

# POLTAV UNIVERSITY OF ECONOMICS AND TRADE

## Department of Pedagogy and Social Sciences

### SYLLABUS

academic discipline

### "Practical psychology in the hotel and restaurant business"

for the 2022-2023 academic year

Course and semester of study	2nd year, 1st semester
Educational program/specialization	" Hotel and restaurant business"
Specialty	242 Hotel and restaurant business
Branch of knowledge	24 Service sector
Degree of higher education	Bachelor

Name of the NPP that leads this discipline,  
scientific degree and academic title,  
position

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Schedule of educational classes	<a href="http://schedule.puet.edu.ua/">http://schedule.puet.edu.ua/</a>
Consultations	full-time: <a href="http://www.culture.puet.edu.ua/">http://www.culture.puet.edu.ua/</a> online: by e-mail, Mon-Fri from 10:00 a.m. to 5:00 p.m
Distance course page	<a href="https://el.puet.edu.ua/">https://el.puet.edu.ua/</a>

### Description of the academic discipline

<b>Goal study of an academic discipline</b>	Acquisition by future specialists of theoretical knowledge and practical skills regarding the analysis of the mechanisms of psychological manifestations of the individual, social group and communication; formation of the ability to identify and solve psychological problems that arise in professional activities in the hotel and restaurant business.
<b>Duration</b>	3 ECTS credits/90 hours (lectures 16 hours, practical classes 20 hours, independent work 54 hours)
<b>Forms and methods of education</b>	Lectures and practical classes in the classroom and field trips, independent work outside the schedule
<b>System of current and final control</b>	Current control: attending classes; completion and protection of homework; discussion of lesson material; solving educational problems and cases; reports with abstracts and their discussion; independent work; testing; current modular work Final control: credit (PMK)
<b>Basic knowledge</b>	Having extensive knowledge of the hotel and restaurant business, life safety, computer literacy.
<b>Language of teaching</b>	English, Ukrainian

**The list of competencies provided by this educational discipline,  
program learning outcomes**

Program learning outcomes (LO)	Competencies that should master the acquirer (GK)
<p>LO 08. Apply the skills of productive communication with consumers hotel and restaurant services</p> <p>LO 16. Perform tasks independently, solve tasks and problems, apply them in various professional situations and be responsible for the results of his activity.</p> <p>LO 17. It is reasonable to defend one's views in solving professional problems tasks in the organization of effective communications with consumers and subjects hotel and restaurant business.</p>	<p>GK 04. Skills of using information and communication technologies.</p> <p>GK 10. Ability to apply knowledge in practical situations.</p>

**Thematic plan of the educational discipline**

Topic name	Types of work	Tasks of independent work in terms of topics
Module 1. Practical personality psychology for the hotel and restaurant business		
Topic 1. Subject, tasks and methods of practical psychology of the hotel and restaurant business.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of independent work; testing on a topic in a distance course.	Preparation of a report or presentation on the topic of the seminar. Compilation of a dictionary of concepts, a map of the main provisions of the topic. Preparation for the discussion on the topic "What is the psychological culture of an employee of the hotel and restaurant business?" Solving problems on a topic of your choice.
Topic 2. Cognitive processes as mental mechanisms for ensuring human activity in the hotel and restaurant business.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of independent work; testing on a topic in a distance course.	Preparation of a report or presentation on the topic of the seminar. Compilation of a dictionary of concepts, a map of the main provisions of the topic. Implementation of practical task No. 1: "Cognitive analysis of advertising of hotel and restaurant enterprises". Solving problems on a topic of your choice.
Topic 3. The emotional and volitional sphere of a person and its manifestations in the hotel and restaurant business.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of independent work; testing on a topic in a distance course.	Preparation of a report or presentation on the topic of the seminar. Implementation of practical task No. 2: " Research of human emotions in the process of service ". Performing tasks on a topic of your choice. Mastering the basics of non-formal education with the distance course "Positive psychology " on the Coursera platform: <a href="https://www.coursera.org/course/positivepsych">https://www.coursera.org/course/positivepsych</a>
Topic 4. Individual and psychological properties of subjects of the hotel and restaurant business.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of independent work; testing on a topic in a distance course.	Preparation of a report or presentation on the topic of the seminar. Completion of practical task No. 3: "Compilation of the psychological characteristics of a person." Compilation of a dictionary of concepts, a map of the main provisions of the topic. Solving problems on a topic of your choice.
Topic 5. Psychological analysis of the hotel and restaurant business as a professional activity.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of	Preparation of a report or presentation on the topic of the seminar. Implementation of practical task No. 4: "Psychological analysis of future professional activity

