, practical skills related to	5				+	+				+					

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		various ways of resolving conflict situations in the design of interpersonal, group and organizational communications, as well as skills in building economic, financial, organizational and managerial models by adapting them to specific management tasks.															
33	Organization of production and service in the restaurant business	The purpose of the discipline is to classify and show the various formats of the restaurant market. To explain the peculiarities of the supply of catering enterprises with means of material and technical equipment in modern conditions. As a result, the student studies recommendations for the purchase of tableware, appliances, kitchen equipment, furniture. Describe the development and implementation of service standards,	5				+					+					+

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		documentary support of service activities.																
34	Tourist formalities	The purpose of studying the discipline is the formation of theoretical knowledge and practical skills in the field of tourist formalities, in the organization of inbound and outbound tourism. As a result of mastering the discipline, the student determines the typology of tourist formalities, identifies and explores priority types of tourism of countries, analyzes and plans tourist activities taking into account tourist formalities.	5					+		+								+
35	Risks in the service sector	The purpose of the discipline is to provide an understanding of the various aspects and types of risks faced by organizations providing services, and to develop methods and strategies for their management. Studying the discipline helps to see potential threats and negative consequences that may arise in the process of	5								+			+				+

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		providing services, this allows them to develop strategies to reduce risks and take appropriate measures to manage them.															
36	Service of official and diplomatic reception	The purpose of mastering the discipline is to form knowledge of the rules of serving and table decoration, various methods of service, the technique of waiters when organizing banquets and receptions. The discipline provides for a diplomatic reception, a buffet banquet, a cocktail banquet, the procedure for accepting orders for servicing celebrations, a common form of international activity is a diplomatic reception.	5				+			+							+
37	The restaurant industry	The purpose of the discipline is to gain knowledge related to the organization and management of restaurant complexes. The features, methods and principles of the restaurant business organization are studied, as	5						+			+					

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		well as the definition of modern trends in the development of restaurant services. The student is able to estimate the amount of financial investments, determine the work plan of the restaurant business, knows the system for evaluating the activities of the restaurant.															
38	Professional trainings in the restaurant business	The purpose of the discipline is to provide students with knowledge related to the management features of restaurant business enterprises. The types and stages of trainings, restaurant training manager, thematic exercises for working out the elements of the skill, group discussion for working out the elements in the complex are studied. The student models with the help of a role—playing game - a recreation of a situation close to reality.	5							+	+						+
39	Accounting and auditing	The purpose of the discipline is to master the main directions of	5					+				+					+

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	in the restaurant and hotel business	improving cost accounting in hotels and the organization of cost accounting at hotel business enterprises. Mastering the discipline will allow you to study the features of hotel services and the organization of management for the construction of cost accounting. Organization and formation of internal reporting, as well as cost accounting of the hotel business.																
40	Microeconomics of the social sphere and tourism	The purpose of the discipline is to form a system of knowledge necessary for students to analyze and understand the economic features and principles of functioning of the social sphere and the tourism industry. The discipline provides the theory and essence of consumer behavior indicators and methods of microeconomic analysis, as well as social research.	5						+		+						+	

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41	Transport s in the service sector	The purpose of the discipline formation and development is to organize the effective use of logistics systems in service sector organizations. Mastering the discipline will allow you to plan and organize logistics schemes, analyze the economic indicators of the functioning of the transport, warehouse system; evaluate and interpret the costs of transportation and logistics; apply methods of developing and implementing a transport logistics strategy.	5					+					+								
42	Legal framewor k in the RDGB	The purpose of the discipline is to obtain theoretical knowledge and practical skills in the field of IT management. Mastering the discipline will make it possible to classify and systematize regulatory and legal documents of RDGB organizations, reasonably apply regulatory and legal documentation, explain the norms of international law	5											+		+					+

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		in the field of RDGB, use regulatory and legal documentation in order to protect the rights of consumers and employers.															
43	Statistics in the service sector	The purpose of studying the discipline is to form a complex of knowledge about the methods of collecting, processing, generalizing and analyzing statistical information, processes in the field of restaurant and hotel business. As a result, the student determines, calculates the main indicators of the development of the service sector, applies statistical methods of information processing, analyzes quantitative indicators of socio-economic phenomena and processes.	5						+	+				+			
44	Methods of analysis in RDGB	The purpose of studying the discipline is the basic methods of quality control of hotel and restaurant services. Show economic, preliminary and sequential analysis. As a result, the	5								+			+			+

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		student determines a comprehensive and thematic analysis and internal control. On-farm inter-farm analysis of the restaurant and hotel business. Analyze the financial and economic analysis of the restaurant.																
45	Electronic booking and reservation systems in the service	The purpose of studying the discipline is to master the types of booking and reservation. Methods and technology of booking and reservation. Mastering the discipline allows you to learn about booking and reservation systems in the tourism industry. Typology, characteristics, as well as features of the international booking system Amadeus, Worldspan, Galileo, Sabre and the use of the international booking system in Kazakhstan.	5				+			+								
46	Service activities in the Republic of Kazakhstan	The purpose of the discipline is to study the features, principles, forms and scientific and practical methods of service activities of organizations.	5							+	+							

