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MINISTRY OF SCIENCE AND HIGHER EDUCATION OF RUSSIAN FEDERATION
Federal State Autonomous Educational Institution for Higher Education
«NORTH-CAUCASUS FEDERAL UNIVERSITY»
Pyatigorsk Institute (branch) NCFU

**Methodical recommendations for students on the organization and conduct
of independent work on the discipline**

**Корпоративная культура в туризме / Corporate Culture in
Tourism**

Direction of training / specialty: 43.03.02 Tourism / International Tourism

(for full-time education)

(ELECTRONIC DOCUMENT)

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INTRODUCTION

The discipline «Корпоративная культура в туризме / Corporate Culture in Tourism» is mastered by students within 108 hours. Part of this time (40,5 hours) is devoted to classroom forms of work (lectures and practical classes), which are organized directly by the teacher. A part of the hours set by the standard (40,5 hours) is set aside for independent, or extracurricular.

Under the independent work of students is meant the planned educational, research, as well as research work of students, which is carried out in extracurricular time at the initiative of the student or on assignment and with the methodological guidance of the teacher, but without his direct participation.

The goal of independent work is to study topics that were not considered during classroom studies. Tasks of independent work:

- to form and develop skills of independent work and mastery of the research methodology when solving problems and issues developed in educational and scientific activities;

- to form and consolidate the ability to correctly, logically true, reasoned and clearly build oral and written speech in the framework of scientific discourse.

Completing assignments for independent work allows the student to consolidate knowledge and acquire practical skills of professional ethics and etiquette in International Tourism.

In order to achieve high results in mastering the training material for the course «Корпоративная культура в туризме / Corporate Culture in Tourism» bachelors need to consciously approach the tasks for independent work, carefully read the recommended basic and additional literature.

Bachelors need to remember that the purpose of independent studies in the discipline «Корпоративная культура в туризме / Corporate Culture in Tourism» is to generalize and systematize the theoretical knowledge gained in lectures and practical classes.

In preparation for the classes, bachelors should learn to accurately express their thoughts in a report or speech on the issue, actively defend their point of view, reasonably object, refute the erroneous position.

1. GENERAL CHARACTERISTICS OF THE STUDENT'S INDEPENDENT WORK WHEN STUDYING THE DISCIPLINE «КОРПОРАТИВНАЯ КУЛЬТУРА В ТУРИЗМЕ / CORPORATE CULTURE IN TOURISM»

Independent work of students includes the following types of work:

- performance of individual homework;
- writing abstracts, preparation of essays;
- independent study of theoretical material,
- fulfillment of written assignments (exercises) for seminars,
- Preparation of reports, presentation presentations and messages for speaking at seminars.

An independent component is not a separate component in the final assessment of the subject. At the same time, the assessment of independent work is nevertheless directly related to the final results in the discipline. Firstly, the assessment of independent work is included in the assessment of such a form of intermediate control as the assessment of current work in seminars. Secondly, since independent work on the subject is encouraged, the teacher can use (and, as a rule, use) points accumulated in independent work as a bonus component. In controversial situations, the assessment of independent work can resolve the situation in favor of the student.

Formed competences by these types of activities:

Code	The wording:
<u>Universal competencies</u>	
UC-5	the ability to perceive the intercultural diversity of society in socio-historical, ethical and philosophical contexts
<u>Professional competencies</u>	
PC-1	the ability to organize the work of performers, make decisions on the organization of tourist activities
PC-9	the ability to carry out internal and external professional communications

Regardless of the type of independent work, the criteria for positive independent work can be considered:

- a) the ability to conduct analysis;
- b) the ability to highlight the main (including the ability to rank problems);
- c) independence in the search and study of literature, i.e. the ability to summarize material not only from lectures, but also from various sources read and studied;
- d) the ability to use own examples and observations;
- e) interest in the subject;
- f) the ability to show the place of this issue in the general structure of the course, its relationship with other issues of speech culture;
- g) the ability to apply their knowledge to answer questions.

