April 23, 2020

The President of the Board of the
CYPRUS QUALITY ASSURANCE AND ACCREDITATION
IN HIGHER EDUCATION,
NICOSIA.

DEAR PR.M.KOUTSELINI,

**RE: APPLICATION FOR EVALUATION-ACCREDITATION OF EXISTING PROGRAM,
HOTEL ADMINISTRATION (THREE YEARS, PLUS AN OPTIONAL FOUNDATION YEAR,
HIGHER DIPLOMA).
COMMENTS TO THE REPORT OF THE EXTERNAL EVALUATION COMMITTEE, WHICH VISITED
OUR COLLEGE ON 27 JANUARY 2020.**

WE ARE HAPPY TO ENCLOSE HEREWITH THE FOLLOWING, WHICH ANSWER THE QUERIES RAISED AND
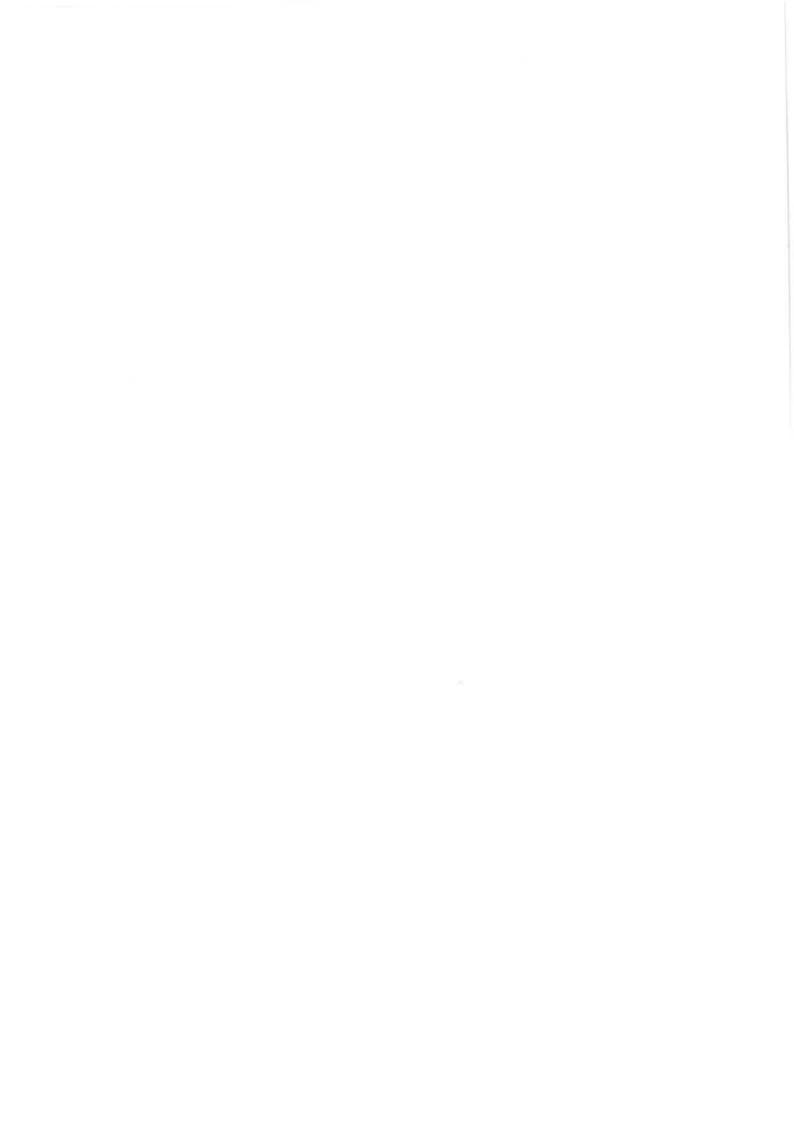THE RECOMMENDATIONS DONE BY THE EXTERNAL EVALUATION COMMITTEE.

1. OUR ANSWER TO THE REPORT,
2. THE ATTACHMENTS TO OUR ANSWER,
3. THE REVISED APPLICATION,
4. THE REVISED STUDENT HANDBOOK,
5. THE REVISED QUALITY ASSURANCE BOOK.

WE BELIEVE THAT WE HAVE IMPLEMENTED ALL THE RECOMMENDATIONS OF THE COMMITTEE EXCEPT
THE FOUNDATION PROGRAMME WHERE WE BELIEVE THAT THE STUDENTS NEED THE 25 HOURS PER
WEEK TO STUDY ENGLISH.

BEST REGARDS,

SAVVAS ADAMIDES,
DIRECTOR.

Course Title	**Technology and Innovation in Tourism**			
Course Code	**HOT407**			
Course Type	COMPULSORY			
Level	INTERMEDIATE			
Year / Semester	Year / Semester			
Teacher's Name				
ECTS	6	Lectures / week	3	Laboratories / week
Course Purpose and Objectives	The basic purpose is to provide the student with general knowledge of technological practices and trends in the tourism industry. This course is designed to provide an overview of the technologies needed in tourism operations; addresses essential aspects of computer systems, such as hardware, software, and generic applications; focuses on computer-based management systems for travel functions; examines features of computerized management systems; describes sales computer applications, revenue management strategies, and accounting applications; addresses the selection and implementation of computer systems; focuses on managing information systems; and examines the impact of the Internet and private intranets on the tourism industry.			
Learning Outcomes	At the end of this module participants should be able to: ❖ Identify common technology systems used in tourism operations. ❖ Describe the various ways in which tourism businesses use technology to gain and process reservations. ❖ Identify and describe the elements of a tourism management module. ❖ Identify and describe the elements of a tourism accounting module. ❖ Identify and explain the function of common PMS interfaces, which include point-of-sale systems, call accounting systems, energy management systems, electronic locking systems, and guest-operated devices. ❖ Describe common hardware configurations of POS systems used by food service operations. ❖ Identify the elements of an automated sales office. ❖ Describe and apply revenue management principles. ❖ Identify and describe the numerous accounting applications that are available to tourism businesses. ❖ Outline the components of information management, with special attention to data processing and database management. ❖ Select and implement technology systems in tourism settings. ❖ Identify the various threats to technology systems and the security precautions that should be taken to keep those systems safe. ❖ Identify the potential trends in technologies that affect the tourism industry			

Prerequisites	None	Required	
Course Content	• Introduction and effects of technology and innovation in tourism • Information and Communications Technologies for tourism • Tourism Technology Systems • Reservation Systems • Point-of- Sale Technology • Ticketing Management • Accounting Applications • System and Security Maintenance		
Teaching Methodology	Lectures Class-based exercises Case studies		
Bibliography	Textbooks: 1. P.J. Benckendorff, Z. Xiang and P.J. Sheldon, (2019). *Tourism Information Technology*, 3rd Edition. CABI Tourism Texts (Tourism Studies). 2. Stanislav Ivanov & Craig Webster (2019). *Robots, Artificial Intelligence and Service Automation in Travel, Tourism and Hospitality*, 1st Edition, Emerald. 3. Evrim Çeltek, (2020*). Handbook of Research on Smart Technology Applications in the Tourism Industry (Advances in Hospitality, Tourism, and the Services Industry)* 1st Edition, IGI Global. 4. Álvaro Rocha, António Abreu, João Vidal de Carvalho, Dália Liberato, Elisa Alén González & Pedro Liberato. (2020). *Advances in Tourism, Technology and Smart Systems: Proceedings of ICOTTS 2019 (Smart Innovation, Systems and Technologies)* 1st edition, Springer. Academic Journals: • Journal of travel research: https://journals.sagepub.com/toc/jtrb/59/4 • International journal of tourism sciences: https://www.tandfonline.com/loi/rijt20 • Tourism Today: https://ca7a6940-7280-4dc0-b1ef-6def76f524e5.filesusr.com/ugd/79301e_67a9064b1d8144b38a509ef91d4a2740.pdf • Annals of Tourism Research: https://www.sciencedirect.com/journal/annals-of-tourism-research/vol/80/suppl/C Articles: • Qian, Jianwei; Law, Rob; Wei, Jiewen; Wu, Yifan. *Trends in Global Tourism Studies: A Content Analysis of the Publications in Tourism Management*. Journal of Quality Assurance in Hospitality & Tourism. 2019, Vol. 20 Issue 6, p753-768. 16p. DOI: 10.1080/1528008X.2019.1658149. • Han Liu; Ying Liu; Yonglian Wang; Changchun Pan. *Hot topics and emerging trends in tourism forecasting research: A scientometric*		

	review. Tourism Economics. May2019, Vol. 25 Issue 3, p448-468. 21p. DOI: 10.1177/1354816618810564.

• Taheri, Babak; Hosany, Sameer; Altinay, Levent. *Consumer engagement in the tourism industry: new trends and implications for research.* Service Industries Journal. May2019, Vol. 39 Issue 7/8, p463-468. 6p. 1 Chart. DOI: 10.1080/02642069.2019.1595374. |
| Assessment | Class attendance and participation 20%

Assignment   30%

Final Exam: 50%

Total: 100% |
| Language | English |

WEEKLY SCHEDULE

Course Title: Technology and Innovation in Tourism

Course Code:

Week	Date	Topic
1	07/10/19-13/10/19	Introduction and effects of technology and innovation in tourism
2	14/10/19- 20/10/19	Information and Communications Technologies for tourism
3	21/10/19-27/10/19	Managing information systems
4	28/10/19-03/11/19	Hospitality Technology Systems
5	04/11/19-10/11/19	Technology Strategies for the Tourism Industry
6	11/11/19-17/11/19	PMS interfaces
7	18/11/19-24/11/19	Reservation Systems

8	25/11/19-01/12/19	Point-of- Sale Technology
		Ticket sales computer applications
9	02/12/19-08/12/19	Ticketing Management
10	09/12/19-15/12/19	Accounting Applications
11	16/12/19-22/12/19	System and Security Maintenance
	23/12/19-06/01/20	*Christmas Holidays*
12	07/01/20-12/01/20	Trends and future of technology in the Tourism Industry
13	13/01/20-31/01/20	*Final Exams*

PRESENTAION SKILLS ADDED IN THE MODULES OF HD

COURSE CODE	PAGE NUMBER
ENG121	43
ENG122	61
SAL101	64
HOT207	48
TOU314	149
ACC203	93
MAR101	97
TOU221	123
BUS301	117
ACC308	120
HOT301	132

APRIL2020

College of Tourism and Hotel Management

Minutes for the Internal Quality Committee.

