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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"
Institute of Service, Tourism and Design (branch) NCFU in Pyatigorsk

GUIDELINES
ON ORGANIZING INDEPENDENT WORK OF STUDENTS
by discipline
ПРОФЕССИОНАЛЬНАЯ ЭТИКА И ЭТИКЕТ В МЕЖДУНАРОДНОМ
ТУРИЗМЕ/ PROFESSIONAL ETHICS AND ETIQUETTE IN
INTERNATIONAL TOURISM

Direction of training	43.03.02 Tourism
Directivity (profile)	International tourism
Qualification	bachelor
Mode of study	full-time
Curriculum	2019
Studied	In 5 term

Pyatigorsk, _____

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INTRODUCTION

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 professional communication;
- increase the level of preparedness of students for independent work in accordance with the chosen specialty in the current state of science and culture.

Completing assignments for independent work allows the student to consolidate knowledge and acquire practical skills in the field of professional communication.

The discipline «Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in international tourism» is mastered by students within 135 hours. Part of this time is allotted to classroom forms of work (lectures and practical classes), which are organized directly by the teacher, another part - independent work - is an equally important component and consists of 40,5 hours. 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 find the necessary material, use it in work, analyze, generalize, draw conclusions.

Accomplishment of tasks on independent work allows the student to consolidate knowledge and acquire practical skills in the field of hotel business.

To achieve high results in the assimilation of educational material in the discipline, students need to consciously approach the tasks for independent work, carefully familiarize themselves with the recommended basic and additional literature, and also analyze the activities of sanatorium-resort institutions.

In preparation for the lessons, you should learn to accurately express your thoughts in a report or speech on the issue, actively defend your point of view, reasonably object, refute the erroneous position, refer to the sources used. Independent work on the discipline «Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in international tourism» includes two types of activities.

The first type is questions submitted for independent study. These questions are studied by students on their own, using the recommended literature on the discipline. Questions are included in the list of issues discussed at seminars, along with those studied in lectures. The results of the study of questions are recorded by students at random (compendium, photocopy, electronic media). Testing of knowledge on issues submitted for independent study is carried out at seminars in the form of a survey. A number of questions can be checked using tests or tests.

The second type is preparation in a round table. A round table is participation in the discussion of a problematic topic. Students need to do some preparatory work for the performance. Checking the results of independent work is during the roundtable discussion.

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) the points accumulated in independent work as an incentive component in the exam. In controversial situations, the assessment of independent work can resolve the situation in favor of the student.

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.

The forms of control can be: interview, participation in a round table.

STUDENT WORK SCHEDULE

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
5 term						
UK-5 PC-1 PC-9	Self-study of the literature on the themes 1-15 independent work	Abstract	Interviewing	13,5	1,5	15
	Preparation for round tables on themes 3,6,9,13	Speech text	Participation in round table	13,5	1,5	15
	Reparation for Report	Text of the report	Report	9,45	1,05	10,5
	Total			36,45	4,05	40,5

GUIDELINES FOR THE STUDY OF LITERATURE

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 quotes, it is extremely important to maintain absolute accuracy in the transmission of 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, recording system in which the author presents the material, prepare for the presentation, as well as to write any work, record your thoughts with a new systematization of the material. The plan may contain individual figures and other factual information, which, although not the plan itself, will help in its future use (for example, when speaking). 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 option.

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.

GUIDELINES FOR PREPARING FOR PRACTICAL EXERCISES

SECTION 1. PROFESSIONAL ETHICS AS A SCIENCE

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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

3. Kikot V.Ya. Professional ethics and official etiquette: textbook [text] / V.Ya. Kikot .- M .: Unity-Dana, 2015.-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", 2015.- 160 p.

Internet resources:

1. <http://biblioclub.ru> EBS - "University library online";
2. www.elibrary.ru - Scientific electronic library e-library;
3. www.library.stavsu.ru - Electronic library and electronic catalog of the scientific library of SKFU;
4. www.window.edu.ru - Information system "Single window of access to educational resources".

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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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4. www.window.edu.ru - Information system "Single window of access to educational resources".

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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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1. Smirnov, GN Ethics of business relations: textbook [text] / G.N. Smirnov; Diplomat. 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.

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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.

Recommended Reading.**List of main literature:**

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.
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SECTION 2. PROFESSIONAL ETHICS AND ETIQUETTE IN THE SPHERE OF HOTEL SERVICES

Theme № 7. Competence and professionalism.

Purpose: to study professional competence.

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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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Theme № 8. Ethics specialist in the sphere of hotel services.

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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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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).

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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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.

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3. www.library.stavsu.ru - Electronic library and electronic catalog of the scientific library of SKFU;

4. www.window.edu.ru - Information system "Single window of access to educational resources".

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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

3. Kikot V.Ya. Professional ethics and official etiquette: textbook [text] / V.Ya. Kikot .- M .: Unity-Dana, 2015.-559 p.

List of additional literature:

1. Smirnov, GN Ethics of business relations: textbook [text] / G.N. Smirnov; Diplomat. 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", 2015.- 160 p.

Internet resources:

1. <http://biblioclub.ru> EBS - "University library online";
2. www.elibrary.ru - Scientific electronic library e-library;
3. www.library.stavsu.ru - Electronic library and electronic catalog of the scientific library of SKFU;
4. www.window.edu.ru - Information system "Single window of access to educational resources".

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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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1. Smirnov, GN Ethics of business relations: textbook [text] / G.N. Smirnov; Diplomat. 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.

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Theme № 12. Ethics of partnership relations in the sphere of hotel services.

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

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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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.

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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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.
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1. Smirnov, GN Ethics of business relations: textbook [text] / G.N. Smirnov; Diplomat. acad. Russian Foreign Ministry. - Moscow: Prospekt, 2016. - 240 p.
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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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.

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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.

Recommended Reading.

List of main literature:

1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.
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4. RECOMMENDED READING

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1. Kuznetsov, I. Business etiquette: Textbook. allowance [text] / I.N. Kuznetsov. - Moscow: INFRA-M, 2014. - 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, 2015. - 214 p.
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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.
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