2. SCHEDULE FOR INDEPENDENT WORK

№ п/п	Lecture themes	Implemented competence	Contact work students with teacher, hours (astr.)				Independent work, hours
			Lectures	Practical lessons	Laboratory works	Group consultations	
3 term							
Section 1. Professional ethics as a science							
1.	The concept of ethics as a science.	UC-5 PC-1 PC-9	1,5	1,5	-	-	
2.	Basic ethical teachings.		1,5	1,5	-	-	
3.	Morality as a subject of ethics.		1,5	1,5	-	-	
4.	Content of professional ethics		1,5	1,5	-	-	
5.	Ethics of entrepreneurship.		1,5	1,5	-	-	
6.	Ethical basis of professional activity.		-	1,5	-	-	
Section 2. Professional ethics and etiquette in the sphere of tourism							
7.	Professional ethics and etiquette in the sphere of tourism.	UC-5 PC-1 PC-9	1,5	1,5	-	-	
8.	Ethics specialist in the sphere of tourism.		-	1,5	-	-	
9.	Specificity of the organization of oral forms of business communication.		1,5	3	-	-	
10.	The problem of ethical relations in the team.		1,5	3	-	-	
11.	Managerial ethics.		-	1,5	-	-	
12.	Ethics of partnership relations in the sphere of tourism		1,5	3	-	-	
13.	Etiquette as a social phenomenon		-	1,5	-	-	
14.	Features of business etiquette.		-	1,5	-	-	
15.	Ethics and etiquette of a business person.		-	1,5			

Total for 3 term		13,5	27	-	-	40,5
	Total	13,5	27	-	-	40,5

Technological map of the student's independent work

Code realizable competen ces	Variety of students activities	The final product of independent work	Meansand technologies of assessments	Volume of hours(astr.), including		
				IWS	Contact information work with teacher	Total
3 term						
UC-5 PC-1 PC-9	Study of literature on themes № 1-15	Abstract of materials	Interviewing	31,59	3,51	35,1
	Preparation for practical classes on themes № 1-15	Abstract of materials	Interviewing	4,86	0,54	5,4
	Total for 3 term			36,45	4,05	40,5
	Total			36,45	4,05	40,5

3. CONTROL POINTS AND TYPES OF REPORTING ON THEM

Description of the rating scale

Within the framework of the rating system, students' progress in each discipline is assessed in the course of ongoing monitoring and intermediate certification.

Current control

№	Type of activity of students	Terms of implementation	Amount of points
3 term			
1.	Interview on themes 1-5	5 week	15
2.	Interview on themes 6-9	10 week	20
3.	Interview on themes 10-15	15 week	20
Total for 3 term			55
Total			55

The maximum possible score for the entire current control is set equal to 55. The current control measure is considered «pass» if a student got not less than 60% of the established maximum score. Rating score applied to the student for the current control measure, passed by a student on control activities schedule, is defined as follows:

Level of control task completion	Rating score
Excellent	100
Good	80
Satisfactory	60
Unsatisfactory	0

Interim assessment

The interim assessment in the form of exam provides compulsory examination procedure, and evaluated 40 scores out of 100. If the student's rating score for discipline at the end of the semester is 60, then the program automatically adds 32 bonus points and puts the mark "excellent". The affirmative exam answer of the student is assessed by the rating scores range from 20 to 40 ($20 \leq \text{Exam} \leq 40$), less than 20 scores is «unsatisfactory».

Rating Exam Rating Scale 5-point system

Rating score for the discipline	Five-point rating
35 – 40	Excellent
28 – 34	Good
20 – 27	Satisfactory

The final grade for the discipline studied in one semester is determined by the sum of the points scored for work during the semester, and the points obtained when passing the exam:

Discipline Rating Scale 5-point rating

Rating score for the discipline	Five-point rating
88 – 100	Excellent
72 – 87	Good
53 – 71	Satisfactory
<53	Unsatisfactory

4. METHODOICAL RECOMMENDATIONS FOR THE STUDY OF THEORETICAL MATERIAL

When working with literary sources, it is important to be able to read, understand and remember what is read. To understand a complex text, it is important not only to be attentive while reading, to have knowledge and to be able to apply it, but also to possess certain mental devices. One of them is extremely important to perceive not separate words, but sentences and even whole groups of sentences, i.e. paragraphs.

When working with literature, extracts are used (an obligatory condition for extracts is an exact indication of the source and place from where it was written). It is advisable to make statements on cards, which facilitates their storage and use. When filling out the cards, it should be borne in mind that you cannot enter two separate questions on one card, because this will complicate their classification and storage. The card must contain a designation of its content, a number or a code indicating its place in the card, the date of filling, bibliographic data. Entries on the card should be placed on one side, they should be clear and sufficiently complete. When writing out citations, it is extremely important to maintain absolute accuracy when transmitting the author's thoughts, to put them in quotation marks. Gaps in the quote are allowed (marked with an ellipsis), but they should not change the meaning of the statement. The quote must be provided with an indication of the source.

