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ECONOMICS AND TOURISM FACULTY
TOURISM AND HOTEL MANAGEMENT DEPARTMENT

METHODOLOGICAL INSTRUCTION
ON ORGANIZATION, SUPERVISION AND EVALUATION OF
STUDENTS' INDEPENDENT WORK OF
THE SUBJECT "PROFESSIONAL ETIQUETTE IN HOTELS"

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1.

Introduction

This methodological instruction prepared for the organization, control and assessment of independent work of students in the subject "Professional etiquette in hotels" is recommended for use in the organization and control of the independent work of students of the 2nd year of the bachelor's degree in this subject.

The peculiarity of independent work is that this part of educational activity is organized on the basis of independent activity of students and the supervision of relevant professors and teachers, and is carried out according to the number of hours specified in the curriculum for semesters.

This methodological instruction describes the main forms of students' independent work and their content, the tasks that the student must perform in the implementation of independent work, the procedure for organizing advice on independent work, their control and evaluation.

2. Content and main forms of students' independent work

The organization of students' independent work on the subject «Professional etiquette in hotels» includes a system of activities aimed at forming their knowledge, worldview, social activity and independent thinking. It ensures that the necessary knowledge and skills provided by the curriculum and science programs are mastered by students rationally, with less time and effort.

In the conditions of rapid development of the tourism sector and the hotel industry, these sectors aim to improve the quality of services in hotels by forming the professional culture of employees and teaching them the rules of oriental etiquette, since the rules of etiquette are mainly followed in hotels. These important aspects of the subject can be thoroughly learned with the help of the methodological instruction of the independent work.

A student's independent work is a systematic activity aimed at mastering a certain part of the knowledge, skills and qualifications specified in the curriculum of a particular subject by the student based on the advice and recommendations of the subject teacher, both in the classroom and outside the classroom.

The main goal of doing independent work is to organize students' continuous study of the subject during the semester under the direct guidance and supervision of professors and teachers of the "Tourism and Hotel Management" department, to further strengthen the acquired knowledge and skills, and to prepare for future classes, is to form a culture of intellectual work, independent search and acceptance of new knowledge, and in this way to achieve the training of competitive personnel at the university.

The form and size of tasks given for independent work, the level of difficulty should change and increase from semester to semester in accordance with the formation of skills. That is, the level of students' independence in completing assignments should be gradually increased, and they should learn to have a systematic and creative approach to completing assignments.

Taking into account the student's level of academic mastery and ability, the following forms can be used to organize the independent work of students on the subject "Professional etiquette in hotels":

- independent mastering of some subjects of science with the help of educational literature, working with educational resources;
- preparing for seminar classes;
- preparation of abstracts on specified topics;
- solving tests;
- solving cases on finding a solution to an existing problem in practice;
- preparing for controversial questions and assignments;
- participation in scientific societies and circles of students;
- preparation of visual aids;

- completing course work (projects);
- perform calculation and graphic work;
- preparation of scientific articles, theses and lecture texts;
- collection, processing and systematization of theoretical, practical and statistical data on the specified topics in the information resource center;
- preparation of presentation materials using modern information technologies on specified topics;

- participation in independent study processes using the possibilities of the spiritual room, library, modern information technology center in the student dormitory;
- participation in electives and special seminars;
- participation in scientific and scientific-methodical work of departments and faculties, etc.

The independent work of students is subordinated to such tasks of education and upbringing that the entire educational process allows students to actively, consciously, thoroughly and systematically master the basics of science and form a worldview of tourism in them. These tasks cannot be solved without knowing and using the laws of the educational process and personality formation. Let's briefly touch on their content.

Independent learning of the subject. Depending on the nature of the subject, the level of knowledge and abilities of the students, individual topics included in the working curriculum are assigned to students for independent mastering. In this case, it is necessary to pay attention to the basic phrases that serve to express and reveal the main content of the topic, to the questions that serve to systematically describe the topic, and to indicate the main literature and sources of information.

In the process of completing the task, students independently summarize this topic using educational literature, prepare answers to questions related to the topic, understanding the essence of key phrases. In necessary cases (if learning is difficult, if questions arise, if there is a lack of literature, if the subject cannot be systematically described, etc.), they get advice from the teacher. The prepared text on an independently mastered topic is submitted to the teacher through defense.

Independent work on the subject of organization and management of excursion services, which is an integral part of the educational process, is increasingly in the form of abstracts. Essay is the first form of student scientific work. Students' scientific creativity as one of the educational processes has its own characteristics in fulfilling the tasks of teaching, imparting knowledge and education. The student is involved in research activities, acquires the skills of working with scientific literature, collecting, processing and analyzing statistical and other materials, learns to critically evaluate the studied phenomenon, connects theory with practice, etc.

