



SYLLABUS
Academic year 2022-2023

1. Information regarding the programme

1.1. Higher education institution	BABES-BOLYAI UNIVERSITY
1.2. Faculty	BUSINESS
1.3. Department	Hospitality Services
1.4. Field of study	BUSINESS ADMINISTRATION
1.5. Study cycle	MASTER
1.6. Study programme / Qualification	ADMINISTRAREA AFACERILOR ÎN OSPITALITATE ȘI TURISM INTERNATIONAL (cu predare în limba engleză)

2. Information regarding the course

2.1. Name of the course	Managementul calității serviciilor/Service quality management						
2.2. Code	IME0055						
2.3. Course coordinator	Prof. Dr Adina Negrușă						
2.4. Seminar coordinator	Prof. Dr Adina Negrușă						
2.5. Year of study	II	2.6. Semester	3	2.7. Type of evaluation	C	2.8. Type of course	elective

3. Total estimated time (hours/semester of didactic activities)

3.1. Hours per week	2	Of which: 3.2. lecture	1	3.3 seminar/laboratory	1
3.4. Total hours in the curriculum	28	Of which: 3.5. lecture	14	3.6. seminar/laboratory	14
Time allotment:					or e
Learning using manual, course support, bibliography, course notes					14
Additional documentation (in libraries, on electronic platforms, field documentation)					7
Preparation for seminars/labs, homework, papers, portfolios and essays					7
Tutorship					4
Evaluations					2
Other activities:					8
3.7. Total individual study hours					47
3.8. Total hours per semester					75
3.9. Number of ECTS credits					3

4. Prerequisites (if necessary)

4.1. curriculum	
4.2. competencies	

5. Conditions (if necessary)

5.1. for the course	Course room with computer and beamer
5.2. for the seminar /lab activities	Course room with computer and beamer

6. Specific competencies acquired

Professional competencies	<p>C1. Running a business division/ subdivision in the hospitality and tourism sector. C5. Drawing up various reports/ studies useful for the running of a hospitality/ tourism unit and the provision of consultancy in the field</p> <ul style="list-style-type: none"> implementing the systems for quality, environment, and food safety management in the hospitality industry
Transversal competencies	<p>CT2. identifying the roles and responsibilities in a multispecialty team and implementing various relational techniques and efficient teamwork</p>

7. Objectives of the course (outcome of the acquired competencies)

7.1. General objective of the course	<p>At the end of the course students should:</p> <ul style="list-style-type: none"> be able to use quality management concepts easily; know peculiarities of evolution of quality management and its significance for the management of modern organizations; be able to analyse quality features of hospitality and tourism services; know principles of standardization and conformity assessment;
7.2. Specific objective of the course	<ul style="list-style-type: none"> know peculiarities of implementation, certification and audit of quality management systems; know the usage of quality control methods for the hotel, food and tourism services analysis and solution of organizations' problems.

8. Content

8.1. Course	Teaching method	Remarks
1. Perceptions of service quality	interactive discussion, questioning, heuristic conversation	1 lecture
2. Dimensions of service quality	interactive discussion, questioning, heuristic conversation	1 lecture
3. Impacts of people on service quality.	interactive discussion, questioning, heuristic conversation	1 lecture



4. Impacts of process on service quality	interactive discussion, questioning, heuristic conversation	1 lecture
5. Impacts of physical evidence on service quality	interactive discussion, questioning, heuristic conversation	1 lecture
6. Service Quality-Satisfaction Relationship and a competitive advantage	interactive discussion, questioning, heuristic conversation	2 lectures
7. Definition of service quality.	interactive discussion, questioning, heuristic conversation	1 lecture
8. Determinants of service quality	interactive discussion, questioning, heuristic conversation	1 lecture
9. Measuring service quality	interactive discussion, questioning, heuristic conversation	2 lectures
10. Service quality procedures.	interactive discussion, questioning, heuristic conversation	2 lectures
11. Motivation personnel to deliver quality	interactive discussion, questioning, heuristic conversation	1 lecture
Bibliography	<ol style="list-style-type: none"> 1. Ball S., Jones P., Kirk D. & Lockwood A. (2003) Hospitality Operations: A Systems Approach, London: Continuum. 2. Metter R., King-Metters K. & Pullman M. Successful Service Operations Management, Vancouver: Thomson, 2003. 3. Olsen M.T., Teare R. & Gummesson E., Service Quality in Hospitality Organizations. Cassell: Eds, 1997. 4. Rutherford, D. G. and O'Fallon, M. J. ,Hotel Management and Operations. New York: John Wiley & Sons,2006. 5. Williams C. and Buswell J., Service Quality in Leisure and Tourism, Oxon: CABI Publishing, 2003. 	

