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

APPROVED BY:

Director of the Pyatigorsk Institute
(branch) NCFU

_____ T.A. Shebzukhova
«__» _____ 20__ г.

WORKING PROGRAM OF THE DISCIPLINE (MODULE)
Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in International Tourism

(ELECTRONIC DOCUMENT)

Direction of training / specialty: 43.03.02 Tourism / International tourism
Graduate qualification: bachelor
Mode of study: full-time
Curriculum: **2021**
Studied in 3 term

Pyatigorsk, 2021

1. The purpose and objectives of the discipline

The program of the discipline "Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in international tourism" is intended for undergraduate courses 43.03.02 «Tourism».

The purpose of discipline is training of students in professional ethics and etiquette, administrative ethics, teamwork.

The tasks of the discipline "Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in international tourism" are:

- to transfer the deep and systematized knowledge of professional ethics and etiquette,
- to acquaint students with ethics and business etiquette in the hospitality imdustry.

2. The place of discipline in the structure of the educational program

Discipline belongs to the part formed by participants in educational relations. Its development takes place in the 3rd semester.

3. Relationship with previous disciplines

The content of the discipline «Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in international tourism» is based on such discipline as: «Practice of professional communication in Russian».

4. Relationship with subsequent disciplines

The discipline «Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in international tourism» is a basic platform for further study of discipline: «Корпоративная культура в туризме / Corporate culture in tourism», « Personnel management in tourism», «Organization of the activities of a tourist enterprise».

5. List of planned learning outcomes for the discipline (module), correlated with the planned results of mastering the educational program

5.1. Name of competences

Code	The wording:
Universal competencies	
UC-5	the ability to perceive the intercultural diversity of society in socio-historical, ethical and philosophical contexts
Professional competencies	
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

5.2. Knowledge, skills, and (or) experience of activities that characterize the stages of forming competences

Planned learning outcomes for discipline (module), characterizing stages of forming competencies	Formed competences	Code and name of the indicator of achievement of universal competence
To know: - the basic concepts of professional ethics and etiquette; - foundations of managerial ethics; - rules of conduct in business.	**UC-5 -** the ability to perceive the intercultural diversity of society in socio-historical, ethical and philosophical contexts	**UC-5.1.** Defines the tasks of intercultural interaction within society and a small group
To be able: - work in a team;		**UC-5.2.** Identifies his own personality by

- apply a variety of tactical and psychological techniques to influence business partners, without going beyond ethical standards; - work in a team, lead people and obey.		belonging to various social groups **UC-5.3.** Establishes contact in the process of intercultural interaction
To master: - ethics and business ethics in the business sphere; - skills of conflict-free professional activity in interaction with colleagues and clients; -high motivation for professional activities in the tourism industry.		
To know: - the specifics of professional ethics and etiquette; - features of managerial ethics; - rules of conduct in business and business etiquette.	**PC-1** the ability to organize the work of performers, make decisions on the organization of tourist activities	**PC-1.1.** Carries out the selection of personnel of the tourist enterprise in accordance with the professional tasks of the activity. **PC-1.2.** Manages the labor collective, economic and financial-economic processes of the tourist organization.
To be able: - use creative potential; - organize the work of performers; - Apply the rules of business etiquette.		
To master: - skills of effective interaction with colleagues, business partners and clients; - rules of business etiquette; - management styles.		
To know: - essence of international ethics; - basic ethical religious teachings; - modern ethical theories.	**PC-9** the ability to carry out internal and external professional communications	**PC-9.1.** Organizes negotiations with tourists, negotiating the terms of an agreement for the sale of a tourist product, the provision of tourist services. **PC-9.2.** Provides informational advice and support for the clients of the tourist company. **PC-9.3.** Provides interaction with travel agencies, tour operators, tour bureaus, hotels and ticket offices, and other third-party organizations.
To be able: - apply basic etiquette; - to overcome problems in relationships with partners in international tourism; - apply ethics of professional interpersonal relationships in the professional field.		
To master: - etiquette of various countries; - ethics of various faiths; - skills of respectful interaction with foreign representatives.		