In the process of working on the material being studied, a plan is drawn up in order to more clearly identify the structure of the text, write down the system in which the author presents the material, prepare for the presentation, as well as write any work, record his thoughts with a new systematization of the material. The plan may contain separate figures and other factual information, which, although not the plan itself, will help in its future use (for example, during a speech).

In the study of theoretical material compilation is required.

Synopsis is a short written record of the contents of an article, book, lecture, intended for the subsequent restoration of information with varying degrees of completeness.

An abstract is a systematic, logically cohesive record that combines a plan, statements, abstracts, or at least two of these types of records. Based on the definition, extracts with individual points of the plan, if in general they do not reflect the logic of the work, if there is no semantic connection between the individual parts of the record, this is not a summary. The compendium includes not only the main points, but also the arguments substantiating them, specific facts and examples, but without their detailed description.

Inspection can be carried out in three ways:

- quoting (full or partial) of the main provisions of the text;
- transmission of the main thoughts of the text "in your own words";
- a mixed version.

All options involve the use of abbreviations.

When writing an abstract, the following sequence is recommended:

1. To analyze the content of each text fragment, highlighting the relatively independent in meaning;
2. Select from each part the basic information, removing the redundant;
3. Record all information important for subsequent recovery in your own words or quoting, using abbreviations.

There are four types of abstracts:

- textual
- planned
- free
- thematic.

Textual consists of separate copyright quotes. All you need is the ability to highlight phrases that carry the main semantic load. This is an excellent source of verbatim statements by the author and the facts he cites. The textual summary is used for a long time.

Planned - this is a compendium of individual fragments of the material corresponding to the names of the items of the previously developed plan. He teaches to consistently and clearly express his thoughts, to work on a book, summarizing its contents in the wording of the plan. Such an abstract is brief, simple and clear in form. This makes it an indispensable tool in the quick preparation of a report, speech.

A free summary is an individual presentation of the text, i.e. reflects author's thoughts through your own vision. A detailed study of the text is required.

A free summary is a combination of extracts, quotes, sometimes abstracts, part of its text can be provided with a plan. This is the most complete form of abstract.

Thematic summary - a statement of information on one topic from several sources.

The compilation of a thematic abstract teaches us to work on a topic, comprehensively pondering it, analyzing various points of view on the same issue. Thus, this synopsis facilitates the work on the subject, provided that several sources are used.

Abstract design

1. The name of the outlined work (or part thereof) and its output, i.e. bibliographic description of the document.

2. The outline of the text.

3. A statement of the most significant provisions of the material under study (theses) sequentially and briefly in your own words or in the form of quotations, including specific facts and examples.

4. In compiling a compendium, you can write individual words and whole sentences in abbreviations, write out only keywords, use symbols.

5. So that the form of the abstract reflects its content as clearly as possible, arrange paragraphs "steps" like points and sub-points of the plan, use various ways of underlining, use pencils and pens of different colors.

6. Use the abstract method of presentation (for example: "The author considers ...", "reveals ...").

7. Put your own comments in the margin.

The final product of an independent study of literature on specific topics is a synopsis, a means of assessing this type of activity - interviewing, testing.

5. METHODOICAL RECOMMENDATIONS (BY TYPE OF WORK PROVIDED FOR BY THE WORK PROGRAM OF THE DISCIPLINE)

Self-study of the theoretical course

Independent study of theoretical material is provided throughout the course. Such work accompanies lectures, seminars, intermediate and final control, and at the same time is a separate type of independent student work.

Sources for independent study of the theoretical course are:

- textbooks on the subject;
- lecture courses on the subject;
- study guides on specific topics (for example, on the rules of first aid);
- scientific articles in periodicals and recommended collections;
- scientific monographs.

The ability of students to quickly and correctly choose the literature necessary for the implementation of educational tasks and scientific work is the key to successful learning. Independent selection of literature is carried out in preparation for practical classes, preparation for the exam.

There are several ways to list the required literature.