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n	The discipline is aimed at the ability to organize service activities, describe the principles of services, systematize them; analyze the applied service technologies taking into account international and national standards and regulatory documents; identify promising innovations in improving the service sector.																		
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7. Coordination of planned learning outcomes with teaching and assessment methods within the module
(The layout of the design is landscape)


The number of learning outcomes (RS)	Planned learning outcomes for the module	Teaching and learning methods	Assessment technologies (methods)
RS1	Carries out quality control of the services provided and advises consumers on the issues of the services provided	Interactive lecture, discussion.	Test, colloquium, presentation, essay
RS2	Identifies the needs for new technologies and plans	Interactive lecture,	Test, colloquium, control tasks


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	strategies for the innovative development of the hotel, has the skills to work with information technology in the field of professional activity, coordinates between the staff of the department	discussion, group work	
RS3	Calculates the need for material resources for organizing the activities of hotels and restaurants	Passive teaching methods (lecture, story, conversation, educational discussion, demonstration, explanation), active teaching methods (educational and laboratory research. analysis and analysis of situations, game, imitation).	Oral survey (exam, theoretical test). Control work. Presentation. The case is a task. Multi-level tasks and assignments.
RS4	Monitors compliance with the standards of guest service and the appearance of the hotel staff, coordinates the fulfillment of requests from guests, organizes high-level customer service	Passive teaching methods (lecture, story, conversation, educational discussion, demonstration, explanation), active teaching methods (educational and laboratory research. analysis and analysis of situations, game, imitation).	Oral survey (exam, theoretical test). Control work. Presentation. The case is a task. Multi-level tasks and tasks.
RS5	He knows the techniques and methods of making optimal decisions for organizing and running his own business in the hospitality industry, confirming compliance with the classification system of hotels and other accommodation facilities, recognizing the main elements of the infrastructure of enterprises in the accommodation and catering industry in the service sector	Passive teaching methods (lecture, story, conversation, educational discussion, demonstration, explanation), active teaching methods (educational and laboratory research. analysis and analysis of situations, game, imitation).	Oral survey (exam, theoretical test). Control work. Presentation. The case is a task. Multi-level tasks and tasks.
RS6	Organizes the service, carries out the selection of material resources, taking into account the requirements of service standards	Passive teaching methods (lecture, story, conversation, educational discussion, demonstration, explanation), active teaching methods (educational and laboratory research. analysis and analysis of situations, game, imitation).	Oral survey (exam, theoretical test). Control work. Presentation. The case is a task. Multi-level tasks and tasks.
RS7	Ensures compliance with the rules and norms of occupational safety, life safety and epidemiological	Search and creative learning methods (observation, experience, experiment);	Oral survey (exam, theoretical test). Control work. Presentation. The case is

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	norms and requirements, maintains documentation, works with the database of hotel customers	Active learning methods (analysis and analysis of situations, design, play, imitation); Interactive learning methods aimed at learning new things, brainstorming.	a task. Multi-level tasks and tasks.
RS8	Demonstrates knowledge of economics, entrepreneurship, the basics of the theory of hospitality, etiquette and culture, normative legal acts, the legislation of the Republic of Kazakhstan regulating hotel and restaurant activities and uses mathematical and other methods of analysis to solve professional economic problems	Search and creative learning methods (observation, experience, experiment); Active learning methods (analysis and analysis of situations, design, play, imitation); Interactive learning methods aimed at learning new things, brainstorming.	Oral survey (exam, theoretical test). Control work. Presentation. The case is a task. Multi-level tasks and tasks.
RS9	Applies communication skills to solve problems of interpersonal and intercultural interaction and organizes speech activities in a foreign language, carries out professional activities in linguistic, sociolinguistic, information-analytical and communicative aspects	Поисково-творческие методы Search and creative learning methods (observation, experience, experiment); Active learning methods (analysis and analysis of situations, design, play, imitation); Interactive learning methods aimed at learning new things, brainstorming.	Oral survey (exam, theoretical test). Control work. Presentation. The case is a task. Multi-level tasks and tasks.
RS10	Plans and organizes the work of the booking and registration department, applies modern scientific principles in practice, conducts market research.	Search and creative learning methods (observation, experience, experiment); Active learning methods (analysis and analysis of situations, design, play, imitation); Interactive learning methods aimed at learning new things, brainstorming.	Oral survey (exam, theoretical test). Control work. Presentation. The case is a task. Multi-level tasks and tasks.
RS11	He has the skills to organize events at the international level, studies the basis of the gastronomic brand, the traditions of the population, uses risk management tools, planning and organizing the work of the reception and accommodation department	Search and creative learning methods (observation, experience, experiment); Active learning methods (analysis and analysis of situations, design, play, imitation);	Oral survey (exam, theoretical test). Control work. Presentation. The case is a task. Multi-level tasks and tasks.


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		Interactive learning methods aimed at learning new things, brainstorming.	

