

Seminar I

Syllabus Number

SEM-301

Compulsory 2
credit

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1. Course Description

Across diverse industries, from accommodation facilities and restaurants, to airlines and travel agencies, retail and financial sectors through to medical institutions, more and more importance is being placed on service and hospitality.

This course is geared for students who are interested in studying service and hospitality in a workshop-style class atmosphere, where you will acquire a thorough understanding of these concepts and learn how to best put hospitality into practice.

Students will study documents and related literature, and then proceed to create reports.

You will also actively participate in group discussion and presentations. The focus will be on conducting exercises through which you will enhance your communication skills in letter and document writing as well as acquire the competence and confidence to give explanations to others in an easy-to-understand manner.