Firstly, in the curriculum of the discipline, in the guidelines for seminars, a list of basic and additional literature is provided, which is recommended to be studied on the relevant topic or section of the academic discipline. When preparing scientific papers, it is advisable to study the general list of literature and make a selection suitable for the topic of literature.

Secondly, in most textbooks, monographs and articles references are made, footnotes to other literary sources, a list of literature on the problem disclosed in the book is given. It is advisable to study the scientific literature cited by researchers in their scientific publications, since the study of just such literature forms an idea of the state and development of a particular issue.

Thirdly, various bibliographic indexes and manuals will essentially help the search for the necessary literature. In the bibliographic department of the library, you can use such pointers or resort to the help of specialist bibliographers.

Do-it-yourself assignments

Tasks for independent work are mainly contained in the educational-methodical complex of the discipline (guidelines for practical classes and guidelines for organizing independent work of students). In addition, tasks and exercises can be offered by the teacher of the department, leading practical classes. At lectures, teachers also give assignments for independent work.

As part of their independent work, students themselves can offer their own topics and forms for completing assignments, coordinating them with the teacher.

The assignment is carried out by the teacher leading the seminar, in the time set by him.

Types of independent work: independent study of literature, preparation for practical exercises.

Preparation for taking notes should begin with the repetition of the lecture material on the relevant topic, and then proceed to study the textbook material, guided by the questions for the interview.

Inspection of the material contributes to the consolidation and deepening of understanding of the material studied, as well as the acquisition of skills for independent study of literature.

The final product of independent work: compendium.

Assessment tools and technologies: interview.

Theme № 1. The concept of ethics as a science.

Purpose: to study the concept of ethics.

The form of control of the student's independent work: checking the abstract,

interview.

Student assignments, write a summary on the subject:

Task 1. Categories of ethics.

Task 2. The main directions of ethics.

Theme № 2. Basic Ethical Teachings.

Purpose: to acquaint with the main stages of development of ethics.

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. Basic ethical religious teachings.

Task 2. Basic ethical philosophical teachings.

Theme № 3. Morality as a subject of ethics.

Purpose: to study Morality as a subject of ethics.

The form of control of the student's independent work: checking the abstract, interview, participation in round table.

Student assignments, write a summary on the subject:

Task 1. Different approaches to the study of morality.

Task 2. The structure of morality.

Theme № 4. Content of professional ethics.

Purpose: to study the concept of "professional ethics".

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. The content of professional ethics.

Task 2. Social functions of professional ethics.

Theme № 5. Ethics of entrepreneurship.

Purpose: to study business ethics.

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. Formation of the ethics of business as a scientific discipline.

Task 2. Modern concepts of business ethics.

Tema № 6. Ethical basis of professional activity.

Purpose: to study ethical basis of professional activity.

The form of control of the student's independent work: checking the abstract, interview, participation in round table.

Student assignments, write a summary on the subject:

Task 1. Fundamentals of professional activity.

Task 2. The importance of ethics in professional work.

Theme № 7. Professional ethics and etiquette in the sphere of tourism.

Purpose: to study professional ethics and etiquette in the sphere of tourism.

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. Professional competence of the hotel business worker.

Task 2. Stages of professionalism.

Theme № 8. Ethics specialist in the sphere of tourism.

Purpose: learn professional ethics in the hotel industry.

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. Requirements for professional behavior of workers in the contact area.

Task 2. Ethics specialist in the sphere of hotel services.

Theme № 9. Specificity of the organization of oral forms of business communication.

Purpose: to study specificity of the organization of oral forms of business communication.

The form of control of the student's independent work: checking the abstract, interview, participation in round table.

Student assignments, write a summary on the subject:

Task 1. Business communication: types and forms.

Task 2. Specificity of the organization of oral forms of business communication (negotiations and business meetings).

Theme № 10. The problem of ethical relations in the team.

Purpose: to study problem of ethical relations in the team.

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. Moral and psychological climate of the team.

Task 2. Socio-psychological characteristics of the working group.

Theme № 11. Managerial ethics.

Purpose: to study management ethics.

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. Managerial ethics.

Task 2. The concept of corrective behavior of the manager.

Theme № 12. Ethics of partnership relations in the sphere of tourism.

Purpose: to study ethics of partnership relations in the sphere of tourism.hotel services.

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. Prerequisites for conflict in the process of communication.

Task 2. Ethics of partnership relations in the sphere of hotel services.