Internal Quality Committee:

College of Tourism and Hotel Management: Mr. Savvas Adamides , Elena Stavrou (Staff Representative), Andreas Christoforou (Programme Coordinator),Andria Hadjistylli(Academic Director),Mahmud Rubel (Student Representative), Sotiria Christodoulou (Course coordinator TTA), Lefteris Kolokasides (lecturer)

*The **Internal Quality Committee** meeting took place at the college on 9ᵗʰ March 2020.*

The purpose of the meeting was to discuss
a) the reports received from the EECommittee after their visit on 29ᵗʰ January 2019
and b) the appointment of the Research Director.

> *a) Members of the committee received copies of the three reports for the three*
>   *programs we have applied for.*
The two year TT Administration,
The three year higher diploma in Hotel Administration,
And the BA in Hospitality Management.

The committee discussed the reports and the various tasks undertaken by each member.
The members have exchanged views and at the end have asked Mrs A.Hadjistylli to have separate meetings with the members who have made suggestions to the committee to prepare a draft.

> *b) Mr. Adamides informed the members about the comments made by the external*
>   *evaluation committee for the position of the Director of Research which was*
>   *vacant for a long time now.*
After long deliberations the committee decided to suggest to the Director to appoint Dr.Roxana Michaelides. As the Director was present, he agreed.

No other subjects were discussed.

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COURSE DISTRIBUTION PER SEMESTER

A/A	Course Type	Course Name	Course Code	Periods per week	Period duration	Number of weeks/ Academic semester	Total periods/ Academic semester	Number of ECTS
			A' Semester (30 ECTS)					
1.	Compulsory	Computer Fundamentals I	COM103	3	55'	13	39	6
2.	Compulsory	Food and Beverage Service	HOT116	3	55'	13	39	6
3.	Compulsory	The technique of writing and language studies I	ENG121	3	55'	13	39	6
4.	Compulsory	Introduction to the Hospitality Industry	HOT101	3	55'	13	39	6
5.	Elective	Front Office Management	HOT207	3	55'	13	39	6

		B' Semester (30ECTS)					
1.	Compulsory	Food and Beverage Management	HOT202	3	55'	13	39	6
2.	Compulsory	Practical Experience in Food and Beverage Service	HOT118	3	55'	13	39	6
3.	Compulsory	Financial Accounting for the Hospitality Industry	ACC102	3	55'	13	39	6
4.	Compulsory	The technique of writing and language studies II	ENG122	3	55'	13	39	6
5.	Compulsory	Sales Techniques and Processes	SAL101	3	55'	13	39	6

		C' Semester(30ECTS)					
1.	Compulsory	Food preparation lab	HOT117	3	55'	13	39	6
2.	Compulsory	Housekeeping Management	HOT206	3	55'	13	39	6
3.	Compulsory	Computer Fundamentals II	COM104	3	55'	13	39	6
4.	Compulsory	Speech and Language practice	ENG211	3	55'	13	39	6
5.	Compulsory	Facilities Management	HOT308	3	55'	13	39	6

D' Semester (30ECTS)

1.	Compulsory	Business Law	LAW311	3	55'	13	39	6
2.	Compulsory	Effective speaking and Advanced Language Practice	ENG212	3	55'	13	39	6
3.	Compulsory	Financial Accounting for the Hospitality Industry	ACC203	3	55'	13	39	6
4.	Compulsory	Marketing Principles	MAR101	3	55'	13	39	6
5.	Elective	Animation	HOT208	3	55'	13	39	6
6.	Elective	Microeconomics	ECO101	3	55'	13	39	6
Practical Training -Industrial Placement (Optional)			HOT311	During Summer break		16	40	6

*Student should choose ONE Elective course per semester

E' Semester (30ECTS)

#	Type	Course	Code					
1.	Compulsory	Human Relations/Supervisory Development	HUM201	3	55'	13	39	6
2.	Compulsory	Technology and Innovation in Tourism	HOT407	3	55'	13	39	6
3.	Compulsory	International Management	BUS301	3	55'	13	39	6
4.	Compulsory	Financial Management	ACC308	3	55'	13	39	6
5.	Elective	Tourism Planning and Development	TOU221	3	55'	13	39	6
6.	Elective	Macroeconomics	ECO201	3	55'	13	39	6
7.	Elective	Cyprus History	CYP111	3	55'	13	39	6

*Student should choose ONE Elective course per semester

F' Semester(30ECTS)

#	Type	Course	Code					
1.	Compulsory	Convention Management and Service	HOT301	3	55'	13	39	6
2.	Compulsory	Food and Beverage Controls	HOT302	3	55'	13	39	6
3.	Compulsory	Final Year Project	HOT307	3	55'	13	39	6
4.	Compulsory	International Marketing	MAR201	3	55'	13	39	6

| 5. | Elective | Human Resources Management | HUM203 | 3 | 55' | 13 | 39 | 6 |
| | Elective | Tourism and Hospitality Industry | TOU314 | 3 | 55' | 13 | 39 | 6 |

*Student should choose **ONE** Elective course per semester

Course Title	**The Technique of writing and language studies I**		
Course Code	**ENG121**		
Course Type	Compulsory		
Level	Introductory		
Year / Semester	Year 1/ Semester 1		
Teacher's Name	Michael Georgina		
ECTS	6	Lectures / week	3	Laboratories / week	
Course Purpose and Objectives	The emphasis of the course is on writing. Students are given ample opportunity to practice writing in different styles, i.e. business letter writing, description, summaries, argumentative writing, academic writing etc. In addition students are given the opportunity to practice and improve their ability in reading, discussing as well to enrich their vocabulary and review the basic grammatical structures.		
Learning Outcomes	By the completion of the course, students will be expected to: • Use the English language effectively in various forms of writing, including academic writing. • Write thank-you notes and personal letters sharing experiences related to hospitality, travel and tourism industry. • Write business letters requesting information or material (from schools, travel organizations, etc.) •Write a well-organized paragraph with topic sentence and a concluding sentence on a descriptive or explanatory theme (such as a process paragraph). •Effectively use sentence connectors to compose compound sentences. •Revise the most important grammatical aspects of the language.		
Prerequisites	None	Required	
Course Content	Writing descriptions of people, places, processes, objects, festivals and celebrations using a variety of techniques. Also writing narratives and the most important types of formal and informal letters (request, complaint, apology, invitation, asking for/giving advice, giving information etc.). Introduction to research, referencing skills, the Harvard Referencing System and avoiding plagiarism.		

Teaching Methodology	The course is delivered through a combination of lectures, audio visual aids, guided writing, discussion and pair work.
Bibliography	**Text Book** Evans, V. (2011) Successful Writing Upper-Intermediate. 6th Edition, Athens: Express Publishing. **Recommended Reading** 1. Morley, j. Doyle P., Pople I. Sixth impression 2016, University Writing Course. Express Publishing 2. Spaventa, L and M. (2001) Writing to Learn the Sentence. New York: Mc Gaw - Hill 3. Spaventa, L and M. (2001) Writing to Learn the Paragraph. New York: Mc Graw - Hill 4. Spaventa, L and M. (2001) Writing to Learn from Paragraph to Essay. New York: Mc Graw - Hill **Websites for reading:** • Harvard referencing system: https://www.mendeley.com/guides/harvard-citation-guide • Test your writing skills: https://www.proprofs.com/quiz-school/story.php?title=test-your-writing-skills-1 • Academic writing skills: https://grammar.yourdictionary.com/style-and-usage/academic-writing-skills.html • Learn hot English: https://learnhotenglish.com/learn-english-for-free/ • BBC: https://www.bbc.co.uk/learningenglish/ • Oxford university press: https://elt.oup.com/learning_resources/?cc=global&selLanguage=en&mode=hub **Magazines/ Newspapers:** • Newsweek: https://www.newsweek.com/ • British Council Magazine: https://learnenglish.britishcouncil.org/general-english/magazine • Time magazine: https://time.com/ • National Geographic: https://www.nationalgeographic.com/magazine/ • Cyprus Mail: https://cyprus-mail.com/
Assessment	In-class assignment: 10% Midterm Exam: 30% Participation and Homework: 10% Final Exam: 50%
Language	English

WEEKLY SCHEDULE

Week	Date	Topic
1	07/10/19-13/10/19	Describing people
2	14/10/19- 20/10/19	Describing Places/Buildings
3	21/10/19-27/10/19	Describing Objects
4	28/10/19-03/11/19	Describing Festivals/Ceremonies/Celebrations
5	04/11/19-10/11/19	Writing Instructions/Giving Directions/ Describing Processes
6	11/11/19-17/11/19	Narratives – Stories
7	18/11/19-24/11/19	Formal Letters
8	25/11/19-01/12/19	Informal Letters
9	02/12/19-08/12/19	Writing Summaries
10	09/12/19-15/12/19	Academic Writing
11	16/12/19-22/12/19	Using references (paraphrasing and quoting)/ Referencing guide
	23/12/19-06/01/20	*Christmas holidays*
12	07/01/20-12/01/20	Plagiarism Revision
13	13/01/20-31/01/20	*Final exams*

Course Title	Introduction to the Hospitality Industry
Course Code	**HOT101**
Course Type	Compulsory
Level	Introductory

Course Title	**The technique of writing and language studies II**
Course Code	**ENG122**
Course Type	Compulsory
Level	Introductory
Year / Semester	Year 1 Semester 2
Teacher's Name	Erasmia Dede