<b>Topic name</b>	<b>Types of work</b>	<b>Tasks of independent work in terms of topics</b>
	independent work; testing on a topic in a distance course; current modular work	in the field of hotel and restaurant business ". Compilation of a dictionary of concepts, a map of the main provisions of the topic. Solving problems on a topic of your choice.
<b>Module 2. Practical social psychology for the hotel and restaurant business</b>		
Topic 6. Psychological support of effective teamwork and positive social and psychological climate in the hotel and restaurant business.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of independent work; testing on a topic in a distance course.	Preparation of a report or presentation on the topic of the seminar. Development of a research program of the socio-psychological climate in the hotel and restaurant business. Compilation of a dictionary of concepts, a map of the main provisions of the topic. Performing tasks on a topic of your choice.
Topic 7. Professional and business communication in the hotel and restaurant business.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of independent work; testing on a topic in a distance course.	Preparation of a report or presentation on the topic of the seminar. Compilation of a dictionary of concepts, a map of the main provisions of the topic. Self-assessment of the development of communication skills according to the Ohm test. Performing tasks on a topic of your choice.
Topic 8. Communicative competence of employees of the hotel and restaurant business.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of independent work; testing on a topic in a distance course.	Preparation of a report or presentation on the topic of the seminar. Compilation of a dictionary of concepts, a map of the main provisions of the topic. Implementation of practical task No. 5: "Giving invaluable feedback."
Topic 9. Psychological analysis of conflicts in the hotel and restaurant business.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of independent work; testing on a topic in a distance course.	Preparation of a report or presentation on the topic of the seminar. Compilation of a dictionary of concepts, a map of the main provisions of the topic. Implementation of practical task No. 6: "Analysis of a conflict situation." Performing tasks on a topic of your choice.
Topic 10. Socio-psychological resources for preserving and restoring human mental health.	Attending classes; protection of homework; discussion of lesson material; performance of educational tasks; tasks of independent work; testing on a topic in a distance course; current modular work.	Preparation of a report or presentation on the topic of the seminar. Compilation of a dictionary of concepts, a map of the main provisions of the topic. Development of a program aimed at preserving the mental health of employees of the hotel and restaurant business.

#### **Information sources**

1. Atkinson E. R. Introduction to Psychology / Atkinson E. R., Atkinson R. L., Hilgard E. R. USA : Wadsworth Pub Co; 15th edition, 2009
2. Carroll E. Izard. Human Emotions. Springer Science & Business Media. 2013.
3. Maksymenko S. D. General Psychology: Text-book for the students of higher educational establishments / Maksymenko S. D. Vinnitsa : Nova Knyga, 2005.
4. Myers David. G. Social psychology. 6 editions. USA: McGraw-Hill College, 1999.
5. Robert S. Feldman. Adjustment: applying psychology in a complex world. USA: University of Massachusetts. -McGraw-Hill Book Company, 1989.

6. Todorova, I.S. Fundamentals of Psychology and Pedagogics: Textbook for self-study due to credit module system of curricular organization for the first year / I.S. Todorova, O.V. Globa. 2007. Method of access: Electronic reading-room of PUCCU.
7. Todorova I. S. Psychology: textbook for the students of the higher educational establishments with the English language of instruction / I. S. Todorova. Poltava: PUET, 2016.
8. Weiten, Wayne. Psychology: Themes and variations. 8th edition. California. 2008.

#### **Educational discipline software**

- Microsoft Office suite of software products.

#### **Policy of study of academic discipline and assessment**

- Due date and revision policy: Written practical assignments must be submitted for review during a practical session on the relevant topic. If the tasks are completed in violation of the deadlines without valid reasons, they may be evaluated for a lower grade (up to 50% of the possible maximum number of points for the type of activity). Current module works are carried out in the form of tests in written form or with the help of appropriate software for computer support of the educational process in the term provided by the work curriculum, the student has 2 attempts for testing. If the assessment for the current module work is unsatisfactory (less than 60% of the correct answers), the reassessment takes place in the form of an oral interview on the theoretical questions of the module.
- Academic Integrity Policy: Students must consciously adhere to the "Academic Integrity Regulations" ([http://puet.edu.ua/sites/default/files/polozhennya\\_pro\\_akademichnu\\_dobrochesnist\\_2020.pdf](http://puet.edu.ua/sites/default/files/polozhennya_pro_akademichnu_dobrochesnist_2020.pdf)); do not allow copying (from one another, from a text written by oneself, printed or electronic media, etc.) during the performance of individual educational tasks and didactic tests; to make high-quality links to sources of information when writing reports, preparing presentations, theses, etc.
- Attendance policy: attendance at lectures and practical classes is mandatory, if a student misses a class or receives an unsatisfactory grade, he must make up for the missed or incomplete by studying the materials on the relevant topic in the distance course, performing a thematic test for self-control, writing a synopsis with further protection during an individual consultation; for objective reasons (for example, illness, employment, internship, etc.), training can take place online (Moodle) upon agreement with the leading teacher. If the class (under emergency conditions) is held remotely, the student must contact the teacher according to the class schedule and additional instructions accordingly.
- Policy of enrollment of results of informal education: [http://puet.edu.ua/sites/default/files/polozhennya\\_pro\\_poryadok\\_zarahuvannya\\_rezultativ\\_neformalnoyi\\_osvity\\_2020.pdf](http://puet.edu.ua/sites/default/files/polozhennya_pro_poryadok_zarahuvannya_rezultativ_neformalnoyi_osvity_2020.pdf)

#### **Assessment**

The final grade for the study of the academic discipline is calculated through the current assessment

<b>Types of work</b>	<b>Maximum number of points</b>
Module 1 (topics 1-5): attending classes (9 points); defense of completed practical tasks (5 points); discussion of lesson material (6 points); performance of educational tasks (5 points); reports with presentations and their discussion (10 points); testing (5 points); current module work (10 points)	50
Module 2 (topics 6-10): attending classes (9 points); defense of completed practical tasks (5 points); discussion of lesson material (6 points); performance of educational tasks (5 points); reports with presentations and their discussion (10 points); testing (5 points); current module work (10 points)	50
Together	100

**The scale of evaluation of students of higher education according to the results of the study of the academic discipline**

The sum of points for all types of educational activities	Evaluation according to the ECTS scale	Evaluation on a national scale
90-100	A	Perfectly
82-89	B	Very good
74-81	C	Fine
64-73	D	Satisfactorily
60-63	E	Satisfy enough
35-59	FX	Unsatisfactory with the possibility of reassembly
0-34	F	Unsatisfactory with mandatory repeated study of the academic discipline