If it is taken into account that the preparation of the abstract is higher in content and quality than the performance in the workshop prepared according to the textbook, the abstract will undoubtedly be of great benefit. The student should be prepared to defend and defend the rules stated in the abstract in front of the audience, this is important when studying the excursion service.

It is recommended to use the following forms and types, taking into account the level of academic mastery and ability of students, in the process of current, intermediate and final controls in the organization of independent works of students on the subject («Professional etiquette in hotels» (Table 1).

Table 1
Forms and types of students' independent work

№	Forms of independent work	Types of independent work
1.	Independent work in	- independent assimilation of some subjects of science with the help of educational literature, working with educational resources and

reproductive form	summarizing: -Independent study and synopsis of the Laws of the Republic of Uzbekistan, works and reports of the President, presidential decisions, decrees, decisions of the Cabinet of Ministers and other normative documents; - viewing, listening and summarizing lectures via video and audio; -viewing, hearing and mastering slides, video materials through multimedia tools; -returning educational materials, memorizing, etc.
2. Independent works in the form of comprehension-search	-independent study of information, presentation tools, lectures and other materials; -performing calculation and analytical work, solving tests; -delivering lectures at seminars, practical and other trainings; -performing homework, control work, presentations, abstracts, case studies, etc.
3. Independent work in the form of creative work	-preparation and defense of essays, term papers and graduation qualification papers; -participation in research and preparation of scientific reports; -participation in scientific circles of students; -participation in scientific and practical conferences, preparation and publication of scientific articles.

Making a video. Students are given the task of preparing a video clip so that they can learn and explain the information well within the given topic. In this case, students will be able to present with a creative approach in preparing a video.

SWOT analysis. It is given to students for the purpose of in-depth study of the strengths, weaknesses, opportunities and threats of existing resources on a certain topic.

Writing an essay. It is given to students as a task to express their opinions more broadly and clearly on a specific topic.

Group project. It is given as a task to students to make a deeper observation on a topic, to create an actual project together with the group, paying attention to the economic and organizational aspects of the project.

Using a Venn diagram. When studying a certain topic, students are given a task to distinguish the common aspects of this topic from other previously studied topics and different features. In this way, students learn the subject better.

Preparation of visual aids. The student is assigned the task of preparing visual materials that will help explain a certain topic and better master it. The topic is determined by the teacher, and certain instructions and guidelines are given to the student. The amount, form and content of visual aids are chosen independently by the student. Such a task can be assigned to several students or a group of students on the same topic.

Preparation of tests, discussion questions and assignments on the topic. As an independent work, the student is assigned the task of creating tests on a specific topic, problems and tasks of different levels of difficulty, and questions that are the basis for discussion.

In this case, the teacher gives guidance to the student on the requirements for the test and the rules of its preparation, what is the intended purpose, how to separate the controversial aspects of the topic when composing problematic questions, and how to prepare assignments.

Preparation of scientific articles, theses and lectures. A student may be assigned to prepare a scientific article, thesis or lecture on any topic (the topic can be chosen by the student himself). In doing so, the student collects materials related to the topic from educational literature, research works, dissertations, articles and monographs, and other information sources.

Content and volume of independent education of students

№	Topics of independent education	Assignments given	Due date	Allocated hours
1	Appearance of businessmen and its requirements	Essay/ Presentation	1st week	2
2	International professional etiquette	Essay/ Presentation	1st week	2
3	Ethics of interaction of leaders and employees of the hospitality industry	Presentation	2nd week	2
4	Etiquette for conversations and negotiations with partners	Venn diagram/ Presentation	2nd week	2
5	Etiquette for dealing with hotel customers	Venn diagram/ Presentation	3rd week	2
6	Etiquette for service correspondence and electronic communications	Venn diagram/ Presentation	3rd week	2
7	Etiquette for talking on the phone in a business relationship	Presentation	4th week	2
8	Features of professional etiquette of businessmen of Asian countries;	Video/ Presentation	4th week	2
9	Business culture of Turks (peculiarities in clothing, food culture, unique customs, business culture);	Video/ Presentation/ Venn diagram	5th week	2
10	The specific culture of businessmen of the state of Egypt (peculiarities in clothing, food culture, specific customs, business culture);	Venn diagram/ Presentation/ Video	5th week	2
11	Professional culture of businessmen of Arab countries (peculiarities in clothing, food culture, unique customs, business culture);	Video/ Venn diagram/ Presentation	6th week	2
12	Business culture of the French (uniqueness in clothing, food culture, unique customs, business culture)	Video/ Venn diagram/ Presentation	6th week	2
13	German business culture (peculiarities in clothing, food culture, unique customs, business culture)	Video/ Venn diagram/ Presentation	7th week	2
14	Business culture of Italians (peculiarities in clothing, food culture, unique customs, business culture)	Presentation. Test.	7th week	2