ECTS	6	Lectures / week	3	Laboratories / week	
Course Purpose and Objectives	The emphasis of the course still remains on writing. Students are given the opportunity to practice writing of different types. Furthermore students continue to practice and improve the other language skills (reading, speaking, listening) to build up their vocabulary and revise the grammatical structures.				
Learning Outcomes	By the completion of the course, students will be expected to: • Introduce and conclude an essay or report. • Organize their writing with special regard to guiding the reader: introduce, relate and connect thoughts and sentences. • Revise their own texts with regard to clarity, correct syntax, grammar and spelling. • Write argumentative essays, assessment reports, survey reports, magazine articles, academic articles and reviews • Know how to use references (paraphrasing and quoting) and avoid plagiarism				
Prerequisites	ENG121	Required			
Course Content	For and against argumentative essays; opinion essays; providing solutions to problems; discursive essays; reports assessing good and bad points; survey reports; news articles; reviews.				
Teaching Methodology	The course is delivered through a combination of lectures, audio visual aids, videos, guided writing, discussion and pair work.				
Bibliography	<u>Text Book</u> Green, A. (2020) Activate Your Writing b2. Athens: Hamilton House. <u>Recommended Reading</u> 1. Morley, j. Doyle P., Pople I. Sixth impression 2016, University Writing Course. Express Publishing 2. Spaventa, L and M. (2001) Writing to Learn the Sentence. New York: Mc Gaw - Hill				

	3. Spaventa, L and M. (2001) Writing to Learn the Paragraph. New York: Mc Graw - Hill 4. Spaventa, L and M. (2001) Writing to Learn from Paragraph to Essay. New York: Mc Graw - Hill 5. Green, A. (2020) Activate Your Writing b2. Athens: Hamilton House. Websites for reading: • Harvard referencing system: https://www.mendeley.com/guides/harvard-citation-guide • Test your writing skills: https://www.proprofs.com/quiz-school/story.php?title=test-your-writing-skills-1 • Academic writing skills: https://grammar.yourdictionary.com/style-and-usage/academic-writing-skills.html • Learn hot English: https://learnhotenglish.com/learn-english-for-free/ • BBC: https://www.bbc.co.uk/learningenglish/ • Oxford university press: https://elt.oup.com/learning_resources/?cc=global&selLanguage=en&mode=hub Magazines/ Newspapers: • Newsweek: https://www.newsweek.com/ • British Council Magazine: https://learnenglish.britishcouncil.org/general-english/magazine • Time magazine: https://time.com/ • National Geographic: https://www.nationalgeographic.com/magazine/ Cyprus Mail: https://cyprus-mail.com/
Assessment	Mid-term Exam 30% Test 10% Homework & Participation 10% Final Exam 50%
Language	English

WEEKLY SCHEDULE

WEEK

1	07/10/19-13/10/19	"For and Against" Essays
2	14/10/19- 20/10/19	Opinion Essays
3	21/10/19-27/10/19	Providing Solutions to Problems Essays
4	28/10/19-03/11/19	Discursive Essays
5	04/11/19-10/11/19	News Reports
6	11/11/19-17/11/19	Assessing Good and Pad Points

7	18/11/19-24/11/19	Survey Reports
8	25/11/19-01/12/19	Articles
9	02/12/19-08/12/19	Reviews Book/play/film reviews
10	09/12/19-15/12/19	Reporting Experiences
11	16/12/19-22/12/19	Assignments in class
	23/12/19-06/01/20	*Christmas holidays*
12	07/01/20-12/01/20	Using references (paraphrasing and quoting)/ Referencing guide Plagiarism and style manuals Revision
13	13/01/20-31/01/20	*Final exams*

Course Title	**Industrial Placement**				
Course Code	HOT311-HD				
Course Type	Optional				
Year / Semester	Year 2 /Semester 4				
Teacher's Name	Hadjistylli Andria				
ECTS		Lectures / week		Laboratories / week	
Course Purpose and Objectives	Minimum **four months'** industrial placement with leading hotels. Trainees spend most of their time in the food and beverage department. This will help you find out your strengths and weaknesses for example with the help of self evaluation questions as well as outlining possible activities during your work experience.				
Learning Outcomes	By the completion of the course, students will be expected to: • Gain knowledge and experience in the work environment in the hospitality industry • Demonstrate skills and understanding of the industry • Explain the relation of lodging and food service operations to the travel and tourism industry. • Decide what sort of position they might want to have in their future career. • Develop individual maturity, self-awareness and confidence. • Describe a structured practical experience of the industry, its operations, customers and staff. • Consolidate skills learnt during studies and appreciate industrial standards and levels of performance.				
Prerequisites	None		Required		
Course Content	The purpose of the internship is to give students exposure to the work environment in the hospitality industry and to provide them with some basic skills and understanding of the industry. The exposure will probably help students to, as well as help them to decide about what they do not want to do.				
Teaching Methodology	Practical training				
Assessment	Internship Report 50 % Logbook 30%				

	Supervisor's Evaluation 20%
Language	English

College of Tourism andHotel Management

STUDENT LOGBOOK

Semester………..

INTRODUCTION

This book is to assist the student to keep record of the training. It will show the departments and sections in which the student has worked and the periods of time spent in each.

COLLEGE INTERNSHIP COORDINATOR'S VISIT

The College Internship Coordinator will check the logbook when he/she visits the students to ensure that proper training is being received, and record his/her comment on the paper provided for that purpose, toward the end of the book.

INDUSTRY BASED SUPERVISOR

The industry-based supervisor(s) will make comments on a weekly basis on the sheet of paper provided. This is to ensure that if the student is to rotate to several departments and units each unit supervisor will comment on the student performance.

CHANGE OF INTERNSHIP WORKING PLACE

A student is expected to start and finish his/her Hospitality Internship in one establishment. If it becomes absolutely necessary that he/she must change his/her place of attachment, **the student should first secure permission in writing from the College.**
His/her application for change of place of Internship should indicate the name, the postal address, telephone contacts of the Company or industry to which he/she wishes to transfer. Any Internship not properly authorized will be canceled.

ASSESMENT.
You will secure the 6 ECTS for each summer's internship when you achieve at least C on the evaluation of the employer.

1 CONTACT DATA

1.1 STUDENT

Name :	
Registration Number:	
Address:	
Mobile phone number:	
E-mail:	
Major :	
Academic year :	

1.2 COLLEGE ....

Name:	
Address:	
Phone number :	
Fax:	
E-mail:	
Name of Internship Coordinator:	
Mobile phone:	
E-mail:	

1.3 EMPLOYER: HOTEL/RESTAURANT/OTHER COMPANY:

Company name:		Logo or stamp of the company
Address :		
Phone number:		
Fax:		
E-mail:		
Web page:		

1.4 MANAGER/HEAD DEPARTMENT

Manager's Name:	
Work phone number	
Fax:	
E-mail:	
Name of head department or supervisor:	
Department:	
Position:	
Work Phone number:	
Mobil phone:	
e-mail:	

2. BEFORE YOU GET STARTED

This is your **Student Logbook.**

- with tasks,
- with directions and useful tips.

It is a Logbook in two parts and will guide you through three modules:
- Module 1: Student logbook – during the Work period
- Module 2: Student logbook – after the Work period

Why working during your study?

Work experience is an important factor in any education. Preparation is the key to a successful career.

Tasks:

This logbook will help you to prepare you for your future career.

You will find out your strengths and weaknesses for example with the help of self evaluation questions as well as outlining possible activities during your work experience.

This logbook will guide you to prepare for a different culture and language as well as other practical issues.

3. Your Learning Outcomes

Your Learning outcomes should be described: what you learn, new techniques and practices until the ends of working period. But it is important to leave room for the unexpected. When answering questions or reflecting on your work. Knowledge and understanding are keywords before, during and after your Internship period.

To ensure a successful completion of your work period **always try to explain, identify, discuss and describe your work.**

You are not without *help*. The Internship Coordinator will help you to prepare for your working experience.
You will receive instructions and guidance before your placement.
You will also get assistants after your Internship period.

It is important to have your logbook with you at all times. Use the logbook simultaneously as you apply your skills. In this way you will apply your knowledge and transfer them to applied skills.

4. THE IMPORTANCE OF WORK AND LEARNING

All professions require a combination of knowledge/understanding and intellectual skills. The Internship periods give you the tools to apply knowledge but at the same time demand comprehension.

You will need to analyze and solve problems. At time you will need to solve problems in a creative way.
You will learn how to plan you time and organise you work and last but not least you will learn how to evaluate you own work and rate your experience based on sound knowledge.

During your work experience you should find out:
- Your strengths;
- Your weaknesses
- Where opportunity lie.

5. BEFORE beginning Internship - check this out!

It is **your responsibility** to take the Logbook from your Internship Coordinator at least 3(three) weeks before you start work. Some of the task here may note apply to you. The sending coordinator will update you on what tasks are relevant!

Please note the date of each task this will ensure you when each task as been completed.

Questions? Ask your Internship Coordinator.

TASKS	Date
Date of Internship registration	
Establish contact with receiving company or coordinator to obtain necessary information for Internship period. At least three weeks before you start the work.	
One week before the Internship period ask coordinator for any assistance/help/clarify details.	

If for some reason you can not partake in Summer Internship. Contact coordinator for instructions.	
If you do not find work you should inform the Internship Coordinator/Register to drop the class.	30 June
Start the work with the help of my Internship Coordinator.	
Planned dates of start and end of the placement period	
For students to receive a grade they must return the Log Books no later than	1 November

6. One last thing –STAY HEALTHY and keep safe!

If you have an accident or damage your health at work you may have to live with the consequences for the rest of your life. Something tragic could happen to you, even on your first day at work.

The food, hospitality and tourism sectors are generally not considered high risk sectors, but there are certain things you should be aware of.

Working hours may vary; each company has it rules and regulations.

Tips on how to work safely:
> Don't perform any task until you have been properly trained.
> If you feel that you have been getting too much information, too fast, **ask your supervisor to slow down and repeat the instructions.**
> Don't leave your work area unless you've been told to do so. Other areas may have special hazards you don't know about such as overhanging power lines, slippery floors or toxic chemicals.
> If you are unsure of something, **ask someone first. A supervisor or co-worker might help you prevent an accident from happening.**
> **Don't hesitate to ask for more training.**

➤ Wear the proper personal protective equipment for the task such as safety shoes, hard hat or gloves. Be sure that you know when to wear protective gear, where to find it, how to use it and how to care for it.