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8 Correlation of the learning outcomes of the educational program with the labor functions of professional standards (if any)


(The layout of the design is landscape)

The name of the professional standards used	Professions at level 6 and or (7)OPK	Labor function	Tasks	The results of the educational program
«Hotel management services» №210 15.11.2022	Guest Service Manager	Labor function 1: Checking the room prepared for the arrival of guests before check-in	-	RS2 -Identifies the needs for new technologies and plans strategies for the innovative development of the hotel, has the skills to work with information technology in the field of professional activity, coordinates between the staff of the department RS4 - Monitors compliance with the standards of guest service and the appearance of the hotel staff, coordinates the fulfillment of requests from guests, organizes high-level customer service.
		Labor function 2: Accepting, coordinating and fulfilling requests, complaints and wishes of guests	-	
		Labor function 3: Providing guests with complete information about the hotel, its facilities and services	-	
		Labor function 4: Monitoring compliance with the standards of guest service and compliance with the standards of wearing uniforms and appearance of the hotel staff	-	
«Organization of recreation and leisure of guests» №224 06.12.2022	Innovative Manager (of the hotel business)	Labor function 1: Identification of the need for new technologies and planning of the innovative development strategy of the hotel	-	RS10 - Plans and organizes the work of the booking and registration department, applies modern scientific principles in practice, conducts market research.

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	Labor function 2: Planning and monitoring of innovation activities	-	
	Labor function 3: Coordination and control of work on the implementation and adaptation of innovative service technologies	-	
	Labor function 4: Organization of management of the implementation of innovative projects	-	

Requirements for personal competencies: Possess eloquence, charm and charisma; Organizational skills; Be highly educated, smart, sociable, patient, diligent, hardworking; Client orientation; Ability to work in a team; The ability to concentrate, think quickly and make decisions; Stress resistance; Knowledge of the basics of ethics and etiquette; Multilingualism and multiculturalism; Project and process management.

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9 Graduate Model

Graduate Attributes

1. Professional skills:

- Knowledge of the basics of the hotel and restaurant business: personnel management, accounting, marketing, guest service, etc.
- Skills in working with software for managing hotels and restaurants.
- Experience in planning and organizing events and service activities.

2. Communication skills:

- Ability to communicate effectively with clients, colleagues and management.
- Presentation and public speaking skills.
- Proficiency in several languages, especially English, is important for working in the international hotel business.

3. Leadership qualities:

- The ability to manage and motivate staff.
- Willingness to make decisions and respond to changing working conditions in the hospitality industry.

4. Hospitality and customer orientation:

- The ability to create a cozy and welcoming atmosphere for customers.
- Willingness to provide customers with high-quality service and solve any problems they may encounter.

5. Creativity and innovative thinking:


- The ability to come up with new ideas to improve services and attract customers.
- Willingness to experiment with menus, interiors and marketing strategies.

6. Awareness of industry trends:


- Understanding the latest trends in the hotel and restaurant business, including new technologies, trends in interior design, consumer preferences.

7. Ethical principles:

- Willingness to comply with the professional and ethical standards of the industry.
- Respect for the diversity and cultural differences of clients and colleagues.

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Types of competencies	Description of competencies
1. Behavioral skills and personal qualities (Softskills)	<ul style="list-style-type: none"> - Has a culture of thinking, is capable of generalization, analysis, perception of information, setting goals and choosing ways to achieve it; -Applies the theories and methods of sociology, political science, cultural studies and psychology to develop critical thinking and its application in the socio-political sphere; - Has developed oral and written speech; - Demonstrates the ability to express his thoughts on professional topics in business English and a second foreign language; - Shows an understanding of the basics of micro- and macroeconomics, applies them in practice; - Carries out quality control of the services provided.
2. Digital competencies (Digital skills)	-Identifies the needs for new technologies and plans strategies for the innovative development of the hotel, has the skills to work with information technology in the field of professional activity, coordinates between the staff of the department.
3. Professional competencies (Hardskills)	<ul style="list-style-type: none"> -Calculates the need for material resources for organizing the activities of hotels and restaurants; -Monitors compliance with guest service standards, coordinates the fulfillment of guests' requests, and organizes customer service; -Knows the methods of making optimal decisions for his own business in the hospitality industry; -Organizes the service, carries out the selection of material resources, taking into account the requirements of service standards; -Ensures compliance with the rules and norms of labor protection, life safety and epidemiological norms and requirements, maintains documentation, works with the database of hotel customers; -Demonstrates knowledge of economics, entrepreneurship, etiquette and culture, regulatory legal acts, legislation of the Republic of Kazakhstan regulating hotel and restaurant activities; -Applies communication skills to solve problems of interpersonal and intercultural interaction; -Plans and organizes the work of the booking and registration department; -Organizes events at the international level, uses risk management tools.

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ЛИСТ СОГЛАСОВАНИЯ

Должность	Ф.И.О.	Дата	Подпись
Проректор по учебно-методической работе	Жамангарин Д.С.	28.03.24	<i>ДС</i>
Декан экономического факультета	Мустафаев К.С.	28.03.24	<i>КС</i>
Руководитель учебного отдела	Баядилова Б.М.	28.03.24	<i>БМ</i>