Scientific and theoretical conferences of students are also one of the forms of independent work of students. By organizing a student scientific-theoretical conference, professors and teachers of the department should organize their work in a stratified manner, taking into account the professional orientation of the group, the age structure of its members, and their interests. Only in this case, the active participation and interest of students in holding the conference will be ensured. It is desirable to hold scientific and theoretical conferences of students in stages. It is advisable to hold scientific-theoretical conferences of students on the subject of «Professional etiquette in hotels» at the following stages:

1st stage - holding conferences in all educational groups where science is taught;

2nd stage - presentation and transfer of the best lectures of students selected in each group to the faculty and inter-faculty conference;

3rd stage - presentation of the best lectures selected at the inter-faculty conference to the all-university scientific-theoretical conference.

By confirming the theme of the conference, which is the same for all groups, it is possible to specialize the lectures and presentations of students according to the interests of the groups.

3. The main principles of organizing students' independent work

When organizing students' independent work, it is advisable to observe the following basic principles defined in the instruction on "Organization and control of students' independent work":

1. Organization of students' independent work in two forms - in the auditorium and outside the auditorium.
2. Ensuring that students' independent work is organized systematically, i.e. step by step, from simple to complex.
3. Paying attention to the following important aspects when determining the form and size of students' independent work:
 - student's study stage;
 - the characteristic of a certain subject, the degree of difficulty in mastering it;
 - the student's ability, level of theoretical and practical training;
 - to the level of provision of science with information sources;
 - to the level of the student's ability to work with information sources;
 - tasks for independent work change in terms of form and volume with the transition from course to course;
 - organization of independent work in accordance with the nature of the subject and the level and ability of the student's academic mastery.

4. Tasks that the student should perform in the implementation of independent work

Students should perform the following tasks when organizing their independent work:

- to acquire the skills of independent assimilation of new knowledge;
- identifying convenient methods and tools for searching for necessary information;
- effective use of information sources;
- working with traditional educational and scientific literature and normative documents;
- work with electronic educational and scientific literature and data bank;
- Purposeful use of the Internet;
- database analysis;
- preparation of work results for examination and processing on the basis of expert opinion;
- systematic and creative approach to tasks;
- justification and defense of the developed solution, project or idea in the circle of experts.

5. Topics and content of students' independent work, forms of their execution

The topics and content of independent work of students in the subject "Professional etiquette in hotels", and the forms of their execution are presented in the table below (Table 2).

15	Business culture of the Dutch (uniqueness in clothing, food culture, unique customs, business culture)	SWOT analysis	8th week	2
16	Business culture of representatives of the Chinese nation (peculiarities in clothing, food culture, unique customs, business culture)	Quiz, Presentation	8th week	2
17	Business culture of Japanese people (uniqueness in clothing, food culture, unique customs, business culture)	Quiz, Presentation	9th week	2
18	The business culture of the Spaniards (peculiarities in clothing, food culture, unique customs, business culture).	Quiz, Presentation	9th week	2
19	Business culture of Georgians (peculiarities in clothing, food culture, unique customs, business culture).	Group project, SWOT analysis	10th week	2
20	Business culture of Indians (peculiarities in clothing, food culture, unique customs, business culture).	Group project, SWOT analysis	10th week	2
21	Business culture of the Swedes (peculiarities in clothing, food culture, unique customs, business culture).	Tabulation, Venn diagram, Test	10th week	2
22	Business culture of Russians (peculiarities in clothing, food culture, unique customs, business culture).	Tabulation, Venn diagram, Test	11th week	2
23	Rules for organizing and holding official receptions and banquets in hotels.	Tabulation, Venn diagram, Test	11th week	2
24	Ethics of relations between managers and employees in the field of hospitality.	Tabulation, Venn diagram, Test	12th week	2
25	Functions and structure of management relationship Organization of excursion service in production facilities	Discussion, Test	12th week	2
26	Managers' methods of dealing with employees Organization of excursion service in the art gallery	Essay, Test	13th week	2
27	Forms of addressing each other in tourist organizations	Video/ Venn diagram/ Presentation	13th week	2
28	The speech culture of the employees of the tourist	Essay, Quiz	14th week	2

	organization and the requirements for it	Quiz, Presentation	14th week	
29	The history of the origin and stages of development of public speaking.	Quiz, Presentation	14th week	2
30	Speech styles and their functions: Peculiarities of speech styles.	Tabulation, Venn diagram, Test	15th week	2
	Overall	Discussion, Test	15 weeks	60 hours

6. Procedure for organizing consultations on students' independent work

The lesson of advice on students' independent work is organized in order to give appropriate referrals for independent work to be carried out outside the auditorium and to monitor its implementation. The lesson of advice on students' independent work is held according to the calendar-thematic plan of the subject. The counseling class is conducted by the professor-teacher of the relevant subject.