➤ **Report any difficulty to your supervisor immediately.**

➤ Don't ignore early signs of problems, such as headaches, aches and pains, dizziness, itchy skin or irritated eyes, nose or throat

➤ **Follow the advice and instructions you have been given in the company** –this includes taking your breaks, working hours, respecting the policy of the establishment, adjusting your chair properly, being correctly dress, respecting the rules of hygiene, wearing safety gear and at the last but the most important be part of the teamwork!

➤ **The Log book must be presented to your Internship Coordinator at the end of your structured work experience, till 1st of November.**

7. WHAT EMPLOYERS EXPECT FROM YOU

Have the right attitude:

• Show enthusiasm and initiative

• Accept and complete duties planned by the work place supervisor

• Listen to instructions and ask questions when you are unsure

• Ask for jobs when you have nothing to do

• Be polite, courteous and well-mannered throughout the placement with all staff members

• Dress appropriately to industry standards in the work place

• Ask questions about the job, business and the industry.

• Be positive. A positive attitude is the best thing you can take with you to your work placement. Your employer, who will incur costs in time and money to help you, will appreciate if you make a positive contribution.

• Smile and enjoy yourself.

Attendance and Punctuality:

• Start your placement on time each day

• Take only the allocated time for your breaks

• Attend your placement for the normal hours of work for that job, unless you have negotiated otherwise

- You are going to be late for work?
  This shouldn't happen. However, if something happens to make you late you should phone your employer or supervisor at the workplace to make them aware that you are on your way. Provided you get there as soon as possible, and your reason is genuine and unavoidable, your employer will understand. **However, do not make this a habit.**

8. COMMITMENT OF THE THREE PARTIES

By signing this document, the participant, the sending institution and the receiving organisation confirm that they will accept and respect the principles of the Program for Internship/training placements summer:

☐ HOT211   ☐ HOT311

THE PARTICIPANT/ STUDENT

Student's name/signature   Registration Number: ....

....

....   Date:

COLLEGE OF TOURISM & HOTEL MANAGEMENT

We confirm that this proposed training programme agreement is approved.

On successful completion of the training programme each participant will receive 3 credits.

Internship Coordinator's name/signature

....   Date: ....

....

THE RECEIVING ORGANISATION

We confirm that this Hospitality training programme is approved.

On completion of the training programme the organisation will sign and note the necessary observations the Logbook of the participant.(references)

Manager/Supervisor's name/signature

....   Date: ....

....

College of Tourism andHotel Management

MONTLY INTERNSHIP
SELF-ASSESSMENT

(To be filled by student)

MONTH JUNE FIRST WEEK

1. What new skills did you learn this week?
2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.
3. What challenges and problems did you experience while on the job; how did you overcome and solve them?
4. What were the most and least satisfying aspects of your week? Give examples
5. Summarize your feelings, observations, and experiences during the week. Go into detail in describing the activities that you participated in.

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Supervisor's   Comments

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Intern Signature: _____

Supervisor's Signature: _____

Position: _____   Date: _____

MONTH JUNE SECOND WEEK

1. What new skills did you learn this week?
2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.
3. What challenges and problems did you experience while on the job; how did you overcome and solve them?
4. What were the most and least satisfying aspects of your week? Give examples
5. Summarize your feelings, observations, and experiences during the week. Go into detail in describing the activities that you participated in.

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Supervisor's   Comments

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Intern Signature: _____

Supervisor's Signature: _____

Position: _____   Date: _____

MONTH JUNE THIRD WEEK

    1. What new skills did you learn this week?

    2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.

    3. What challenges and problems did you experience while on the job; how did you overcome and solve them?

4. What were the most and least satisfying aspects of your week? Give examples

    5. Summarize your feelings, observations, and experiences during the week. Go into detail in describing the activities that you participated in.

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Supervisor's   Comments

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Intern Signature: _____

Supervisor's Signature: _____

Position: _____   Date: _____

MONTH JUNE FOURTH WEEK

1. What new skills did you learn this week?
2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.
3. What challenges and problems did you experience while on the job; how did you overcome and solve them?
4. What were the most and least satisfying aspects of your week? Give examples
5. Summarize your feelings, observations, and experiences during the week. Go into detail in describing the activities that you participated in.

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Supervisor's   Comments

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Intern Signature: _____

Supervisor's Signature: _____

Position: _____   Date: _____

MONTH JULY FIRST WEEK

    1. What new skills did you learn this week?

    2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.

    3. What challenges and problems did you experience while on the job; how did you overcome and solve them?

4. What were the most and least satisfying aspects of your week? Give examples

    5. Summarize your feelings, observations, and experiences during the week. Go into detail in describing the activities that you participated in.

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Supervisor's   Comments

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Intern Signature: _____

Supervisor's Signature: _____

Position: _____   Date: _____

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MONTH JULY SECOND WEEK

1. What new skills did you learn this week?
2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.
3. What challenges and problems did you experience while on the job; how did you overcome and solve them?
4. What were the most and least satisfying aspects of your week? Give examples
5. Summarize your feelings, observations, and experiences during the week. Go into detail in describing the activities that you participated in.

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Supervisor's Comments

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Intern Signature: _____

Supervisor's Signature: _____

Position: _____   Date: _____

MONTH JULY THIRD WEEK

1. What new skills did you learn this week?
2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.
3. What challenges and problems did you experience while on the job; how did you overcome and solve them?
4. What were the most and least satisfying aspects of your week? Give examples
5. Summarize your feelings, observations, and experiences during the week. Go into detail in describing the activities that you participated in.

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Supervisor's   Comments

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Intern Signature: _____

Supervisor's Signature: _____

Position: _____   Date: _____

MONTH JULY FOURTH WEEK

    1. What new skills did you learn this week?

    2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.

    3. What challenges and problems did you experience while on the job; how did you overcome and solve them?

4. What were the most and least satisfying aspects of your week? Give examples

    5. Summarize your feelings, observations, and experiences during the week. Go into detail in describing the activities that you participated in.

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Supervisor's   Comments

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Intern Signature: _____

Supervisor's Signature: _____

Position: _____   Date: _____

MONTH AUGUST

1. What new skills did you learn this month?
2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.
3. What challenges and problems did you experience while on the job; how did you overcome and solve them?
4. What were the most and least satisfying aspects of your month? Give examples
5. Summarize your feelings, observations, and experiences during the month. Go into detail in describing the activities that you participated in.

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Intern Signature: _____

Position: _____   Date: _____

MONTH SEPTEMBER

1. What new skills did you learn this month?
2. How did you utilize and apply your own **personal skills and knowledge** in your work environment? Give specific examples.
3. What challenges and problems did you experience while on the job; how did you overcome and solve them?
4. What were the most and least satisfying aspects of your month? Give examples
5. Summarize your feelings, observations, and experiences during the month Go into detail in describing the activities that you participated in.

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Intern Signature: _____

Position: _____   Date: _____

Employer Forms

(To be completed *after* the Internship period)

EVALUATION OF STUDENT INTERN
(5)- Excellent, (4)-Above Average, (3)-Average, (2)-Below Average, (1) - Extremely Poor

PROFESSIONAL PERFORMANCE	5	4	3	2	1
Follows instructions					
Completes work assignments					
Problem solving					
Work performed according to expectations					
Ability to orally communicate ideas					
PROFESSIONAL KNOWLEDGE	**5**	**4**	**3**	**2**	**1**
Displays basic knowledge and understanding of Employer's services					
Has displayed growth in knowledge and understanding					
Ability to apply knowledge in a practical way					
Ability to think independently					
PROFESSIONAL BEHAVIOR	**5**	**4**	**3**	**2**	**1**
Courtesy/Guest Relations					
Professional appearance					
Displays mature judgment					
Consistent but fair in professional relationships					
Attendance					
Punctuality					
PROFESSIONAL ATTITUDE	**5**	**4**	**3**	**2**	**1**
Displays initiative and imagination					
Actively seeks and is alert to potential learning situations					
Understands, follows and upholds Employer's rules and regulations					
Accepts suggestions and criticism willingly					
Displays zeal for the profession					

Site Supervisor/Mentor's overall assessment of student's work.

_____

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_____

In which areas would you recommend improvement?

_____

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_____

Student's overall assessment of internship. Please make any comments concerning your evaluation of your performance.

_____

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What letter grade would you give this student for the internship experience with your business/organization: (please circle)

A   A-   B+   B   B-   C+   C   C-   D+   D   or   F

SIGNATURES

Site Supervisor/Mentor's Signature: _____ **Date:** _____
I have reviewed my evaluation with the student through a personal conference.

Student Signature: _____ **Date:** _____
I have reviewed my evaluation as completed by my Employer's Supervisor.

Internship Site Evaluation
(To be completed by the Student)

Student Name: _____

Internship Period: _____

Organization/Company Name: _____

Supervisor Name/Title: _____

Please circle your answers using the following guidelines:

5 – Strongly Agree
4 – Agree
3 – Undecided
2 – Disagree
1 – Strongly Disagree

The organization/company was respectful and fair.	5 4 3 2 1
The Internship experience was adequately communicated	5 4 3 2 1
The organization/company provided adequate training.	5 4 3 2 1
The internship work responsibilities were fairly represented.	5 4 3 2 1
My learning goals were reasonably accommodated.	5 4 3 2 1
My workload was fair and balanced.	5 4 3 2 1
The internship site supported and valued diversity.	5 4 3 2 1
The organization/company provided adequate workplace safety precautions throughout its property	5 4 3 2 1
The internship site had sound ethical standards and practices.	5 4 3 2 1
I accomplished the majority of my learning goals.	5 4 3 2 1
I received adequate supervision and feedback from the site supervisor.	5 4 3 2 1
I received adequate direction and feedback from Internship Coordinator.	5 4 3 2 1
I would recommend this internship placement to future students.	5 4 3 2 1
I would like to be employed by the internship site.	5 4 3 2 1

College of Tourism andHotel Management

Evaluation of the Internship Period

(To be completed by Internship Coordinator)

Visitation Summary

Student's Intern Name: ....

Registration No: ....

Visitation Date: ....

Place of Internship: ....

Summary of discussion and/or observation:

....

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....