6. The scope of the academic discipline / module

Astron.
hours

Course content: Total	<u>108 h.</u>	<u>4</u> c.u.
In class study	<u>40,5 h.</u>	
Including:		
Lectures	<u>13,5 h.</u>	
Laboratory works	<u>0 h.</u>	
Practical training	<u>27 h.</u>	
Independent work	<u>40,5 h.</u>	
Control	<u>27 h.</u>	
Exam <u>3</u> term		

7. Content of the discipline, structured according to topics (sections) with indication of the number of academic hours and types of lessons assigned to them

7.1 Thematic plan of the discipline

№ п/п	Lecture themes	Implemented competence	Contact work students with teacher, hours (astr.)				Independent work, hours
			Lectures	Practical lessons	Laboratoryworks	Groupc onsultations	
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	-	-	18
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**	1,5	1,5	-	-	22,5

№	Name						
8.	Ethics specialist in the sphere of tourism.	**PC-9**	-	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**

7.2 The name and content of the lectures

№	The name of the subjects of the discipline, their summary	Volume of hours (astron.)	The interactive form
	3 term		
	Section 1. Professional ethics as a science		
1.	**Theme 1. The concept of ethics as a science.** Differentiation of the concepts "ethics, morality, morality." The concept and essence of ethics. Categories of ethics. The main stages of the development of ethics. The main directions of ethics.	1,5	-
2.	**Theme 2. Basic Ethical Teachings.** Basic ethical religious teachings. Basic ethical philosophical teachings.	1,5	-
3.	**Theme 3. Morality as a subject of ethics.** The origin and essence of morality. Different approaches to the study of morality. The structure of morality. Functions of morals.	1,5	-
4.	**Theme 4. Content of professional ethics.** The concept of "professional ethics". The content of professional ethics. Principles of personal, professional and global ethics. Social functions of professional ethics.	1,5	-
5.	**Theme 5. Ethics of entrepreneurship.** Formation of the ethics of business as a scientific discipline. Structure of business ethics. Conditions for the formation of civilized ethics. Modern concepts of business ethics. Ethical code of the entrepreneur.	1,5	-
	Section 2. Professional ethics and etiquette in the sphere of tourism		
7.	**Theme 7. Professional ethics and etiquette in the sphere of tourism.** Levels of competence. Professional competence of the hotel business worker. Structure of professionalism. Stages of professionalism.	1,5	-

9.	**Theme 9. Specificity of the organization of oral forms of business communication.** Business communication: types and forms. Specificity of the organization of oral forms of business communication (business conversation, business telephone conversation). Specificity of the organization of oral forms of business communication (negotiations and business meetings). Business negotiations as the main form of business communication.	1,5	-
10.	**Theme 10. The problem of ethical relations in the team.** Socio-psychological characteristics of the working group. Professional maturity of the working group. Types of relationships in the system leader - subordinate Moral and psychological climate of the team. Classification of personality psychotypes. Ways to improve the ethical level of the organization. The concept of corporate culture. Anti-stress leadership and submission.	1,5	-
12.	**Theme 12. Ethics of partnership relations in the sphere of tourism.** Prerequisites for conflict in the process of communication. The strategy of behavior in a conflict situation. Rules of conduct in conflict. Ethics of partnership relations in the sphere of hotel services. Prevention of stress in business communication. Methods of relieving psychological stress in conflict. Rules of conduct in conflict.	1,5	-
	Total for 3 term	**13,5**	**-**
	Total	**13,5**	**-**

7.3 Name of laboratory works
This type of work is not provided.

7.4 Name of the Practical Classes

№ theme	The name of the subjects of the discipline, their summary	Volume of hours (astron.)	The interactive form
	3 term		
	Section 1. Professional ethics as a science		
1.	**Practical Class № 1.** The concept of ethics as a science.	1,5	-
2.	**Practical Class № 2.** Basic Ethical Teachings.	1,5	-
3.	**Practical Class № 3.** Morality as a subject of ethics**.**	1,5	-
4.	**Practical Class № 4.** Content of professional ethics.	1,5	-
5.	**Practical Class № 5.** Ethics of entrepreneurship.	1,5	-
6.	**Practical Class № 6.** Ethical basis of professional activity.	1,5	-
	Section 2. Professional ethics and etiquette in the sphere of tourism		
7.	**Practical Class № 7.** Professional ethics and etiquette in the sphere of tourism.	1,5	-
8.	**Practical Class № 8**. Ethics specialist in the sphere of	1,5	-

