

**MINISTRY OF HIGHER EDUCATION, SCIENCE AND
INNOVATIONS OF THE REPUBLIC OF UZBEKISTAN**

BUKHARA STATE UNIVERSITY



SYLLABUS

for the daytime undergraduate students

by the subject of

“RESERVETATION SYSTEMS IN HOTEL MANAGEMENT”

Field of knowledge:	600000	-Sphere of service
Field of study:	610000	- Sphere of maintains
Course of Study:	61010100	- Organization and management of the hotel industry

Bukhara - 2023

**61010100– Organization and
management of the hotel industry**

Subject Name:	Reservation systems in hotel management
Science type:	Mandatory
Science code:	MXBT1606
Year:	6
Semester:	6
Form of education:	Daytime
Classes and hours allocated to the semester:	180
Lecture:	30
Practical training:	30
Laboratory exercises:	-
Seminar:	-
Independent Education:	120
Credit amount:	6
Evaluation form:	Control work
Science language:	English

Science Objective (SO)

SO1	to receive and formalize tourist orders, make reservations and keep reservation documents, provide information to the consumer about the reservation, explain the importance of the hospitality industry and its organization, and provide hotel management for booking hotel services.
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Basic knowledge necessary for mastering science

1.	Tourism: theory and practice (TOUTAP13)
2.	International Tourism (INTTOU10)

Learning outcomes (LO)

	<i>In terms of knowledge:</i>
LO1	to teach undergraduate students the sources of information used in the analysis of indicators that reflect the activities of hotel enterprises, methods of analysis based on them, ways to determine the factors influencing each indicator, as

	well as the use of internal capabilities - this is training in important aspects of making targeted management decisions.
LO2	evaluate the efficiency and financial results of economic and social processes occurring in the activities of the hotel industry, make an economic diagnosis of financial and economic activities.
	<i>Terms of skills:</i>
LO3	Knows how to use modern management methods, organize management technology, define management processes and tasks, plan, organize, motivate, coordinate;
LO4	Can assess the use of information and communications in management, management decision-making, management of organizational changes;
LO5	Able to analyze, organize and interpret socio-economic phenomena that occur in small and large groups.
LO6	knows how to use economic data in written, numerical, diagrammatic and graphic analysis, analyze social problems and tasks, identify and develop relationships.

Science content	
Form of training: lecture (L)	
L1	Rules for the provision of hotel services in Uzbekistan.
L2	Organization of the reservation service
L3	Typology of reservation
L4	Booking applications and working with them
L5	Use of information and telecommunication technologies in accepting orders.
L6	Technology of booking places in the hotel
L7	The procedure for filling out forms for booking
L8	Features of guaranteed and non-guaranteed bookings
L9	Booking cancellation procedure
L10	Rules of communication by phone
L11	Misunderstandings and conflicts
L12	Reservation and reservation computer systems Characteristics
L13	Foreign reservation systems
L14	Computer reservation systems of Uzbekistan
L15	Computer reservation systems of Uzbekistan
Form of training: practical training (PT)	
PT1	Rules for the provision of hotel services in Uzbekistan.
PT2	Organization of the reservation service

PT3	Typology of reservation
PT4	Booking applications and working with them
PT5	Use of information and telecommunication technologies in accepting orders.
PT6	Technology of booking places in the hotel
PT7	The procedure for filling out forms for booking
PT8	Features of guaranteed and non-guaranteed bookings
PT9	Booking cancellation procedure
PT10	Rules of communication by phone
PT11	Misunderstandings and conflicts
PT12	Reservation and reservation computer systems characteristics
PT13	Foreign reservation systems
PT14	Computer reservation systems of Uzbekistan
PT15	Computer reservation systems of Uzbekistan

Independent Study (IS)

1.	Preparing for practical classes and doing homework.	30 hour
2.	Translation of source data	20 hour
3.	collection of situational questions (cases) on problematic situations often encountered in management practice.	20 hour
4.	Preparing tests on the given themes	20 hour
4.	Prepare abstracts for the conference.	30 hour

