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VINNYTSIA NATIONAL AGRARIAN UNIVERSITY
FACULTY OF ECONOMICS AND ENTREPRENEURSHIP
DEPARTMENT OF MANAGEMENT OF FOREIGN ECONOMIC
ACTIVITIES, HOTEL AND RESTAURANT BUSINESS AND TOURISM**



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HOSPITALITY PRACTICE

**METHODICAL RECOMMENDATIONS TO
EDUCATIONAL PRACTICE**

Level of higher education

First (bachelor's)

Branch of knowledge

24 Sphere of service

Specialty

241 Hotel-restaurant business

Educational and professional program

Hotel-restaurant business

Vinnytsia - 2023

Stavska U., Lopatiuk R., Zakharova T., Educational practice. Methodical recommendations from educational practice for students of the first (bachelor) level of education, Branch of knowledge 24 Sphere of service, specialty 241 Hotel-restaurant business, Faculty of Economics and Entrepreneurship, Educational and professional program. Hotel-restaurant business. Vinnytsia, 2023. – 23 c.

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Approved for publication by the Scientific and Methodological Commission of VNAU (Protocol № 2 dated 25 September 2023) at the request of the Educational and Methodical Commission of the Faculty of Economics and Entrepreneurship (Protocol № 3 dated September 18, 2023)

Methodical guidelines are intended for the acquisition of practical skills by students of higher education with the aim of forming integral, general competencies and program learning outcomes.

The work contains the introductory part, content of the practice, individual tasks, requirements for the preparation of the report on the training practice, evaluation criteria and appendices.

The content of the methodological instructions is aimed at the implementation of theoretical knowledge and experience, thanks to the creation of conditions for practical understanding of the material, information search, free discussion, visiting hotel and restaurant establishments, which as a result ensures the formation of professional skills and professional competences.

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INTRODUCTION

Educational practice is conducted with students of the 2nd year according to the curriculum of the field of knowledge 24 Service sphere, specialty 241 Hotel and restaurant business. The total amount of practice is based on the academic load and is 1 credit, which is equal to 30 hours.

The role of higher education institutions is to train highly qualified personnel for service enterprises, which ensures the satisfaction of the necessary staffing needs of hospitality enterprises, as well as improves the image of the tourist region in general. The activity of providing services is of a general, complex nature, taking into account national, cultural, demographic, natural-climatic and other human (consumer) needs.

Specialists in the field of hotel and restaurant business should be ready to implement innovations in the field of technology, social and cultural service and organization of effective work of hospitality enterprises. Practical training of students is an integral part of the educational process and is aimed at students mastering a system of professional skills and abilities, as well as primary experience of professional activity, and should contribute to the student's self-development. Practical training is designed not only to ensure the formation of professional skills, but also professional abilities and personality traits of specialists in the hotel and restaurant business. The main goal of practical training of students is the systematization and expansion of theoretical skills of independent work in solving specific economic and managerial tasks that are part of the duties of hotel and restaurant specialists.

In accordance with the Regulation on conducting internships for higher education students of VNAU, approved on March 15, 2018, student internships are an integral part of the process of training specialists in higher educational institutions and are carried out at appropriately equipped internship bases, as well as at modern enterprises and in organizations of various branches of economy, education and public administration. The purpose of the internship is for students to master modern methods, forms of organization and work tools in the field of their future profession, to form in them, on the basis of the knowledge obtained at a higher educational institution, professional abilities and skills for making independent decisions during specific work in real market and production conditions , fostering the need to systematically update one's knowledge and creatively apply it in practical activities.

1. PURPOSE AND TASK OF EDUCATIONAL PRACTICE

The purpose of educational practice (hospitality practice) is to deepen students' theoretical knowledge of hotel and restaurant enterprises and establish a connection between theory and practical activities. Studying the types and classes of hotel and restaurant enterprises, their infrastructure, as well as the peculiarities of their economic activity will contribute to the formation of professional competences of first (bachelor) level higher education students in the specialty 241 Hotel and restaurant business.

Achieving the goal involves solving the following tasks:

- get acquainted with the structure and forms of ownership of hotel and restaurant enterprises (an excursion to hospitality enterprises is planned, which will contribute to a better understanding of the institutions from the inside);
- to be able to investigate the competitive status of the enterprise (assessing the strengths and weaknesses of the enterprise).
- reveal the stages of development of hotel and restaurant services according to the type and category of the hotel;
- studying the experience of foreign and domestic hotel and restaurant enterprises;
- to differentiate ways of promotion and realization of the hotel and restaurant product;
- familiarize yourself with the principles (features) of providing services in the hotel and restaurant business;
- familiarize yourself with the management structure.