The professor-teacher of science performs the following tasks in the counseling class:

- students will be given appropriate directions for completing independent work assignments;
 - helps to make a plan for the execution of the task;
 - accepts and evaluates the results of studies, reports, summaries, calculations - books and assignments prepared in connection with students' independent work.
- Advice on students' independent work is included in the lesson schedule, which is carried out during free time of students, depending on the organization of the educational process.

6. The procedure for monitoring and evaluating students' independent work

The performance of independent work is monitored and evaluated based on the requirements of the "Regulation of the rating system of monitoring and evaluation of student knowledge". Criteria for evaluating independent work are distributed to students together with methodological materials before the beginning of the academic year.

The assessment of students' independent work is expressed through the following rating system developed for the subject:

a) if independent work is conducted in written form - evaluation procedure

Score	Evaluation criteria
Excellent	If the correct and complete answer to the questions is written, if the true nature of the questions is explained, if he fills in his thoughts with examples, if he makes an independent observation, if he uses terms and formulas correctly.
Good	If the correct and complete answer to the questions is written, if the true essence of the questions is explained, if he fills his thoughts with examples, if he includes an independent observation, but there is no way to make simple mistakes in the correct use of terms and formulas.
Satisfactory	If the correct and complete answer to the questions is written, if he tries to clarify the true nature of the questions, if he does not fill his thoughts with examples, if he does not have an independent observation, he makes many mistakes in the use of terms and formulas.
Unsatisfactory	If the answers to the questions are written incorrectly, if their essence is not covered, if they are not proved with examples

b) if independent work is conducted in the form of presentation preparation, SWOT analysis, data collection and analysis - assessment procedure

Score	Evaluation criteria
Excellent	<p>Formatted on demand</p> <p>A plan is prepared for the topic</p> <p>The text is written according to the plan</p> <p>Includes educational news</p> <p>The idea is proved by examples</p> <p>The text contains tables, diagrams, formulas</p> <p>The list of used literature is complete</p>
Good	<p>A plan is prepared for the topic</p> <p>The text is written following the plan</p> <p>Education includes news</p> <p>Arguing with examples is not enough</p> <p>There are few tables, charts, formulas in the text</p> <p>The list of used literature is not shown in full</p>
Satisfactory	<p>A plan is prepared for the topic</p> <p>The text is written according to the plan</p> <p>Education did not include news</p> <p>There is little argument with examples</p> <p>In the text, tables, diagrams, formulas are hardly used</p> <p>Literature is scarce</p>
Unsatisfactory	<p>If some aspects of the given problem are covered, if the volume is very small, but the problem is partially covered, if the plan is not very suitable for the topic, if some mistakes are made, it is sharply different from the topic if there are deviations and it is not dedicated to the issue at hand, it does not meet the requirement.</p>

7. Books

Basic literature

1. Вильчик Н.П. Архитектура зданий: учебник. - М: инфра-М,2013
2. Калинин В.М., Соколова С.Д., Оценка технического состояния зданий: учебник - М: инфра - М, 2013
3. Калинин В.М., Соколова С.Д., Тошгин А.Н. Обследование и испытание конструкций зданий и сооружений: учебник - М: инфра-м,2013
4. Фокин С.В. Системы отопления, вентиляции и кондиционирован ия воздуха: устройство, монтаж и эксплуатация: учебное пособие --М: альфа-м: инфра-м, 2013
5. Сербин Е.П. Строительные конструкции:учебное пособие.-М.:Академия, 2013
6. Майлян Д.Р., Лазарев А.Г.: Конструкции зданий и сооружений с элементами статки: учебник - М: инфра-м, 2013
7. Лебедев С.В.: Сварка. Введение в специальность: учебное пособие - М: Дьфа - М: инфра - М, 2013

Additional literature

8. www.lex.uz
9. www.pinssopolni.uz
10. www.stat.uz
11. www.interpion.ru

Websites

12. www.world-tourism.org
13. www.wtc.org
14. www.e-tours.ru
15. www.tavel-1braty.com
16. www.ziyound.uz
17. www.uzbekturizm.uz