Theme № 13. Etiquette as a social phenomenon.

Purpose: to acquaint with the main stages of development of ethics.

The form of control of the student's independent work: checking the abstract, interview, participation in round table.

Student assignments, write a summary on the subject:

Task 1. The history of world etiquette.

Task 2. Features of nonverbal communication in different countries.

Theme № 14. Features of business etiquette.

Purpose: to study the features of business etiquette.

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. Concept of presentation.

Task 2. Types of receptions and visits.

Theme № 15. Ethics and etiquette of a business person.

Purpose: to study the ethics and etiquette of a businessperson.

The form of control of the student's independent work: checking the abstract, interview.

Student assignments, write a summary on the subject:

Task 1. Image of a modern businessman.

Task 2. Culture clothing businessman.

6. METHODOICAL RECOMMENDATIONS FOR PREPARING FOR THE EXAM

Questions to exam (3 term)

Questions for checking the level of training

Basic level

- To know:**
1. Differentiation of the concepts "ethics, morality, morality".
 2. The concept and essence of ethics.
 3. Sections of ethics.
 4. Categories of ethics.
 5. Basic directions of ethics.
 6. Basic ethical religious teachings.
 7. Basic ethical philosophical teachings.
 8. Origin and essence of morality.
 9. The structure of morality.
 10. Functions of morals.
 11. Types and features of moral standards.
 12. The concept of "professional ethics".
 13. Content of professional ethics.
 14. Types of professional ethics.
 15. Social functions of professional ethics.
 16. Formation of the ethics of business as a scientific discipline.
 17. Structure of business ethics.
 18. Religion and business.
 19. The concept of competence.
 20. The essence of professionalism.
 21. Socio-psychological characteristics of the working group.
 22. Types of relationships in the executive-subordinate system.
 23. Ethics and etiquette in the "leader-subordinate" system.
 24. Traditional classification of leadership styles: authoritarian, democratic and liberal.
 25. Basic concepts of etiquette.
 26. Types of etiquette.
 27. Requirements of modern etiquette.
 28. Types of business cards and their use.
- To be able, to master:**
29. Fundamentals of professional activity.
 30. Ethics summary.
 31. Supporting the level of competence.
 32. Requirements for professional behavior of workers in the contact area.
 33. The essence of professional ethics of service workers.
 34. Ethics and business phone etiquette.
 35. Business conversation.
 36. Ethical features of a business conversation.
 37. Negotiations.

38. Moral and psychological climate of the team.
39. The concept of corporate culture.
40. Corporate image.
41. Choosing the best management style.
42. Prerequisites for conflict in the process of communication.
43. The strategy of behavior in a conflict situation.
44. Prevention of stress in business communication.
45. Methods to relieve psychological stress in conflict.
46. Features of non-verbal communication in different countries.
47. Gifts in the business world, tips, flowers.
48. Rules of business etiquette.
49. The concept of presentation.
50. Peculiarities of business communication and etiquette among different peoples.
51. Types of receptions and visits.
52. Organization of receptions (cocktail, lunch, fourchette, tea).
53. The basic rules of table etiquette.
54. Features of communication at the table.
55. Image of a modern business man.
56. Appearance of employees.
57. Registration of business cards.

**Advanced
level**

To know:

1. The main stages of the development of ethics.
2. The morale of modern times.
3. Religious ethical teaching of Confucius.
4. Philosophical ethical teaching of Leo Tolstoy.
5. Different approaches in the study of morality.
6. Theories of the origin of morality.
7. Principles of personal ethics.
8. Principles of professional ethics.
9. Principles of World Ethics.
10. Conditions for the formation of civilized ethics.
11. Modern concepts of business ethics.
12. Deontological ethics of business.
13. Professional maturity of the working group.
14. The problem of leadership.
15. Classification of personality psychotypes.
16. The notion of corrective behavior of the manager.
17. The history of world etiquette.
18. The value of a business card in the business world.

**To be able,
to master:**

19. The ethical code of the entrepreneur.
20. Levels of competence.
21. Stages of professionalism.
22. Code of Professional Ethics.

23. Professional behavior of workers in the service sector.
24. Tactical methods of negotiation.
25. Ways to improve the ethical level of the organization.
26. Ways to improve the ethical level of the organization.
27. The role of the leader in the formation of the team.
28. Rules of conduct in conflict situations.
29. Individual strategy and tactics of stress-resistant behavior.
30. International etiquette.
31. Importance of accounting for the ethical and psychological characteristics of business in different countries.
32. Ethics of diplomatic reception.
33. Culture of business clothes.