As a result of practice, students should know:

- the main functions of hotel and restaurant business enterprises;
- functional duties of hotel and restaurant enterprise staff;
- rules for compliance with labor safety requirements by personnel;
- principles of concluding agreements between suppliers and the hotel and restaurant enterprise;
- the technology of making a menu, the development of the costing of the hotel business;
- methods of pricing and the specifics of the preparation of accompanying documents;
- the legislative framework regulating hotel and restaurant activity;

be able:

- apply the knowledge gained by students in the process of theoretical training in practical activities;
- determine the type and category of hotels and restaurants;
- form a list of services for hotels and restaurants;
- rationally plan material and technical support of hotels and restaurants;
- form tariffs for services;
- to use the current legal framework of hotels and restaurants;
- use the forms approved by the order of the State Building of Ukraine for guest registration;

- determine the functional duties of employees of various services of hotels and restaurants.

acquire skills:

- collection of material on the operation of hotel and restaurant enterprises;
- summarization of collected information;
- determining the positioning of hotel and restaurant enterprises on the service market;
- determination of optimal prospective development of hotel and restaurant enterprises.

2. ORGANIZATION AND MANAGEMENT OF PRACTICE

Students appear for practice according to the schedule and follow the instructions of the head of educational practice from the department of management of foreign economic activity, hotel and restaurant business and tourism. In each specific case, the nature of the student's future work is taken into account as much as possible.

The head of practice from the department, according to the practice schedule, conducts educational practice (hospitality practice) in accordance with the tasks and the hours calculated for them.

The head of educational practice undertakes:

- to provide students with the necessary information and individual tasks, as well as additional materials for practice);
- to advise the student about the practice reporting system adopted at the department, namely: the procedure for submitting a written report, standards of execution and assessment requirements;
- organize a tour of hotel and restaurant businesses;
- to accept the defense of the report and assessment in practice within the framework of the commission;
- submit to the head of the department a report on the practice, with conclusions about the results of the practice and proposals for its improvement.

At the meetings of the department, systematically provide information to practice managers about the course of educational practice (hospitality practice).

Students are required to:

- get information from the head of practice from VNAU regarding the procedure for passing and completing all necessary assignments;
- to appear on time for educational practice according to the schedule, as well as perform tasks according to the plan;
- fully perform all tasks provided for by the work program of the practice and orders of its managers;
- to study and observe the work regime, occupational health and safety rules, safety techniques;
- to be responsible for the work done;
- gradually reflect the results of practice in a written report;
- fully complete the developed tasks (Table 1), set for practice in the written

- report;
 - timely defend the practice report.

Table 1. Educational practice tasks (hospitality practices)

№ a/o	Name of the educational practice task (hospitality practice)	Number of hours to complete tasks
1.	Introduction, purpose, tasks and content of educational practice (hospitality practice)	6
2.	Carrying out individual tasks from educational practice (hospitality practice)	6
3.	Excursion to the enterprises of the hotel and restaurant business	6
4.	Preparation of a report on educational practice	6
5.	Table 1. Educational practice tasks (hospitality practices)	6
Hours in general:		30

3. CONTENT OF EDUCATIONAL PRACTICE

The content of educational practice (hospitality practice) is determined by the goals and tasks of practical training of specialists in the professional direction "Hotel and restaurant business", as well as the performance of individual tasks aimed at acquiring practical skills of higher education students.

The list of tasks is presented in Table 2.

№ a/o	Individual tasks from educational practice	The number of points for the completed task
3.1.	Identify the largest domestic and foreign chains of hotels and restaurants.	5
3.2.	Description of the hotel or restaurant according to the given table.	5
3.3.	Perform the characterization of the hotel and restaurant business according to the provided plan (at the student's choice). Preparation of the presentation of the selected hotel or restaurant.	10
3.4.	To conduct a study of hotels in Vinnytsia, to draw conclusions about the potential, dynamics of growth, and the quality of the services provided. Provide recommendations	5

	on improving hotel enterprises.	
3.5.	According to the estimated hour, calculate the cost of staying in the hotel.	5
3.6.	Serve the client according to service standards (using phrases from the table)	5
3.7.	Serve the client according to service standards (using phrases from the table)	10
Maximum number of points		45

3.1. Identify the largest domestic and foreign chains of hotels and restaurants.

A. Identify the largest foreign hotel and restaurant chains.

B. Identify the largest domestic hotel and restaurant chains.

The results should be presented as a table 3.1.1., 3.1.2., 3.1.3., 3.1.4.:

Table 3.1.1. Foreign hotel chains

№ a/o	Foreign hotel chains	Number of hotels	Characteristic
1.			
2.			
3.			
4.			
5.			
6.			