Student has met all requirements for the internship course:

Grade: Past ☐   Fail ☐

Overall Assessment

		YES	MAYBE	NO
1.	Would you supervise this student intern again?	O	O	O
2.	Would you recommend this intern student to the same business establishment again?	O	O	O
3.	Would you recommend this student to other organizations with higher standards in hospitality?	O	O	O

Internship Coordinator Name/Signature: _____

Date: _____

ATTACHMENT No. 8

**College of Tourism
and Hotel Management**

PROGRAMME HANDBOOK

HIGHER DIPLOMA IN HOTEL ADMINISTRATION

Contents

How to use this handbook

The COTHM Handbook 2020 provides comprehensive information on approved courses and subjects offered in 2020.

The handbook covers course content and structure, subject and elective choices, attendance patterns, and credit point requirements, as well as important course area information for current and prospective students, and general information on student services and facilities.

6 reasons to study the Higher Diploma in Hotel Administration at COTHM

I. Develop the kind of management, negotiation and problem-solving skills that will help you in any career path you choose, in a rapidly-changing world.

II. Provide professional expertise and advice concerning the management and development of the tourism and hospitality industries, as well as sustaining a productive relationship with industry stakeholders.

III. Foster knowledge and skills in the ethical use of tourism and hospitality resources, and to centralize innovation and entrepreneurship as core objectives of the work of the school.

IV. Opportunity to produce high quality, innovative research and publication outputs which specialize in advancing the constructive role of tourism and hospitality in the development of Cyprus, EU, and other regions and locales.

V. Work with organizations on real projects, and complete internships through our work integrated learning program. Some of our students have interned with the Tourism Council of Western Australia, Rottnest Island Authority, travel agencies and more.

VI. Through classroom instruction, experiential learning and executive education, we prepare talented professionals and scholars for rewarding careers. Our comprehensive programs and dedication to research, led by accomplished faculty, are among the region's best.

SECTION 1
Before You Arrive: Visa and Travel Information

Visa Application
It is important to apply for your student visa at least 8-12 weeks before the start of your course
Through the college.

College H.D, in Hotel Administration Access
Entrance Qualifications
Students can enter our three-year H.D. in Hotel Administration program directly from high school
with a GPA of 50% and over.
Relevant courses or transfer credits are accepted from recognized institutions.

SECTION 2
Key Information

2.1 Welcome to Course

Welcome to COTHM and in particular to the H.D. in Hotel Administration course. We hope your
time with us will be challenging and enjoyable.

This handbook complements the college student handbook and provides you with the essential
information specific to your course of study. You should read this information carefully and keep
the handbook as a reference throughout your course.

• Section 1 explain you all the documents you need for registration at our College, for H.D. in
Hotel Administration.

•Section 2 gives you an overview of the course and the support mechanisms that are in place to
help you with your studies. It also outlines our expectations of your responsibilities as a student

• Section 3 gives you some specific information about the course, the course structure and the
content of the course and an overview of each of the modules

• Section 4 focuses on the teaching and learning methodologies for the course and the
assessment patterns employed

• Section 5 gives you an overview of our Internship and placement.

• Section 6 explain you shortly about student's life at COTHM

• Section 7 focuses on Quality Management and Enhancement

You should also make sure that you read the relevant sections of the College student handbook which could affect you.

2.2 Overview of the Course

The H.D. in Hotel Administration is an ideal course to prepare you to enter a range of different supervisory/managerial positions within the Hospitality industry in both the public and private sectors.

The course content includes modules specific to hospitality operations as well as contextualized business management modules. In addition the course encourages the development of intellectual and management skills in the areas of business and personal development. It provides the successful candidate with a formal higher education management qualification from which they can progress.

2.3 Your Responsibilities

For a full description of your entitlements and responsibilities, please consult the Student Handbook.

The course team and other College departments will always contact students via your student email address. So please ensure that you check your College email account regularly.

For a full description of your entitlements and responsibilities, please consult the Student Handbook.

You must enroll to your chosen course of study and ensure all fees are paid at the earliest opportunity. You should also ensure you have a student ID card. In addition you will receive a reading list for all modules and you should ensure you purchase the essential texts if advised and have access to wider reading.

2.4 Attendance/punctuality:

You should attend all classes. If by exception you are unable to attend a session for work or health reasons, you must inform the course administrator or course leader for the course.

Please make every effort to attend your teaching sessions on time. It is very disruptive for your fellow students and the lecturer if you arrive once the teaching session has started.

You should do any homework or tasks set. These are to help you with your learning and to develop your skills and are therefore intended to benefit you and your studies.

2.5 The College Lateness Policy:

It is expected that students will arrive punctually for their classes. Lateness is unacceptable and students should not join their class once it has started unless given permission to do so by their tutor.

Late entry to a class is always at the discretion of the tutor. Students may prefer to wait until a break is given rather than attempting to join the class late and risk disrupting both the tutor and their classmates. If a student has an on-going problem with arriving on time for any class then they should speak with their course leader.

The purpose of this policy is to create a quality-learning environment for students and it responds to feedback received from students themselves. The policy prepares students for employment, including the work placement, where feedback from employers highlights staff punctuality as an essential requirement.

2.6 Meeting deadlines/Time management:

Assignments must be handed in on time. Deadlines are outlined in the module study guides and on assignment briefs.

If allocated to a group for a task you should

•Note down the names, telephone numbers and email addresses of your colleagues. If you need to contact them, you will have the information you need.

2.7 Additional support:

Should you require any additional support you must notify your tutor so that suitable arrangements can be made. Study skills support will be available if required and it is your responsibility to ensure you attend any sessions to make the best of the opportunities available to you.

Whilst the College and the course team will provide you every support so that you are successful in your studies, you are expected to take responsibility for your learning and to conduct yourself in a manner, which will optimize your academic performance.

The following should be considered when evaluating an effective student:

• Evidence of good planning, time management and organization skills

- An ability to critically evaluate own performance and develop strategies for improvement

- Consideration for others and the ability to work well as part of a group or in a team

- Good attendance and punctuality

2.8 Career opportunities

Employment opportunities include careers in international hotels, resorts, restaurants, not-for-profit hospitality providers, catering companies and event management. The course teaches transferable business skills with a focus on the hospitality sector, and graduates will be able to seek out employment in Cyprus as well as overseas.

Possible future job titles
Restaurant Manager, Hospitality Business Manager, Food and Beverage Manager, Front Office Manager, Resort Manager, Convention Centre Manager, Event Operations Manager, Hospitality Services Manager, Catering and Food Services Manager

SECTION 3
Structure and Content

3.1 Introduction

This handbook contains information based on a Course Specification formally approved by the College. The relevant sections of the specification, for example, the course's aims, module content, learning outcomes, teaching and learning methods, assessment requirements, are incorporated into the handbook. The full Course Specification is available from the Course Leader.

For information regarding the College Regulations, Policies and Procedures, please see the current Student Handbook.

3.2 Award title, Exit Points

After the successful completion of the course, you will be awarded the Higher Diploma in Hotel Administration. This is made up of the following academic credits:

Level: 180 ECTS

3.3 Course Philosophy, Aims and Outcomes

Underlying Philosophy:

The underlying philosophy of the course is to produce a contextually specific course of management education within the hospitality sector. In this sense the course will be both vocationally and managerially driven. The award seeks to examine the relationships between the core elements that are serviced by Hospitality Management.

The need to produce a qualification that is recognized by industry and allows for transferability and mobility between different sectors of the economy has also been another key structuring principle.

Course Aims:

This program allows students to gain a solid foundation of the basic business concepts and skills needed in order to contribute and create solutions for today's complex hospitality industry problems.

Graduates will have general understanding of the sector at all levels and have the theoretical knowledge and practical skills to enter the workforce in entry level positions to assist in implementing tourism and hospitality activities and initiatives.

The course seeks to prepare students from a variety of educational backgrounds to enter a range of different managerial positions in the hospitality sector (both public and private) of the industry.

All the courses aim to do the following as appropriate to the level of study:

• The educational mission of the program is to provide students with the knowledge, skills, and ability (values and attitudes) to identify opportunities and challenges in the hospitality and tourism industry, and to apply creative decision techniques in responding to those opportunities.

Widen perspectives through breadth, depth and relevance of subject coverage.

• Develop critical thinking skills that utilize knowledge of event management principles and practices to event-based operations and facilities.

• Develop subject practical skills and evolve skilled, reflective practitioners with employment capability.

• Develop transferable skills including effective communication, teamwork, independent learning and management of learning

Learning Outcomes:

• Explain the principles of customer care and the concept of service.

• Be able to recognize and explain the need for numerical data for monitoring and control purposes

•Analyse a range of information, applying theories to practice and comparing alternative theories, methods and techniques.

• Evaluate and formulate reasoned debate on topical issues of hospitality industry operations.

• Demonstrate skills of research, analysis, evaluation and interpretation.

• Assess the relevance and significance of data and reformat a range of ideas and information towards a given purpose.

Knowledge and understanding

• Explain strategic decisions within the context of the hospitality industry and formulate appropriate responses to complex scenarios requiring a professional and managerial approach.

• Discuss the application of business ethics and management of change theories to hospitality company policies and practices.

• Evaluate and apply appropriate theories and concepts from the generic management areas within the hospitality context.

• Develop effective management strategies for hospitality organizations.

• Apply financial planning and budgeting skills that will assist managers in their decision making processes.

• Prepare practical business related studies (business plans, destination plans, marketing plans etc.).

Skills for life and work (general skills):

• Communicate effectively in written and oral form.

• Work as a member of, or to lead a team.

• Apply quantitative and qualitative research skills and make practical recommendations based on an evaluation of the different data sources.

3.4 Structure and Curriculum

You will study 10-12 modules per year. It is normal practice to 'group' the teaching of these modules into 3or 4 days of the week but this may be reliant on the options chosen.

The academic year is divided into two semesters, each being 13 weeks in duration. It is normal for one of these weeks to be devoted to teaching with the one week for the completion and handing in of assessments and module review.

You will be given your timetable at the start of the semester which will give the exact timing of your modules; the day of the week and time of the day. This information will also be published on your notice board and Edmodo.

Table A Full Time – October starters/Modules per semester

3.5 Module Summary

Students will receive full information for each of the modules within the HD in Hotel Administration on commencement of a new module. This information is contained within detailed Module Study Guides. However, summaries of each of the modules is produced below which will give an indication of how each fits to form the complete course.