Basic literature

1.	Managing Quality Service in Hospitality: How Organizations Achieve Excellence in the Guest Experience Robert C. Ford, Michael C. Stunna, Cherrill P. Heaton, 2012 Delmd, Cengage Learning -516 pages.
2.	Информационные технологии обслуживания туристов [Электронный ресурс] : учеб. пособие / Ф.А. Гурьянова, Л.А. Зуева, Л.А. Родигин. ? Электрон. дан. ? Москва : Советский спорт, 2010. - 135
3.	Информационные технологии в туризме [Электронный ресурс] : учеб. пособие / В. Н. Бочарников, Е. Г. Лаврушина, Я. Ю. Блиновская. - 2-е изд., стер. - М. : Флинта, 2013. - 258 с.
4.	Salimova T.A. Upravlenie kachestvom: Uchebnik. - 5-e;2d., ster. - M.: Izdatel'stvo (Omeqal),2011. 416 s.

Additional literature

1.	Mirziyoyev Sh.M. Tanqidiy tahlil, qat'iy tartib-intizom va shaxsiy javobgarlik - har bir rahbar faoliyatining kundalik qoidasi bo'lishi kerak. O'zbekiston Respublikasi Vazirlar Makamasining 2016 yil yakunlari va 2017 yil istiqbollarga bag'ishlangan majlisidagi O'zbekiston Respublikasi Prezidentining nutqi. // Xalq so'zi gazetasi. 2017 yil 16 yanvar, Nell.
2.	Mirziyoev Sh.M. Erkin va farovon demokratik O'zbekiston davlatini birgalikda barbod etamiz. Toshkent. "O'zbekiston' NMIU. 2017. -29 b.

3.	Mirziyoyev Sh.M. Qonun ustuvorligi va inson manfaatlarini taminlash yurt taraqqiyoti va xalq farovonligining garovi. "O'zbekiston" NMIU,2017.
4	Upravlenie kachestvom: Uchebnik / Ye. N. Mixeeva, M. V. Seroshtan. 2-e izd., ispr. i dop. M.r Izd (Dashkov i K1., 2012. 532 s
5	"O'z DST ISO 9000:2009 sifat menejmenti tizimi. Atama va tushunchalar. O'zbekiston standartlashtirish metrologiya va sertifikatlashtirish agentligi Toshkent, 2009, 70b

The criteria are recommended for monitoring the student's mastery of the subject:

a) To get grade “5”, the student's level of knowledge must be the following:

- can fully cover the essence and content of science;
- scientificity and rationality are preserved in the presentation of subjects in science, and scientific errors and confusions are not allowed ;
- if there is a clear idea about the theoretical or practical importance of the subject materials in science;
- can demonstrate the ability to think independently and freely within the field of science;
- to be able to answer questions clearly and concisely;
- if the synopsis is carefully prepared ;
- complete independent assignments accurately;
- to have fully mastered the laws and other regulatory legal documents related to science;
- publishing a scientific article on one of the topics related to science ;
- can independently analyze socio-economic processes;

b) To get grade “4”, the student's level of knowledge must be the following:

- to not allow scientific and logical confusions when describing the subjects of the science;
- understanding the practical importance of the content of science;
- to fulfill the tasks and assignments given in the subject within the curriculum ;
- to answer the questions of science correctly;
- can carefully form the synopsis of the subject;
- completing completely independent assignments in the subject;
- mastering the laws and other regulatory documents related to science;

v) To get grade “3”, the student's level of knowledge must meet the following:

- to have a general understanding of science ;
- some confusions are allowed in explaining and explaining scientific topics in a narrow scope ;
- if the statement is not fluent ;
- if complex and confusing answers are received to science questions ;
- if the subject text is not well- formed .

g) in the following cases, the student's level of knowledge can be assessed with “2” unsatisfactory grade:

- if there is no preparation for training in science ;

- to have no idea about training in science;
- if it is noticeable that the texts have been copied from others ;
- if there are serious errors and confusions in the subject text has been copied;
- if questions of the science are not answered;
- if science is not mastered.

Information about teacher

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