	tourism.		
9.	**Practical Class № 9.** Specificity of the organization of oral forms of business communication.	1,5	-
9.	**Practical Class № 10.** Specificity of the organization of oral forms of business communication.	1.5	-
10.	**Practical Class № 11.** The problem of ethical relations in the team.	1,5	-
10.	**Practical Class № 12.** The problem of ethical relations in the team.	1,5	-
11.	**Practical Class № 13.** Managerial ethics.	1,5	-
12.	**Practical Class № 14**. Ethics of partnership relations in the sphere of tourism.	1,5	-
12.	**Practical Class № 15.** Ethics of partnership relations in the sphere of tourism.	1,5	-
13.	**Practical Class № 16.** Etiquette as a social phenomenon**.	1,5	-
14.	**Practical Class № 17.** Features of business etiquette.	1,5	-
15.	**Practical Class № 18.** Ethics and etiquette of a businessperson.	1,5	-
	Total for 3 term	**27**	**-**
	Total	**27**	**-**

7.5 Technological map of the student's independent work

Code realizable competences	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**

8. Foundation of evaluation tools for intermediate qualification of trainees in discipline
8.1 List of competencies with the indication of the stages of their formation in the process of mastering the EP HE. The passport of the appraisal fund

Code of realizable competences	Stage forming competence (№theme)	Meansand Technologies of assessments	A type control (current/ Intermediate accurate)	Type Controls (oral/ written)	Name evaluation facilities

7

UC-5 PC-1 PC-9	1 – 15	Interviewing	current	oral	Questions for the interview
	1 – 15	Exam	intermediate	oral	Questions to exam

8.2 Description of indicators and criteria for assessing competencies at various stages of their formation, a description of scales of assessment

Levels of competence formation	Indicators	Descriptors			
		2 points	3 points	4 points	5 points
UC-5 the ability to perceive the intercultural diversity of society in socio-historical, ethical and philosophical contexts **UC-5.1.** Defines the tasks of intercultural interaction within society and a small group **UC-5.2**. Identifies his own personality by belonging to various social groups **UC-5.3.** Establishes contact in the process of intercultural interaction					
Basic	**To know:** - the basic concepts of professional ethics and etiquette; - foundations of managerial ethics; - rules of conduct in business.	**Weakly knows:** - the basic concepts of professional ethics and etiquette; - foundations of managerial ethics..	**Satisfactory knows:** - the basic concepts of professional ethics and etiquette; - foundations of managerial ethics.	**Knows well:** - the basic concepts of professional ethics and etiquette; - foundations of managerial ethics; - rules of conduct in business.	
	To be able: - work in a team; - apply a variety of tactical and psychological techniques to influence business partners, without going beyond ethical standards; - work in a team, lead people and obey.	**To be able weakly**: - work in a team; - apply a variety of tactical and psychological techniques to influence business partners, without going beyond ethical standards.	**To be able satisfactory:** - work in a team; - apply a variety of tactical and psychological techniques to influence business partners, without going beyond ethical standards.	**To be able well:** - work in a team; - - apply a variety of tactical and psychological techniques to influence business partners, without going beyond ethical standards; - work in a team, lead people and obey.	
	To master: - ethics and business ethics in the business sphere; - skills of conflict-free professional activity in interaction with colleagues and clients; -high motivation for professional	**Weak master:** - ethics and business ethics in the business sphere; - skills of conflict-free professional activity in interaction with colleagues and clients.	**Satisfactory to master:** - ethics and business ethics in the business sphere; - skills of conflict-free professional activity in interaction with colleagues and clients.	**To master well:** - ethics and business ethics in the business sphere; - skills of conflict-free professional activity in interaction with colleagues and	

	activities in the tourism industry.			clients; -high motivation for professional activities in the tourism industry.	
Advanced	**To know:** - the basic concepts of professional ethics and etiquette; - Foundations of managerial ethics; - rules of conduct in business.				**Fully knows:** - the basic concepts of professional ethics and etiquette; - Foundations of managerial ethics; - rules of conduc in business.
	To be able to: - work in a team; - apply a variety of tactical and psychological techniques to influence business partners, without going beyond ethical standards; - work in a team, lead people and obey.				**Fully able:** - work in a team; - apply a variety of tactical and psychological techniques to influence business partners, without going beyond ethical standards; - work in a team, lead people and obey.
	To master: - ethics and business ethics in the business sphere; - skills of conflict-free professional activity in interaction with colleagues and clients; -high motivation for professional activities in the tourism industry.				**Fully master:** - ethics and business ethics in the business sphere; - skills of conflict-free professional activity in interaction with colleagues and clients; - high motivation for professional activities in the tourism industry.