Assessment "excellent" is given to the student if the theoretical content of the course is mastered completely, without spaces; comprehensively, consistently, clearly and logically harmoniously sets out the material; freely copes with tasks, questions and other types of application of knowledge; uses the additional material in the answer; all the tasks stipulated by the program are completed; the quality of their implementation is estimated by the number of points close to the maximum; analyzes the results; shows independence in completing assignments.

Assessment «well» it is presented to the student if the theoretical content of the course has been fully mastered, the necessary practical competencies are basically formed, all the training tasks provided for in the training program are completed, and the quality of their implementation is quite high. The student knows the material firmly, correctly and essentially sets out it, avoiding significant inaccuracies in the answer to the question.

Assessment "satisfactory" is exposed to the student if the theoretical content of the course is partially mastered, but the gaps are not significant, most of the tasks provided by the program are completed, but there are errors, the student admits inaccuracies in answering the question, insufficiently correct wording, there are violations of the logical sequence in the presentation of program material .

Assessment "unsatisfactory" is exposed to the student if he does not know a significant part of the program material, makes significant mistakes, hesitates, performs practical work with great difficulty, the necessary practical competencies are not formed, most of the training tasks provided for in the training program are not completed, the quality of their implementation is estimated by the number of points close to the minimum.

The examination procedure is carried out in accordance with the Regulation on the ongoing monitoring of academic performance and intermediate certification of students in higher education educational programs - undergraduate programs, specialty programs, master's programs - in NCFU.

The exam procedure allows you to check the formation of competencies UC-5 - the ability to perceive the intercultural diversity of society in socio-historical, ethical and philosophical contexts, PC-1 - the ability to organize the work of performers, make decisions on the organization of tourist activities, PC-9 the ability to carry out internal and external professional communications.

The exam ticket includes 3 questions. Basic level questions make it possible to identify students' knowledge of the basic terms and concepts of the discipline, the essence of advertising in the hotel business. Higher-level questions allow to identify students' possession of skills in developing advertising campaigns, the ability to analyze advertising activities based on the requirements for advertising in the field of tourism. The student must be ready to fully and reasonably answer the questions of the examination card. The student is given 30 minutes to

prepare to answer the exam ticket.

7. LIST OF RECOMMENDED LITERATURE

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2018. - 384 p.
2. Doroshenko V.Yu., Zotova LI, Lavrinenko V.N. and others. Psychology and ethics of business communication textbook [text]/ V.Yu. Doroshenko, L.I. Zotova, V.N. Lavrinenko and others. Ed. V.N. Lavrienko, Vseros. začach. fin.-econ. in-t. - 5 th ed., Pererab. and additional. - M.: UNITY-DANA, 2017. - 214 p.
3. Kikot V.Ya. Professional ethics and official etiquette: textbook [text] / V.Ya. Kikot .- M.: Unity-Dana, 2017.-559 p.

List of additional literature:

1. Smirnov, GN Ethics of business relations: textbook [text] / G.N. Smirnov; Diplom. acad. Russian Foreign Ministry. - Moscow: Prospekt, 2016. - 240 p.
2. Stolyarenko, LD Psychology of communication: textbook for colleges [text] / L.D. Stolyarenko, S.I. Samygin. - 2 nd ed., Sr. - Rostov n / a: Phoenix, 2017.- 309 p.
3. Matolygina NV, Ruglova LV Professional Ethics and Etiquette in the Service Sector: A Training Manual - SPb.: IC "Intermedia", 2016.- 160 p.

List of educational and methodological support for independent work of students in discipline:

1. Methodical recommendations for the implementation of practical work in the discipline «Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in international tourism» in the direction of training 43.03.02 Tourism
2. Methodical recommendations for students on the organization and conduct of independent work in the discipline «Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in international tourism» for students in the direction of training 43.03.02 Tourism.

The list of resources of the information and telecommunication network «Internet», necessary for mastering the discipline:

1. <https://e.lanbook.com/> - Electronic library system Lan;
2. <http://biblioclub.ru/> - Electronic library system «University library on-line»;
3. <http://www.iprbookshop.ru/> - Electronic library system IPRbooks