Table 3.1.2. Domestic hotel chains

№ a/o	Domestic hotel chains	Number of hotels	Characteristic
1.			
2.			
3.			
4.			
5.			
6.			

Table 3.1.3. Foreign restaurant chains

№ a/o	Foreign restaurant chains	Number of hotels	Characteristic
1.			
2.			
3.			
4.			
5.			
6.			

Table 3.1.4. Domestic restaurant chains

№ a/o	Domestic restaurant chains	Number of hotels	Characteristic
1.			
2.			
3.			
4.			
5.			
6.			

3.2. Description of the hotel or restaurant according to the given table.

Example:

Table 3.2.1.

№ a/o	Characteristics	Description of characteristics hotel Optima
1.	Determine ownership	Non-state property
2.	Organizational and legal form	Reykartz hotel management limited liability company
3.	Size of the enterprise	85 rooms
4.	Whether it is part of a global or national chain	Reykartz hotel grope
5.	Structure of the enterprise	It was basically segmented into six divisions: finance, front office, human resources, food and beverage, sales and logistics
6.	Material and technical base of the hotel	Housing group; administrative group; lobby group; restaurant facilities; economic and warehousing
7.	Workers	Director, top manager, manager, receptionist, maids, technicians, administrators, waiters, chefs
8.	Rooms	"Classic Single", "Standard Double", "Standard Single", "Standard", "Superior Double", "Superior"
9.	Category (number of stars)	3 stars
10.	services	Three conference halls for 73, 76 and 95

		seats, Internet access, breakfast buffet, which is included in the price
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3.3. Perform the characterization of the hotel and restaurant business according to the provided plan (at the student's choice). Preparation of the presentation of the selected hotel or restaurant.

Describe one of the institutions of hotel and restaurant infrastructure of Ukraine or any other country (at the student's choice) according to the following plan:

1. Name
2. Is it part of a national or global network?
3. History of creation
4. Location of the institution
5. Tourist attractions nearby
6. Type of institution
7. Class of institution
8. The concept of the institution
9. Architectural solution and design
10. The format of the institution
11. Trends and new technologies used by the institution
12. Logistics
13. Production structure
14. Staffing scheme
15. Menu
16. Services and elements of entertainment in the institution
17. Availability of automated control systems
18. Reviews and success of the institution in social networks
19. Use of methods to attract new consumers
20. Security features
21. Proposals for improving the enterprise
22. Conclusions

Develop your own photo (video) materials of the studied hotels and restaurants and recreational resources (objects) of the selected city (district) and enclose them in annexes to the practice report (on electronic media).

3.4. To conduct a study of hotels in Vinnytsia, to draw conclusions about the potential, dynamics of growth, and the quality of the services provided. Provide recommendations on improving hotel enterprises.

Table 3.4.1.

№ a/o	Name of the hotel	Type of Hotel (according to location)	Hotel Category	Ownership

1.	Hotel France			
2.	Hotel Optima			
3.	Butterfly Hotel			
4.	Hotel Aristocrat			
5.	Hotel Villa Venezia			
6.	RICH Butichue-Hotel			

3.5. According to the estimated hour, calculate the cost of staying in the hotel.

Check-in time at the hotel is 2:00 p.m., check-in time is 12:00 p.m. The cost of living in a single room is UAH 2,500,000, breakfast is included in the price.

The Vinair company booked a single room for its employee from July 15 to 18. At the same time, she informed that the employee arriving from Kyiv by morning train would like to stay in the hotel at 09.00 on July 15. He will leave on a late train at 10 p.m. on July 18.

The hotel fulfilled all wishes and confirmed the reservation.

How will the employee's living expenses be calculated?