PC-1 the ability to organize the work of performers, make decisions on the organization of tourist activities

PC-1.1. Carries out the selection of personnel of the tourist enterprise in accordance with the professional tasks of the activity.

PC-1.2. Manages the labor collective, economic and financial-economic processes of the tourist organization

	To know:	Weakly knows:	Satisfactory knows:	Knows well:	
Basic	**To know:** - the specifics of professional ethics and etiquette; - features of managerial ethics; - rules of conduct in business and business etiquette.	**Weakly knows:** - the specifics of professional ethics and etiquette; - features of managerial ethics.	**Satisfactory knows:** - the specifics of professional ethics and etiquette; - features of managerial ethics.	**Knows well:** - the specifics of professional ethics and etiquette; - features of managerial ethics. - rules of conduct in business and business etiquette.	
	To be able: - use creative potential; - organize the work of performers; - apply the rules of business etiquette.	**To be able weakly:** - use creative potential; - organize the work of performers.	**To be able satisfactory:** - use creative potential; - organize the work of performers.	**To be able well:** - use creative potential; - organize the work of performers. - apply the rules of business etiquette.	
	To master: - skills of effective interaction with colleagues, business partners and clients; - rules of business etiquette; - management styles.	**To master weak:** - skills of effective interaction with colleagues, business partners and clients; - rules of business etiquette.	**Satisfactory weak:** - skills of effective interaction with colleagues, business partners and clients; - rules of business etiquette.	**To master well:** - skills of effective interaction with colleagues, business partners and clients; - rules of business etiquette. - management styles.	
Advanced	**To know:** - the specifics of professional ethics and etiquette; - features of managerial ethics; - rules of conduct in business and business etiquette.				**Fully knows:** - the specifics of professional ethics and etiquette; - features of managerial ethics; - rules of conduct in business and business etiquette.
	To be able to: - use creative potential; - organize the work of performers; - Apply the rules of business etiquette.				**Fully able:** - use creative potential; - organize the work of performers; - Apply the rules of business etiquette.
	To master:				**Fully master:**

	- skills of effective interaction with colleagues, business partners and clients; - rules of business etiquette; - management styles.				- skills of effective interaction with colleagues, business partners and clients; - rules of business etiquette; - management styles.

PC-9 the ability to carry out internal and external professional communications

PC-9.1. Organizes negotiations with tourists, negotiating the terms of an agreement for the sale of a tourist product, the provision of tourist services.

PC-9.2. Provides informational advice and support for the clients of the tourist company.

PC-9.3. Provides interaction with travel agencies, tour operators, tour bureaus, hotels and ticket offices, and other third-party organizations

	To know:	**Weakly knows:**	**Satisfactory knows:**	**Knows well:**	
Basic	- essence of international ethics; - basic ethical religious teachings; - modern ethical theories.	- essence of international ethics; - basic ethical religious teachings.	- essence of international ethics; - basic ethical religious teachings.	- essence of international ethics; - basic ethical religious teachings. - modern ethical theories	
	To be able: - apply basic etiquette; - to overcome problems in relationships with partners in international tourism; - apply ethics of professional interpersonal relationships in the professional field.	**To be able weakly:** - apply basic etiquette; - to overcome problems in relationships with partners in international tourism.	**To be able satisfactory:** - apply basic etiquette; - to overcome problems in relationships with partners in international tourism.	**To be able well:** - apply basic etiquette; - to overcome problems in relationships with partners in international tourism. - apply ethics of professional interpersonal relationships in the professional field.	
	To master: - etiquette of various countries; - ethics of various faiths; - skills of respectful interaction with foreign representatives.	**To master weak:** - etiquette of various countries; - ethics of various faiths.	**Satisfactory weak:** - etiquette of various countries; - ethics of various faiths.	**To master well:** - etiquette of various countries; - ethics of various faiths. - skills of respectful interaction with foreign representatives.	
Advanced	**To know:** - essence of international				**Fully knows:** - essence of international