Rooms Division Operations

This module introduces the student to the international hotel rooms division. It addresses the key areas of front office and accommodation operations and helps the student appreciate the importance of understanding and satisfying customer needs. The module is intended to develop awareness of the importance of successful rooms operations to the profitability of an organization.

Students will also develop the key practical skills associated with the operation of a property management system.

Food and Beverage Operations

The successful management of a hospitality operation requires an underpinning knowledge of a range of techniques involved in the production and service of food and drink. This module aims

to introduce the student to the fundamental theory and practical aspects of food and beverage operations. You will study Restaurant and Kitchen Studies.

Principles of Management and Leadership

This module aims at providing students with the basic knowledge and understanding of the key theories, concepts and models in management and leadership. Effective management is essential to the success of today's organizations in the hospitality and tourism industry.

Restaurant and Management of functions

This module aims to build upon the first year modules and develop the management skills required to plan, execute and evaluate the practical performance of a catering operation in the form of an event. In addition analytical skills of reviewing catering operations will be developed.

Conventions and Event Management

The focus of the module is on an analysis of why clients use corporate hospitality and of the specialist operational and management issues in the corporate hospitality arena of the hospitality industry. You will look at the needs of the corporate client and how these can be satisfied by conferences and special event catering.

Service Operations Management

This module includes the delivery and assessment of operational management practices such as team building, training and development, motivation, quality management, risk assessment, legislative controls, financial controls, in order to successfully plan and facilitate day-to-day hospitality service operations.

Small Business Management

The module aims to develop students' understanding of small business management enabling them to recognize internal and external factors likely to affect the success of a small Event/Hospitality business. Students will be introduced to both theoretical and practical aspects of the entrepreneurial process offering a realistic insight into the process and organization required to conceive, research and communicate a credible business proposal/idea in order to secure the necessary external resources to start a new business

You will be advised of any other module tutors for each module at the start of the semester. This information will be contained in the Module Study Guide.

Student Internship

The placement provides the opportunity for the student to contextualize their modules and to develop an overall perspective of how their placement organization specifically and the sector more generally operates from a 'real' rather than an 'academic' perspective.

During the placement, students will be given the opportunity to apply their knowledge and skills to a business setting and through a process of self-reflection and critical analysis, will integrate their academic-based knowledge with their work experience and in consequence extend and contextualize their professional knowledge.

The placement is intended to encourage greater exit velocity in students at Bachelor level, by fostering the personal development and, in most cases, the technical knowledge and skills which will allow them to make a dynamic contribution to their course during their final year.

 It should also provide students with a basis upon which to make informed career choices and should consolidate the enthusiastic demand shown by employers for graduates from COTHM courses.

Throughout their courses of study, students will have access to a variety of sources of support depending on individual circumstances and needs. Apart from the College-wide support framework, which encompasses the course leader, the modules leaders and student thesis supervisor, students will also have at their disposal a variety of mechanisms dependent on the nature of the course and particular circumstances.

The following central services are available for students:

• Careers and Employment Services

• Student Advice Team

• Disability Team

• Accommodation Team

• Counseling

• Medical Centre

<u>**Typical Duration**</u>

The expected duration of the BA Hospitality Management course is 4 years full-time plus one year for foundation if needed.

<u>**Further Information**</u>

More information about this course is available from:

<u>www.cothm.ac.cy</u>

SECTION 4
Learning, Teaching and Assessment

4.1 Learning and Teaching Approaches

The primary aim of our academic staff's collective teaching efforts is your development. Through our teaching and your learning, we aim to develop your knowledge and understanding and create an awareness of current management issues within the commercial airline and airport industry. Additionally we hope you will be equipped with the necessary skills, attitudes and confidence to be successful in the work environment and in life in general.

To achieve this, the students will:

• Experience a relevant, challenging, coherent and up-to-date industry specific curriculum.

• Experience a range of delivery styles that address a diverse range of learning styles.

• Become independent learners through taking responsibility for your own learning.

• Have access to resources that will help you as learners.

• Receive support from induction to graduation that enhances your learning.

The Learning and Teaching Strategy follows the following pattern:

Introduction of academic and research skills; formative assessment to identify study skills issues; coursework to test understanding of key concepts and theories; understanding of sectorial structures, issues; and management and market issues.

Employability and work based skills are developed and assessed through all modules.

A combination of teaching approaches are employed including lectures, guest lectures, residential and day field trips, group and individual project work, specialist inputs from support services.

Edmodo is used to support students by posting lecture notes, academic and popular articles, seminar case studies, blogs, discussion forums to monitor formative assessment, details of course work and other announcements.

Continues to develop academic and research skills, especially in report writing, logical thinking, evidence gathering and interpretation; exams seek students to apply theories to case studies; employability and work based skills and knowledge are developed and assessed through the modules at this level.

Knowledge is developed through

• The lecture course and students' self-managed study. (Core knowledge and understanding).

• Evaluative work in seminars and workshop sessions, and residential and day field study visits. (Deeper understanding).

• Guided reading.

• Knowledge-based activities with feedback.

• Case study analysis, guest speakers, residential and day field trips, and applying theory to real-life examples and situations (help to ensure that the degree is both up to date and vocational).

• The guest speaker course (brings students in contact with contemporary hospitality industry managers).

Thinking skills are developed through

• Reflective activities with feedback.

• Online discussions and activities.

• Preparation for major assignments; Research Project.

• Case study, seminar and workshop sessions encourage the student to analyse and evaluate data and development and management scenarios.

Practical skills are developed through

IT activities with feedback.

• Research skills-based activities with feedback.

• Preparation of presentations.

• Completion of group based or individual assignments

Study Materials

Study materials provide concepts and underpinning knowledge from which you can develop skills and ideas. Materials can be both paper-based and online so that you can refer to them in your own time.

Activities or Tasks

In class or 'homework', tasks are set so that you can focus your learning on developing understanding or practical application of the theories introduced. Some tasks are designed in preparation for subsequent workshops.

Seminars

During the seminars, you will have an opportunity to explore and practice the applications of concepts and underpinning knowledge. You will have the opportunity to exchange ideas, experiences, discuss and reflect on relevant issues with other students and your tutors. In order that you maximize your learning, you should come armed with examples, issues for discussion and ideas to share.

Self-managed Activities

As can be seen from previous sections, there is much for you to do between the workshops. There are still, however, many other learning and development opportunities also available to you:

• Networking with other group members

• Undertaking group work – both self-managed and self-selected

• Researching your own topics

• Discussions – informal and formal with colleagues at work

Become an independent learner

Wide ranges of electronic resources are available providing also hand-outs, one-to-one advice sessions with the subject specialist, online material, journals and textbooks. It is up to students to identify their learning needs and to seek relevant information on how to solve them and manage the acquisition of any new skills through practice. For instance, there are videotapes, textbooks and audio-visual facilities to help students improve presentation skills. There are also online and printed material to answer queries on writing and structuring a report, writing an executive summary, among others.

Portfolios

Some of the modules will require you to maintain a portfolio or log of your activities. A portfolio is an ongoing record of your achievements. It is an opportunity to reflect and demonstrate what you have achieved to date.

Research

The College Office of Research and Development (ORD) supports and encourages the delivery of original and innovative research that can lead to commercialization of research outputs, creating impact through innovation and knowledge exchange.

E-Learning

As part of the course you will be able to access a variety of learning materials via the College's e-learning system- Cisco Webex. Your tutors will encourage you to use and access it for such purposes as:

• Additional learning materials

• General or specific notices or announcement relating to the course as a whole or to you specific group

• Networking with tutors and other students via the use of facilitated e-discussions, e-tutorials or the chat-room facilities

• Recording development plans, learning contracts and reflective learning commentaries

• Tracking your personal achievements, marks and feedback

Internship Office

The internship office places year one HD in Hotel Administration and direct entry students for professional training in Cyprus. They also assist older students with their internship questions.

The Library

In addition to the books and articles listed in the Library, you may find some interesting materials and references on the internet. The range is vast ranging from articles, library databases and facilities, magazines and newsgroups. The staff in the library will be happy to provide you with further guidance and some initial 'signposts. Students are encouraged to use the e-learning EBSCO library.

4.2 Assignments and Assessment

Assignments

You will be required to complete various assignments for each module. The assignments will give you a chance to relate the concepts, principles and practices to hospitality situations. You will be given guidance on how these assignments should be developed.

Assignments Submission

Assignments should be handed in with a front cover sheet which is available from your Lecturer.

You should complete all sections of the assignment cover sheet accurately. All information regarding module titles, codes, lecturers' names etc. can be found in the module study guides.

Assessment:

The assessment instruments in all cases will be contextualized to enable students to engage in both formative and summative developments in relation to hospitality and related management theories and to practical settings.

The assessment of vocational knowledge and skills is central to the assessment strategy for the course but the assessment process also focuses on the development of the academic skills of research, critical analysis, evaluation and synthesis.

There are different forms of assessment appropriate to the learning outcomes of the module and facilitate students making links between theory and practice, with a focus on developing practice, where applicable.

Knowledge is assessed by

• Coursework.

• Essays.

• Examinations.

• Industry-related practice.

• Poster presentations.

Thinking skills are assessed by

• Coursework.

• Examinations.

• Project work.

• Reflective studies.

Practical skills are assessed by

• Practical reports.

• Portfolio completion.

• Industry-related practice.

Students with disabilities and/or particular learning needs should discuss assessments with the Course Leader to ensure they are able to fully engage with all assessment within the course.

Skills for life and work (general skills) are assessed by

• Project work.

• Group work.

• Written, visual and verbal presentations.

- Coursework.

Summative assessments provide opportunities for further learning and a chance to improve future achievements.

Summative assessments include:

- Written examinations

- Final and interactive projects

- Research papers

- Critique on case studies / Group case studies

- Role play / Practical work

- Tutorials

- Oral assessment and presentation

- Written assignments and reports

. presentation skills

Feedback on Assessments

Once you have submitted an assessment for evaluation and grading, it is important that you receive feedback as soon as possible to help you improve your work. Lecturers will be able to give feedback on your assessments within 15 working days from submission. This feedback may be given individually or general performance discussed during a group session. This will give you some ideas about your progress in the module and give you the opportunity of reflecting on your achievements.