According to the rules for the provision of hotel services, it is established that

early check-in from 00:00 a.m. to 08:00 a.m. is paid additionally in the amount of 100% of the cost of a day's stay (breakfast included),
early check-in from 08.00 a.m. to 2.00 p.m. is paid additionally in the amount of 50% of the cost of a day's stay (breakfast included),
Late check-out from 1:00 p.m. to 11:00 p.m. is paid additionally in the amount of 10% of the cost of a day's stay (breakfast included)

3.6. Describe the types of menus in a restaurant:

- A La Carte
- Du jour
- Cycle menu
- A static menu
- A table d'hote menu
- A prix fixe menu
- Cocktail menu
- Dessert menu
- Digital menu

3.6. Serve the client according to service standards (using phrases from the table).

Table 3.6.1.

<i>Word</i>	<i>Writing</i>	<i>Translation</i>
to celebrate		
to reserve		
altogether		
otherwise		
to be lucky		
a wine list		
a special		
cream of asparagus		
a lobster		
a flounder		
a zucchini		
a roast eggplant		
peas		
lettuce		
scallions		
a cucumber		
vinegar		
an appetizer		
to suggest		
champagne		
entrees		

Client:

We reserved a table this morning.

We called a few days ago to reserve a table.

Could we have a table, please?

It should be under Stevenson.

Yes, I think so!

That's perfect. What a great view!
We would have liked to be near the fireplace!
No, I'll keep mine, thank you.
Can I also give you my scarf?
Well... I'm a little cold.
I think we'll all have some tomato juice.
Yes, five martinis. Would you like one too, Brenda?
We'll have three gin and tonics and three orange juices.
I think we'll have your shrimp cocktail as a starter.
What's the soup of the day?
We haven't decided yet. What's today's special?
We can also choose "à la carte", can't we?
Can I have French fries instead of spinach?
That's tempting. But I can't make up my mind.
No, I'll have prime rib, with a baked potato.
You even have "exotic scampi", and trout!
That's exactly what I had yesterday!
Oh, that'll be enough.
Is there any garlic in the avocado salad?
Just a plain salad with oil and vinegar dressing.
Could we try one of your house wines?
We'll have two bottles of red Sancerre, please.
What do you suggest?
That's not what I ordered!
That's right. We need one more fork please.
Thank you. It looks good!
Could I have some salt?
Yes, could we please have some more bread?
My meat isn't cooked enough!
Waiter:
Yes. What's the name, please?
Please come this way. Will this be all right, here by the window?
Let me take your coats.
Yes, I'll take it.
Ah! Here are your friends! And here are the menus and wine list. Would you like a cocktail to start with?
Can I take your order?
Sirloin steak, with homemade mushroom sauce.
Yes, of course!
How about grilled salmon with capers, or turbot cooked in white wine and served with a creamy tomato sauce.
Would you like to have a salad with this? We have mixed or plain salads. The Chef's Salad comes with lettuce, scallions, green and red peppers, cucumber and tomatoes. There's also an avocado, apple and nut salad.
Ok, that'll be right up.

Have you also chosen the wine?

Here are your entrees. This is for you, I think, and this is for you. Did I get it right?

4. REQUIREMENTS FOR FORMING THE PRACTICE REPORT

After completing the training, the student submits the following documentation to the department directly to the supervisor for verification:

- completed tasks according to section 3.;
- report on educational practice;
- presentation.

Students draw up a report on the completion of practice in accordance with the general requirements on sheets of A4 format (volume — 20-30 sheets) according to the following structure:

Report structure:

Title

Contents

Main part - by sections according to the points and sub-points of the content of the practice (section 3)

1. Hospitality industry: components, current status and prospects.

1.1. Tourism industry

1.2. Restaurants

1.3. Hotel enterprises

2. Characteristics of the tourism industry.

2.1. Characteristics of the restaurant, hotel (optional)

2.2. The concept and format of the institution

2.3. Services and entertainment elements at the enterprise

2.4. Material and technical support of the institution

3. Recommendations for improving the quality of services in restaurants

3.1. Institutional automation

3.2. Staff motivation

3.3. Use of modern trends and new technologies.

Conclusions.

References

Add-ons.

The report must be specific and concise, necessarily contain graphic material (diagrams, tables, drawings, diagrams, graphs) that visually reveal the essence of the work performed and especially the results of the performed management and economic research.

Annexes to the report can be samples of collected primary documents (organizational, economic, business, etc.), large analytical tables, complex diagrams, samples of other materials characterizing the economic activity of the organization. The student reports on the completion of an individual task in a report in a separate section.

The report prepared by the student must have page numbering throughout.

Sheets must be sewn. The report is checked and approved by the practice managers from the practice base and from the management department of the ZED.