8.2. Seminar / laboratory	Teaching method	Remarks
1. Introduction and overview – expectations, course goals, syllabus. Project Teams set up and topics. The Design of Services Processes & Layout	Exercise and case study analysis	1 seminar (2 hours)
2. Elements of effective service quality	Exercise and case study analysis	1 seminar (2 hours)
3. Quality Management Process	Exercise and case study analysis	1 seminar (2 hours)
4. SERVQUAL instrument utilization in lodging industry	Exercise and case study analysis	1 seminar (2 hours)
5. Quality procedures for lodging industry	Exercise and case study analysis	1 seminar (2 hours)
6. Quality procedures and standards for food services	Exercise and Project presentation	1 seminar (2 hours)



7. Service guarantee in fast-food		Exercise and Project presentation	1 seminar (2 hours)
Bibliography	<ol style="list-style-type: none"> 1. Ball S., Jones P., Kirk D. & Lockwood A. Hospitality Operations: A Systems Approach, London: Continuum,2003 2. Brown S., Gummesson E., Edvardsson B. & Gustavsson B., Service Quality, New York: Lexington Books, 1991 3. Metter R., King-Metters K. & Pullman M. Successful Service Operations Management, Vancouver: Thomson, 2003. 4. Olsen M.T., Teare R. & Gummesson E., Service Quality in Hospitality Organizations. Cassell: Eds, 1997. 5. Rutherford, D. G. and O'Fallon, M. J. ,Hotel Management and Operations. New York: John Wiley & Sons,2006. 6. Williams C. and Buswell J., Service Quality in Leisure and Tourism, Oxon: CABI Publishing, 2003. 		

9. Corroborating the content of the course with the expectations of the epistemic community, professional associations and representative employers within the field of the program

The course is useful for all professions from hospitality and tourism sector or related to them, as follows:

- Hotel general manager, Attraction manager, Local authority tourism manager
- Hotel clerk, Front office manager, Events manager, room manager
- Meeting and convention planner
- Reservation ticket agent, reservation analyst, head concierge, F&B manager

10. Evaluation

Type of activity	10.1 Evaluation criteria	10.2 Evaluation method	10.3 Share of final grade
10.4. Course	<ul style="list-style-type: none"> • correctly applying the learnt notions; • identifying the correct solutions 	Final exam	40%
10.5. Seminar/lab activities	<ul style="list-style-type: none"> • correctly applying the learnt notions • practical utilization of learnt notions 	Assignments (2 minimum)	30%
	<ul style="list-style-type: none"> • applying the methods and research tools • applying the specific theoretical notions • practical skills in the field 	Project	30%

10.6. Minimum performance standards

- knowledge of basic notions and their application to practical situations;
- interpretation of obtained results.



Content	Competencies acquired	Competencies evaluation method
Chap. I-VII	C1. Running a business division/ subdivision in the hospitality and tourism sector.	50% Project (Grade for content) + 50% grade for final test
Chap. I-VII	C5. Drawing up various reports/ studies useful for the running of a hospitality/ tourism unit and the provision of consultancy in the field	50% grade for final test + 50% Assignments grade
	CT2. identifying the roles and responsibilities in a multispecialty team and implementing various relational techniques and efficient teamwork	50% Project (Grade for oral presentation) + 50% Assignments grade

Date

Course coordinator

Seminar coordinator

Prof. Dr Adina Negrușă

Prof. Dr Adina Negrușă

Date of approval

Head of department

Assoc. Prof. Dr Oana Adriana Gică