Plagiarism

Plagiarism is a serious breach of student regulations and can lead to failure on a module or even a course. Please see the College regulations in the Student Handbook. You will be given study skills support to ensure that you are fully aware of what constitutes a plagiarism issue and how to avoid this.

SECTION 5
Internship & Career

The programs at COTHM and HD in Hotel Administration offer a solid education with many different career opportunities. The hospitality industry is dynamic, demanding and requires well-trained specialists.

Internships are a focal point of the degree. There will be many opportunities to gain valuable experience and make lasting connections. Intern students will be placed in various types of hospitality environments including several high-end properties.

Hotel management training includes a lot of exciting areas, is versatile, and offers advancement opportunities.

5. (a). Internship & Placement

The hospitality industry is dynamic, demanding and full of opportunities which can shape your character and lead to a range of exciting career options. Students with passion and curiosity for the hospitality industry can benefit from COTHM's links to the leading companies within the industry.

5. (b). Typical Internship in Cyprus

Collect work experience while completing your education Hospitality internship positions are offered in all regions of Republic of Cyprus.
Facilities Supervisor, F&B Restaurants Service incl. Banqueting & Room Service, Housekeeping, Front Office & Night Audit, Guest Services and various administrative positions (depending on languages ability) are all possible internship options. The students will also have the possibility to complete a cross-training placement that provides a well-rounded internship experience in all departments to optimize their knowledge and experience.

SECTION 6
Student life

6.1. Our Students
Students at COTHM Nicosia

Students come from over ten countries with various ethnic and cultural backgrounds.
They speak different languages and have different beliefs, yet they all share one thing in common: the ambition to achieve a successful career in the global hospitality industry.

Because of this constant cultural exchange and engagement in a multicultural community, students absorb an experience that is crucial to future leaders within the global village: the ability to work and communicate with people of different origins.

6.3 Language
The language of instruction in all courses is English. However, students also learn German and/or French as the knowledge of several languages is an important asset in the hospitality industry. Other language options including Russian are available upon demand.
Good knowledge of one of the official spoken languages of Switzerland will also help students in finding a suitable industry placement in either the German-, French- or the Italian-speaking parts of the country.

6.3 Student Activities
Student activities are important to us. They allow students to discover Cyprus and different companies in the hospitality industry in Cyprus, but they also include sports and fun.
They are not only complementary to academic studies, but they also provide an opportunity for networking. They help to create a community in which is fun to study in and many new friendships are forged.

Each of the activities offered caters to the students' active and competitive drive for group and individual sports, outdoor adventure, creativity, or artistic needs.
In doing so, COTHM strives to provide students with an assortment of festivities to balance students' academic life while relieving stress, promoting emotional and physical health, and encourage communication and interaction among the various nationalities present.
Again and again, we plan activities where fun including games and sports are in the foreground.

SECTION 7
Student support and guidance
The college is responsible for assuring quality in the pastoral care and learning support provided for each student enrolled in the Programme.
The Programme Leader maintains close contact with students and is specifically responsible for:
• Monitoring student attendance and academic progress, and providing counseling as appropriate;
• Assisting students in the resolution of personal and academic problems that may from time to time arise;
• Meeting with student representatives at least once per term

In addition, there are other support mechanisms available to students:

• Student learning support sessions are organized periodically to improve students' verbal and non-verbal communication skills;

• Student Services Office is responsible for assuring that students develop a healthy mind and body, and for the quality of lifestyle during their leisure time;

• The availability of Student Counselor to listen and address students' confidential personal issues;

SECTION 8
Quality Management and Enhancement

8.1 Course Management

The College has a well-developed range of services and facilities to help support you through your course. Throughout the course, each student will have access to a variety of sources of support depending on individual circumstances and needs. Each student will be supported via a Personal Tutor and, in some instances, a Mentor.

8.2 Student Evaluation

Your feedback will be sought continuously throughout the course, but specifically this is requested at the end of each module and at the end of significant periods of the programme (such as Semester or year-end).

The HD in Hotel Administration has a Course Committee. This will include the course leader, module leaders, personal tutors, librarian, administrators as well as students representatives. A student representative will be elected from the student group and will sit on the course committee to give student feedback on issues. Guidance for course representatives will be made available via the student union.

The Course Committee will meet regularly (at least once per semester) to discuss the progress of the course through the academic year.

8.3 Rules relating to Academic Committee.

. Academic committee

Composition:

Registrar –Chair

Academic Director –

Administrative staff –

Faculty –two members

Student Union –one mmber

Function:

This committee

• Assures that effective and continuous academic student assessment is taking place. Conducts analysis and makes recommendations as to how the assessment process may be improved.
• Takes action on student petitions for exemptions, substitutions or exceptions to core requirements.
• Advises the Librarian on matters of general library policies, the development of library resources and the means by which the institution may best integrate the library program with other academic activities of the College.
• Decides on the action to be taken on students with unsatisfactory academic performance.

Procedures
Members of the Academic Committee, faculty members and students can forward to the Chair of the Academic Committee a letter in which they describe the issue(s) they wish to be discussed. After deliberation the Committee makes recommendations to the Director.

April 2020

RESEARCH BASED FORMATIVE AND SUMMATIVE ASSESSMENTS.

Research at COTHM

We strongly encourage our students to become part of this exciting research and to make research an integral part of their education.

Active participation in research builds a deep understanding of the process of research, helps to crystallize concepts presented in the classroom, and develops critical thinking skills, as well as teamwork, communication, and other professional skills.

Research helps students to develop important skills in critical thinking, in teamwork, and in communication.

Students who wish to earn research credit must first identify a faculty member who has agreed to supervise their work. We strongly encourage students to participate in our research programs.

Timing

Faculty members who take BA Degree Hospitality Management students into their research groups prefer to take students early in their tenure in the College, mainly because the training time necessary to become a productive member of the research team can be quite extensive, often one semester to reach a minimum level.

Training requires commitment of time and resources. Many require an academic year's commitment.

Student time commitment

Understand that the time needed usually cannot be parsed into an hour here and an hour there, and sometimes the work requires evening or weekend time. The College sets the research credit to time ratio the same way as for course-related labs, 1 credit = 3 hrs. in the research office or at different institutions (collecting information, interviewing, observing).

Research topic

Not all students know in what exactly area they would like to do their research. A research experience also helps students (especially from 3rd and 4th years) learn how to work on a team and how to independently and in a self-directed way contribute to the research.

Formative research at COTHM (with summative evaluation)

The techniques used for collecting the formative data: observations, documentation, and interviews.

3 scenarios for future research at our College:

A formative model of the relationship between destination quality, tourist satisfaction and repeat business: An empirical test in Cyprus (in progress)

A formative measurement approach for exploring how to form service quality in Resorts hotels in Cyprus

Conceptualization of Religious and Spiritual Tourism in Cyprus

APRIL 2920

EBSCO

ATTACHMENT No. 10

College of Tourism and Hotel Management
29, Onasagorou Street
1011 Nicosia
P.O.Box 21115
1502, Nicosia – Cyprus.

Torino, 16 April 2020
Our Ref. Prot. n. **820_0620**

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General Manager

The role of continuing education of local community and guest's satisfaction in cultural tourism

"The role of culture is that it's the form through which we as a society reflect on who we are, where we've been, where we hope to be. "

Wendell Pierce[1]

Abstract

The purpose of this research is to explore the relationships between the continuing education of local community and tourist's experience. The participation and involvement of locals plays a major role in tourist's satisfaction and increase visitor's loyalty, or can influences the dissatisfaction of tourists or decline the quality of services in hospitality.

The local community acts as dual-edged sword for tourists and tourism industry: can enhance and personalize tourist's experience, attract more visitors, can enhance the trust and decision making of tourists and increase the repeat business.

Continuing education impacts on communities, in a number of ways: developing individual skills, be more sustainable and tolerant, higher community's involvement in hospitality industry, self-efficacy confidence build social capital.

Lack of continuing education of local community, absence of an education authority to manage the education of community's members and to develop

---

[1] Wendell Edward Pierce (born December 8, 1963) is an American actor and theater producer.

programs within locals, can contributed to exerting a directive and negative influence on tourists at their holiday's destination.

This paper examines the role, position, and contribution of continuing education for tourism industry. To answer this, the paper reports on a recent study which involved many countries around the world, from education and training sector, with industry and non-industry representatives, and relevant policy-makers and planners.

These factors of local culture are examined to assess the influence on tourist overall satisfaction. Quality of service is the most influential predictor of tourist's satisfaction.

> *"We must realize the need for adult education and for job retraining programs that will emphasize a changing society....We intend to use the tools to help raise our people to unprecedented level of excellence and self- respect through their own efforts."*
>
> *Malcom X[2]*

The adult continuing education and training/ or lifelong learning on the job training is one of the strengths of the development of Hospitality industry world-wide. I believe this paper will bring a valuable contribution to understand the priorities and strategies of an effective continuing education and training, as a major precondition of qualitative growth of services and products in tourism and hospitality, developing skills of workers, reinforce

---

[2] El-Hajj Malik El-Shabazz, (born 1925-assasinated 1965), better known as Malcolm X, was an American minister and human rights activist who was a popular figure during the civil rights movement.

"…the importance of leadership for the well-being of workers" in this sector and the competitively among companies.

DR ROXANA MICHAELIDES

Do differences in hotel rooms' prices reflect the differences in quality characteristics recorded in travel websites?

Description

This paper will use information available from TripAdvisor (the largest travel and restaurant website company) in order to examine whether the specific practice facilitates the application of hedonic price analysis (HPA) in tourism research. HPA assumes that each product is a bundle of specific characteristics which affect its price. Therefore, the price of each good (or service) is the sum of the prices which consumers attribute to those characteristics.