The report is drawn up using computer typing on one side of a sheet of white A4 paper (210x297 mm) using the Times New Roman font of the Word text editor, size 14, with one and a half line spacing. The text must be printed leaving margins that cannot be smaller than the following sizes: left - 20 mm, right - 10 mm, upper - 20 mm, lower - 20 mm. The report is printed in black, without the use of colored inserts and highlights. The font should be clear, of medium boldness, of uniform density.

Program documents printed on a personal computer must correspond to the A4 format (they must be cut). They are not included in the general numbering of pages and are placed, as a rule, in appendices.

The table of contents includes a list of all components with an indication of the pages on which the beginning of the corresponding text is located. The components of the master's work, the names of which are displayed in the table of contents, are: a list of conditional abbreviations (introduced into the composition of the work if necessary), introduction, main sections, their subsections, conclusions to each of the sections, a list of used sources, general conclusions based on the research results, appendices.

Headings of the structural parts of the master's thesis, such as "CONTENTS",

"LIST OF CONVENTIONAL ABBREVIATIONS", "INTRODUCTION", "CHAPTER",

"CONCLUSIONS", "LIST OF USED SOURCES", "APPENDICES"

are printed in capital letters in the middle symmetrically to the text. Each of the specified sections starts on a new page. Headings of subsections are printed in small letters (except for the first capital letter) with paragraph indentation. Do not put a period at the end of the title. If the title consists of two or more sentences, separate them with a period. The distance between the title and the text should be equal to 3-4 spaces.

Headings of paragraphs are printed in small letters (except for the first capital letter) with paragraph indentation in line with the text. A dot is placed at the end of the subsection title.

The order of numbering and rules for designing tables, illustrations and formulas

The numbering of pages, sections, subsections, clauses, subsections, figures, tables, formulas is given in Arabic numerals without the number sign.

Such structural parts as the table of contents, list of conventional abbreviations, introduction, conclusions, list of used sources do not have a serial number. That is, you cannot use the form of entry: 1. INTRODUCTION" or "Chapter 6. CONCLUSIONS".

When numbering other parts of the work, the section number is placed after the word "CHAPTER". For example, —CHAPTER 1|. Do not put a period after the section number.

Subsections are numbered within each section. The subdivision number consists of the section number and the serial number of the subdivision, between which a dot is placed. There should be a period at the end of the subdivision number, for example: "2.3." (the third subsection of the second chapter). Then, in the same line, the subsection heading is given.

Items are numbered within each subsection. The item number consists of the serial numbers of the section, subdivision, item between which put a full stop. There should be a period at the end of the number, for example: "1.3.2." (the second clause of the third subsection of the first section). Then, in the same line, there is a paragraph heading. An item may not have a title.

Subclauses are numbered within each clause according to the same rules as clauses.

Illustrations (photographs, drawings, diagrams, graphs, maps) and tables must be submitted immediately after the text, where they are mentioned for the first time, or on the next page. Illustrations are marked with the word "Fig." and numbered consecutively within the section, except for the illustrations provided in the appendices. The illustration number must consist of the section number and the serial number of the illustration, with a dot between them.

Example:

Fig. 1.2. (the second picture of the first chapter). The number of the illustration, its name and explanatory captions are placed sequentially under the illustration. If one illustration is presented in the work, it is numbered according to general rules.

Similar requirements exist for the numbering and arrangement of tables. The difference is that the inscription "Table" with its number is placed in the upper right corner above the corresponding table title. On the next line, after the table number, place the name symmetrically to the text.

Headings of graphs should begin with capital letters, subheadings - with small letters if they form one sentence with the heading, and with capital letters if they are independent. The height of the rows should be at least 8 mm. It is not necessary to include the column with the serial numbers of the rows in the table.

The table is placed in such a way that it can be read without rotating the bound block of the master's thesis or with a clockwise rotation.

A table with a large number of rows can be moved to another sheet. When moving the table to another sheet (page), the name is placed only above its first part. In the other part, the numbering of the columns is determined, starting from the first. The definition of its number is placed above the transferred part of the table according to the following pattern: —Continuation of table 2.1||.

A table with a large number of graphs can be divided into parts and placed one part under another within the limits of one page. If the rows or columns of the table exceed the page format, then in the first case, in each part of the table, its header is repeated, in the second case, the sidebar.

Work formulas (if there are more than one) are numbered within the section. The number of the formula consists of the section number and the serial number of the formula in the section between which a dot is placed. Formula

numbers are written near the right margin of the sheet at the level of the corresponding formula in round brackets, for example: (3.1) (the first formula of the third section).

