

Title of the Program: Master's Program in Tourism and Hospitality Management

Academic Degree Offered: MSc in Tourism and Hospitality Management

Program Offered: at the TSU International School of Tourism

Head of the Master's program: Professor Maya Margvelashvili, Professor Catalina Kapiki (Alexander Technological Educational Institute of Thessaloniki).

Qualification of the program:

a) Goals and Aims of the Program: The Program is designed for those wishing to develop their careers at a high executive level within the international tourism and hospitality industry. It follows a precisely defined route and is delivered by an industry-experienced International team of specialist academic staff. It covers those areas that are deemed most crucial for career development on the current job-market. The curriculum has been specifically designed to enable students to receive a balanced Program that considers the management of tourism and hospitality taught by subject specialists at both international and local levels.

b) Learning outcome: MSc degree in Tourism and Hospitality Management will be granted to students who gain fundamental knowledge and skills: a/ to act independently in Tourism and Hospitality planning, marketing and development and decision making; b/to have ability of solving complicated situations and take right managerial decisions; c/to show originality in problem solving; d/to bring an argument and openly present ideas and support them with appropriate knowledge and logical deductions; e/ to integrate theory and practice, etc. The skills that the students will develop during the courses of the Program include: people management, communication, information and data synthesis, critical analysis, planning, development and management, research, marketing, and customer service. These skills are built upon and developed through the course structure so that by the time the taught elements of the Program are completed students are well equipped to take on the challenge of a tourism and/or hospitality based dissertation.

c) Employment opportunities: Students who graduate from the Program will be prepared to advance in their careers in public and private service sectors in a range of positions including: destination manager, visitor service manager, tour-operator company manager, hotel manager, consultant, marketing manager, staff manager, development officer, researcher, or project manager, etc.

Preconditions for Admission to the Master's Program: Admission will be conducted in accordance with the Georgian Legislation (Unified Graduate Exams) for residents, plus exams in Tourism Economics and English Language. For non-residents – exams in Tourism Economics and English Language.

Structure of the Master Program

| # | Name | Status: | ECTS | ECTS Distribution | | | |
|----|---|------------|------|-------------------|----|-----|----|
| | | | | Semesters | | | |
| | | | | I | II | III | IV |
| 1 | International Tourism Systems | Obligatory | 5 | 5 | | | |
| 2 | Tourism and Hotel Management | Obligatory | 5 | 5 | | | |
| 3 | Tourism and Hospitality Research Methods | Obligatory | 5 | 5 | | | |
| 4 | Accounting and Finance in the Tourism and Hospitality Industry | Obligatory | 5 | 5 | | | |
| 5 | Advanced Information Systems Management for Tourism and Hospitality | Obligatory | 5 | 5 | | | |
| 6 | Tourism and Hospitality Marketing | Obligatory | 5 | 5 | | | |
| 7 | Human Resources Management in the Tourism and Hospitality Industry | Obligatory | 5 | | 5 | | |
| 8 | Contemporary Issues in Tourism and Hospitality | Obligatory | 5 | | 5 | | |
| 9 | Strategic Management in Tourism and Hospitality | Obligatory | 5 | | 5 | | |
| 10 | Event Planning and Management | Obligatory | 5 | | 5 | | |
| 11 | Management for Quality Tourism and Hospitality Services | Obligatory | 5 | | 5 | | |
| 12 | Financial Planning in New Tourism and Hospitality Project Development | Elective* | 5 | | 5 | | |
| 13 | Safety, Security and Risk Management in Tourism | Elective* | 5 | | 5 | | |
| 14 | Disaster and Crisis Management in Tourism and Hospitality | Elective* | 5 | | 5 | | |
| 15 | Tourism Development, Culture and Environment | Elective* | 5 | | 5 | | |
| 16 | Leadership in Tourism and | Elective* | 5 | | 5 | | |

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|----|---------------------------|-----------|------------|-----------|-----------|-----------|-----------|
| | Hospitality | | | | | | |
| 17 | Rooms Division Management | Elective* | 5 | | 5 | | |
| | Sub Total | | 60 | 30 | 30 | 0 | 0 |
| | Internship | | 30 | | | 30 | |
| | Thesis | | 30 | | | | 30 |
| | Total | | 120 | 30 | 30 | 30 | 30 |
| | | | | | | | |

*To be choose one from 6 electives.

Research Component – The subject for the thesis should be selected after the consultations between student and thesis advisor as early as possible to permit effective integration with the course work (end of II semester). The thesis will be guided by a professor chosen by the student from the list of the faculty associated with the Program. The selected thesis subject should be approved by the School Directorate. In the end of the first academic year a student will have to defend a course work related with the thesis subject. The course work has to contain a report about the progress in thesis preparation (no more than 10-15 pages).

After the completion of all required courses and hands-on practice (total 90 ECTS) a student is competent to present his/her thesis to the School Directorate. The thesis in English (no more than 100 pages) in its final form must have the approval of the supervisor and must be presented to the School Directorate by the student no later than the date announced in the calendar. Printed copies of detailed regulations regarding the form and reproduction of the thesis are available at the Office of the Director. In case a thesis is not complete, additional time can be granted. A student must, however, be enrolled continuously in the Program. If the writing of the thesis extends for more than one semester beyond the date registered for the thesis research, the student must retake the thesis class (30 ECTS) and pay additional tuition fee.

In accordance with TSU assessment policy below method of student assessment, based on 100 points, shall be introduced at every academic program at TSU. The system of grading is as follows:

| Points | Grading |
|---------------|---------------------------|
| 91 - 100 | Excellent |
| 81 – 90 | Very good |
| 71 – 80 | Good |
| 61 – 70 | Medium |
| 51 – 60 | Satisfactory |
| 41 – 50 | Non satisfactory |
| 0 - 40 | Absolute non satisfactory |

The final grade for the thesis will be given by the **School Certification Commission**.

In case of non-satisfactory or lower grade for the thesis a student must start working on a new thesis. In this case, a student should prepare new thesis by him/her self and present it to the Certification Commission during subsequent three years. That requires an additional tuition payment.

The thesis has to demonstrate students' ability to set up and to carry out a scientific research project in a self-responsible and independent manner. This includes:

- to provide an adequate outline and definition of research topic,
- to build a sound theoretical framework for orientation of the research,
- to collect data in a systematic and verifiable manner,
- to analyze the data critically and correctly,
- to present the results in a comprehensible manner,
- to draw sound conclusions based on a comprehensive discussion of the results, and
- to show the potential contribution of research to the process of theoretical reconstruction of the topic.

Scientific Research Conditions – To conduct MSc program's research component students will be provided with the access to PCs, Internet and textbooks at ISET Librariy.