	ethics; - basic ethical religious teachings; - modern ethical theories.				ethics; - basic ethical religious teachings; - modern ethical theories.
	To be able: - apply basic etiquette; - to overcome problems in relationships with partners in international tourism; - apply ethics of professional interpersonal relationships in the professional field.				**Fully able:** - apply basic etiquette; - to overcome problems in relationships with partners in international tourism; - apply ethics of professional interpersonal relationships in the professional field.
	To master: - etiquette of various countries; - ethics of various faiths; - skills of respectful interaction with foreign representatives.				**Fully master:** - etiquette of various countries; - ethics of various faiths; - skills of respectful interaction with foreign representatives.

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 ($20 \leq$ Exam ≤ 40), less than 20 scores is «unsatisfactory».

Rating Exam Rating Scale 5-point system

Rating score for the discipline	Five-pointrating
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:

DisciplineRatingScale 5-point rating

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

8.3 Typical control tasks or other materials necessary for assessing the knowledge, skills, and (or) experience of activities that characterize the stages of forming competencies
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.

8.4 Methodological materials defining procedures for assessing knowledge, skills, and (or) experience of activities that characterize the stages of forming competences

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

The exam ticket includes: 3 questions.

For preparation for the ticket is given: 30 minutes.

Current monitoring of students is carried out by teachers conducting practical classes in

discipline, in the following forms: an interview.

Admission to **practical** classes takes place when there is a summary of the relevant lecture and a summary of independently studied literature on the topic. To the practical lesson, the student must prepare answers to questions, perform tasks on the topic of the lesson.

The student receives the maximum number of points if he actively participates in the work, owns the material, knows how to logically and clearly express thoughts, creatively approaches the solution of the main issues of the topic, shows the independence of thinking.

The reason for the decrease in the evaluation are:
- poor knowledge of the topic and basic terminology;
- inactivity of participation in group work;
- lack of the ability to apply theoretical knowledge to solve practical problems;
- untimely submission of work performed.

Criteria for evaluating the results of independent work are given in the Fund of assessment tools for discipline « Профессиональная этика и этикет в международном туризме/ Professional ethics and etiquette in international tourism ».

9. Methodical instructions for students to learn the discipline

At the first stage it is necessary to study the working program of discipline in which the maintenance of the topics of a practical training, subjects and types of independent work are considered. By each type of independent work certain forms of the reporting are provided

For successful development of discipline, it is necessary to execute the following types of independent work, using the recommended information sources:

№	Types of independent work	The recommended information (sources)			
		Basic	Additional	Methodical	Internet Resources
1.	Study of literature on themes № 1-16	1-3	1-3	1-2	1-3
2.	Preparation for practical classes on themes № 1-16	1-3	1-3	1-2	1-3

10. Educational, methodological and information support of the discipline
10.1. List of basic and additional literature necessary for mastering the discipline
10.1.1. 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. zaçach. 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.
10.1.2 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", 2016.- 160 p.
10.2. 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.

10.3.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

11. List of information technologies used in the implementation of the educational process for discipline, including a list of software and information reference systems:

Information Technologies: not provided.

Information Help Systems: not provided.

List of software and information reference systems:

1. Basic software package Microsoft Office 2010. Paid license. Contract No. 01-ea / 13 dated February 25, 2013. Endofsupport (updates) - 2020-10.

2. Operating system: Microsoft Windows Professional 7. Paid license. Contract No. 01-ea / 13 dated February 25, 2013. End of support (update) - 2023-01.

12. Description of the material and technical base necessary for the implementation of the educational process in discipline:

1) Classroom for lecture-type lessons - building 3, room No. 317, an auditorium equipped with specialized furniture and technical teaching aids, serving to present educational information to a large audience: a portable laptop, a portable projector, a flipchart. Teaching aids in the form of thematic presentations corresponding to the work programs of the disciplines.

2) An auditorium for conducting seminar-type classes (practical work), an auditorium for group and individual consultations, an auditorium for monitoring and intermediate certification - building 3, room. No. 317, an auditorium equipped with specialized furniture and technical teaching aids, serving to present educational information to a large audience: a portable laptop, a portable projector, a flipchart. Teaching aids in the form of thematic presentations corresponding to the work programs of the disciplines.