Citation rules and references to used sources

When making references to primary sources in the text, the serial number of the source according to the list of used literature and the numbers of the corresponding pages are indicated in square brackets. For example: —As noted by I.K. Herchikova, the foreign economic activity of TNCs not only covers export operations, but is also aimed at the development of foreign production. And this causes the need to strengthen and complicate control over production and sales activities. [7, p. 478]||.

The citation requirements are as follows:

a) the text of the quotation begins and ends with quotation marks and is given in the grammatical form in which it is presented in the source, preserving the features of the author's writing. Scientific terms proposed by other authors are not separated by quotation marks, except for those that have caused general controversy. In these cases, the expression "so-called" is used;

b) the citation must be complete, without arbitrarily shortening the author's text, which causes changes in its content. If selective citation is needed, three dots are placed anywhere in the quotation (at the beginning, inside, at the end);

c) each quote must be accompanied by a reference to the source; d) in case of indirect quoting (retelling, presentation of the opinions of other authors in his own words), which gives a significant saving of the text, one should be extremely precise in expressing the author's thoughts, correct in evaluating his results, and give appropriate references to the source.

References to illustrations in the text of the master's thesis are displayed with the serial number of the illustration, for example, — Fig. 1.2||. References to formulas are made in the same way, for example —...in formula (2.1)||.

All tables given in the report should be referenced in the text, while the word "table" in the text is written abbreviated, for example "... in table 1.2".

In repeated references to tables and illustrations, the abbreviated word —see|| must be indicated, for example, — see table 1.3||.

The reference to the source of information, which became the basis of the table given in the text, is carried out as follows: if the table is taken from the original source in its entirety and used in the report without changes, the reference to such information is made in square brackets in the text; if the author made his own calculations on the basis of statistical information in the table, the reference is made in the form of a special text under the table. Namely,

—The table was compiled on the basis of [12, p.81; 13, p. 14]||.

Procedure for creating a list of used sources

The bibliographic description in the report is submitted in the form specified in literary publications or written out from catalogs and bibliographic indexes in full without omissions of any elements, abbreviations of names, etc. All used sources in the general list of literature are placed in one of the following ways: in the order of the appearance of references in the text, in alphabetical

order of the surnames of the first authors or titles, in chronological order.

A sample of the order of registration of used sources is provided in Appendix I.

Application registration procedure

Each application must start on a new page. It should have a heading printed in the top middle of the page, eg

—Appendix A.

Appendices should be marked consecutively with capital letters of the Ukrainian alphabet, with the exception of the letters Г, Е, И, Й, О, Ч, Ђ. Annex I is followed by annexes AA, AB, AB.

Illustrations, tables and formulas, which are placed in the appendices, are numbered within each appendix, for example: fig.A.2 – the second figure of appendix A; formula (A.1) is the first formula of Appendix A.

5. PRACTICE EVALUATION CRITERIA

At the end of the report, it is necessary to draw general conclusions with an opinion on how to improve the activity of the enterprise - a base of practice in choosing the geography of tourist travels and opportunities for future use of the resource potential of foreign and domestic tourism in Ukraine.

The evaluation criteria for practice are summarized in Table 5.1.:

Table 5.1.

№	Type of control	Points
1	Practice tasks	45,0
2	Report Design (Correctness and Quality)	35,0
3	Speech with a report on the protection of practice	10,0
5	Answers to questions	10,0
	Total points	100,0

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APENDIX A
MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
VINNYTSIA NATIONAL AGRARIAN UNIVERSITY
FACULTY OF ECONOMICS AND ENTREPRENEURSHIP
DEPARTMENT OF MANAGEMENT OF FOREIGN ECONOMIC



ACTIVITIES, HOTEL AND RESTAURANT BUSINESS AND TOURISM

Report

**on the passage of hospitality practice
(type of practice)**

based on Vinnytsia National Agrarian University and hotel and restaurant
establishments of Vinnytsia

student

(Full Name)

Knowledge 24 "Service area"
specialty 241 "Hotel-restaurant
business" educational level
"bachelor" 2ed year, GRS
groups full-time education

Head of Practice from the
University:

Zakharova T. V.

(Leader's name)

National Scale _____

Vinnytsia - 2023

Educational and methodical edition

**Methodical instructions for passing educational practice
HOSPITALITY PRACTICE**

Faculty of Economics and Entrepreneurship for bachelors
fields of knowledge 24 "Sphere of service" specialty 241 "Hotel and restaurant
business"

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