Recently, there has been a growing interest in applying HPA in tourism (e.g. Espinet et al., 2003; Riganti and Nijkamp, 2008; Rigall-I-Torrent and Fluvia, 2011). Since HPA requires a considerable degree of data homogeneity (which would allow relevant comparison possible; Papatheodorou et al., 2012) proper measures should be adopted in order for the data used in this study to be as homogeneous as possible (as in Thrane, 2005, for example). The paper will use information from hotel rooms offered in popular Mediterranean tourism destinations (e.g. Papatheodorou, 2002; Haroutunian et al, 2005). Therefore direct comparison with the empirical results of this study with the ones of existing literature would be possible.

References

Espinet, J.M., Saez, M., Coenders G. and M. Fluvia (2003), "Effect on prices of the attributes of holiday hotels: a hedonic prices approach", *Tourism Economics*, 9(2), 165–177.

Haroutunian, S., P. Mitsis and P. Pashardes (2005), "Using brochure information for the hedonic analysis of holiday packages", *Tourism Economics*, 11(1), 69-84.

Papatheodorou, A. (2002), "Exploring competitiveness in Mediterranean resorts", *Tourism Economics*, 8(2), 133–150.

Papatheodorou A., Lei, Z. and A. Apostolakis (2012), "Hedonic Price Analysis", in: *Handbook of Research Methods in Tourism*, Chapter 9, Edward Elgar Publishing.

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Riganti, P. and P. Nijkamp (2008), "Congestion in popular tourist areas: a multi-a ttribute experimental choice analysis of willingness to wait in Amsterdam", *Tourism Economics*, 14(1), 25–44.

Thrane, C. (2005), "Hedonic price models and sun- and- beach package tours: the Norwegian case", *Journal of Travel Research*, 43, 302–308.

Pandelis Mitsis

**College of Tourism
andHotel Management**

INVITATION

The College of Tourism and Hotel Management invites you to the workshop

"Mediterranean Diet, Cypriot Cuisine and Tourism"

that will be organized on January 16th, 2020 at the Hilton Hotel (Ex Hilton Park).

Schedule

9:30 – 10:00	Arrivals, registration and coffee.
10:00 – 10:10	Welcome speech by the General Director of the College of Tourism, Mr. Savva Adamides
10:10 – 10:20	Greetings by the Deputy Minister of Tourism, Mr. Savvas Perdios
10:20 – 10:45	Speech on "Mediterranean Nutrition" by Clinical Nutritionist Eliza Markidou
10:45 – 11:20	Speech by Mrs. Maria Hassapidou, Professor of Nutrition and Diet, Department of Nutritional Sciences and Dietetics, International University of Greece, on the topic "Mediterranean Diet, Health and Tourism"
11:20- 12:00	Speech by Louis Hotels Executive Chef and Deputy Director of Cyprus Master chefs Association, Mr. Kyriakos Soteriou "Cyprus cuisine, Cyprus products and Tourism"

Followed by finger food.
Please reply until 15/1/2020

ΠΡΟΣΚΛΗΣΗ

Προσκαλείστε στην ημερίδα

«Μεσογειακή Διατροφή, Κυπριακή Κουζίνα και Τουρισμός»

που διοργανώνει το Κολέγιο Τουρισμού στις 16 Ιανουαρίου 2020

στο ξενοδοχείο Hilton (πρώην Hilton Park).

Πρόγραμμα

9:30 – 10:00	Προσέλευση, εγγραφή και καφές.
10:00 – 10:10	Έναρξη Καλωσόρισμα από τον Γενικό Διευθυντή του Κολεγίου Τουρισμού, κ. Σάββα Αδαμίδη
10:10 – 10:20	Χαιρετισμός από τον Υφυπουργό Τουρισμού κ. Σάββα Πέρδιο
10:20 – 10:45	Ομιλία με θέμα «Μεσογειακή Διατροφή» από την Κλινική Διαιτολόγο Ελίζα Μαρκίδου
10:45 – 11:20	Ομιλία από την κα. Μαρία Χασαπίδου, Καθηγήτρια Διατροφής και Διαιτολογίας, Τμήμα Επιστημών Διατροφής και Διαιτολογίας, Διεθνές Πανεπιστήμιο της Ελλάδος(ΔΙΠΑΕ), με θέμα «Μεσογειακή Διατροφή, υγεία και Τουρισμός»
11:20- 12:00	Ομιλία από τον Louis Hotels Executive Chef και Αντιπρόεδρο του Συνδέσμου Αρχιμαγείρων Κύπρου,κ. Κυριάκο Σωτηρίου με τίτλο «Κυπριακή κουζίνα, Κυπριακά προϊόντα και Τουρισμός»

Θα ακολουθήσει δεξίωση.
Παρακαλώ απαντήστε μέχρι 15/1/2020

College of Tourism andHotel Management

Student evaluation

Course no. & title: .... Semester: ....

Lecturer's Name: .... Date: ..../..../2020

Students evaluations are an important part of the assessment of teaching effectiveness. Please respond honestly to all questions. The completed student evaluations are confidential and will be reviewed by the management and the lecturer. Your assistance is much appreciated.

Instructions: Circle your answer.

1= Strongly Disagree, 2= Disagree, 3= Neither Agree or Disagree, 4= Agree, 5= Strongly Agree

Part 1 - Evaluation of the Lecturer		
1.	The lecturer is well prepared and organized for the class.	1 2 3 4 5
2.	The lecturer uses power point presentations for the lecture.	1 2 3 4 5
3.	The lecturer uses the "EDMODO" platform to upload notes for the class.	1 2 3 4 5
4.	The lecturer is helpful when students have difficulties relevant to the course.	1 2 3 4 5
5.	The lecturer uses clear examples/ illustrations to clarify content.	1 2 3 4 5
6.	The lecturer returns back the assignments and exams in a logical timeframe.	1 2 3 4 5

Comments: ....

....

Part 2 – Course Evaluation

7.	The course objectives are clearly stated and achieved.	1	2	3	4	5
8.	The coursework is relevant to the course and stimulates learning.	1	2	3	4	5
9.	The course content is relevant to our future studies or career.	1	2	3	4	5

Comments: ....

....

Part 3 – Student Resources

10.	The library has adequate books and magazines for studying.	1	2	3	4	5
11.	The teaching rooms are spacious and appropriate for learning.	1	2	3	4	5
12.	The labs are well equipped and appropriate for teaching.	1	2	3	4	5

Comments: ....

....

Part 4 – Administration services evaluation

13.	The administration office responds to the student requests fast.	1	2	3	4	5
14.	The administration staff is friendly and helpful.	1	2	3	4	5
15.	The administration staff provides guidance to the students.	1	2	3	4	5
16.	The administration staff shows willingness to help and resolve any issues.	1	2	3	4	5

Comments: ....

....

Recommendations: ....

....

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PROFORMA INVOICE   Page: 1

COLLEGE OF TOURISM AND HOTEL MANAGEMENT

Onasagorou 29 , 2100
Telephone:22462846, 99642936-CONSTANTINO
Fax:22462859
Email:constantinos@cothm.ac.cy; accounts@cothm.ac.cy

Order No.	:	0000322
Order Date	:	09/04/2020
Account	:	320048
Delivery Date	:	09/04/2020
Payment	:	Credit
Salesperson	:	ANDREAS
Currency	:	EUR Rate 1.0000000000
Deposit	:	0.00
Details	:	

Item Code	Description	Qty	Price	Disc%	Vat %	Amount
10TV004WUK	LENOVO PC V530 INTEL i3-8100,8GB,256GB SSD 5YW	3	619.00		19	1,560.50
611739	HANNSG HE225DPB MONITOR 21.5" HE225DPB	3	142.80		19	360.00

VAT Analysis			
Code	Rate	Goods Value	VAT Amount
3	19	1,920.50	364.90

Gross Value:	1,920.50
Discount:	0.00
Net Value:	1,920.50
VAT:	364.90
Total:	2,285.40

Issued by: _____   Received by: _____

ATTACHMENT No. 17   College of Tourism
andHotel Management

EVALUATION RESULTS

	NAME	Course	Average grade For Fall Semester 2019	Average grade For Spring Semester 2020
1.	Adamides Constantinos	COM103 (COMPUTER FUNDAMENTALS)	A	
2.	Christodoulou Soteroula	TOU226 (FARES & TICKETING II)	A	
3.	Christoforou Andreas	HOT206 (HOUSEKEEPING MANAGEMENT)	B	
4.	Christos Ioannou	HOT307 (FINAL PROJECT)	N/A	
5.	Dede Erasmia	ENG051 (ENGLISH GRAMMAR)	A	
6.	Hadjigeorgiou Soteris	HOT117 (FOOD PREPARATION)	A	
7.	Kokhanets Anna	TOU221 (TOURISM PLANNING & DEVELOPMENT)	A	
8.	Kolokasides Lefteris	HUM501 (ORGANIZATIONAL BEHAVIOUR)	A	
9.	Koumeras Ioannis	ACC502 (FINANCIAL MANAG.&CONTR.)	B	
10.	Kyriacou Maria	FRE121 (FRENCH LANGUAGE)	A	
11.	Michael Georgina	ENG121 (TECHNIQUE OF WR. & LANG. STUDIES)	A	
12.	Michaelides Roxana	HOT405 (CYRRENT TRENDS IN THE HOSPITALITY INDUTRY)	N/A	

13.	Mitsis Pandelis	BUS453 (REASEARCH METHODS)	A	
14.	Nikolakeas Anastasios	HUM202 (BUSINESS PSYCHOLOGY)	A	
15.	Panayiotou Sofronia	CYP111 (CYPRUS HISTORY)	A	
16.	Papachristoforou Evanthia	MAR201 (INTERNATIONAL MARKETING)	A	
17.	Papamichael Andreas	LAW311 (BUSINESS LAW)	A	
18.	Siamarou Andreas	COM501 (MANAGING INFORMATION SYSTEMS)	A	
19.	Zachariadou Mara	ACC102 (FINANCIAL ACCOUNTING FOR THE HOSPITALITY INDUSTRY)	A	

*GRADES SCALE EXPANDS FROM A,B,C,D,E.

*Questionnaires for Fall Semester were obtained during the dates 9/12/19-21/12/19

*Questionnaires for Spring Semester was planned during the dates 16/03/20-31/03/20 (Reschedules dates to be arranged)

LIST OF MODULES WITH UPDATED REFERENCES

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