# Bachelor of Hospitality Management, Tourism and Hospitality Management

Code	Name	1 y	2 у	3 у	4 y	ECTS total
LIMATK18-1000 CORE COMPETENCE						135
LIMATK18-1001 Common Core Competence						25
LA00BE73	English for Work	3				3
LA00BE74	Swedish language, Oral Communication	1				1
LA00BE75	Swedish language, Written Communication	2				2
LA00BE76	Professional communication	4				4
LA00BE77	Developing professional competence 1	2				2
LA00BQ87	Developing professional competence 2		2			2
LA00BQ88	Developing professional competence 3			1		1
LA00BE78	Research and Development		5			5
LA00BE79	Anticipating Future Trends			5		5
LIMATK18-1002 Professional core competence					110	
LIMATK18-1003 Hospitality competence						15
LI00BD06	Digital Skills	5				5
LI00BJ89	Marketing and sales in leisure business	5				5
LI00BJ85	Service Concepts in Tourism and Hospitality Management	5				5
LIMATK18-1005 Business competence in tourism industry						15
LI00BF74	Managerial work	5				5
LI00BF73	Accounting	5				5
LI00BJ86	Tourism entrepreneurship and contract legislation	5				5
LIMATK18-1007 Leisure business development project						15
LI00BJ87	Development of Digital Tourism Services		5			5
LI00BJ88	Responsible Tourism and Hospitality Business		5			5
LI00BC97	Customer experience and profitability management		5			5
LIMATK18-1011 Professional development in tourism and restaurant industry				0		
LI00BC89	Professional development in accommodation industry	10				10
LI00BD07	Professional development in restaurant industry	10				10
LI00BD08	Professional development in tourism industry:	10				10
LIMATK18-1008 Practical Training						30
LA00BO03	Practical Training			10		10

LA00BO04	Practical Training 2		10		10
LA00BO05	Practical Training 3		10		10
LIMATK18-1009 Thesis					
LA00BN99	Thesis planning			5	5
LA00BO00	Thesis research and writing			5	5
LA00BO01	Thesis publication			5	5
LIMATK18-1010 COMPLEMENTARY COMPETENCE					75

# LIMATK18-1000 CORE COMPETENCE: 135 ECTS

# LIMATK18-1001 Common Core Competence: 25 ECTS

# LA00BE73 English for Work: 3 ECTS

#### Learning outcomes

The student is able to

- recognise the different sources and tools to help them improve their English skills

- gain confidence and manage in written and oral communication situations required in professional studies and in the work life

- describe their education and qualifications

- understand the terminology and concepts of their own field

# LA00BE74 Swedish language, Oral Communication: 1 ECTS

#### Learning outcomes

The student is able to

- express and justify their opinions
- use the key terminology of their own field
- tell about their education, work experience and duties e.g. in job-seeking situations

- present a company of their own trade

# LA00BE75 Swedish language, Written Communication: 2 ECTS

#### Learning outcomes

- The student is able to
- use the key terminology of their own field
- tell about their education, work experience and duties e.g. in job-seeking situations
- write a job application
- obtain information related to their own field of studies in Swedish e.g. on the Internet
- use online dictionaries

# LA00BE76 Professional communication: 4 ECTS

#### Learning outcomes

The student is able to

- plan and produce grammatically correct texts

- write an article or an essay that fulfils the criteria of a scientific text related to their own field of studies

- perform actively in professional group communication situations

- retrieve information from a variety of sources and evaluate it critically

#### LA00BE77 Developing professional competence 1: 2 ECTS

#### Learning outcomes

The student is able to

- plan their own learning and cooperate in situations related to their own field of studies

- recognize their own competence and the needs to develop them further and to plan their career path observing them

- act as a group member
- operate in the learning environments of Lahti UAS
- picture their own field of studies and its future skills
- give feedback on tuition and services and thus participate in the development of education

#### LA00BQ87 Developing professional competence 2: 2 ECTS

#### Learning outcomes

The student is able to

- utilize various learning opportunities in curriculum
- recognize and aim their own competences to be in level with the future career requirements
- create a study plan that supports the future career goal
- give feedback on tuition and services and thus participate in the development of education

# LA00BQ88 Developing professional competence 3: 1 ECTS

#### Learning outcomes

The student is able to

- identify themselves as a learner and develop their own learning skills
- evaluate innovative or alternative future competences required in their own field

- recognize and aim their own competences to be in level with the future career requirements

- masters the professional concepts of their own field and is able to point out their competencies during job recruitment processes

- give feedback on tuition and services and thus participate in the development of education

# LA00BE78 Research and Development: 5 ECTS

#### Learning outcomes

The student is able to

- obtain, utilise and assess R&D-related information and their sources critically
- follow the rules of ethical principles applied in all research activities
- use the most typical research and development methods of their own field

- write a scientific report and is familiar with the requirements for language and style and how to document the sources

# LA00BE79 Anticipating Future Trends: 5 ECTS

#### Learning outcomes

The student is able to

- anticipate the changes in their own operational environment

- utilise the futures research materials produced by national and international societies in their own field of studies

- use the terminology and methods of futures research in the research and development of their own field

# LIMATK18-1002 Professional core competence: 110 ECTS

# LIMATK18-1003 Hospitality competence: 15 ECTS

# LI00BD06 Digital Skills: 5 ECTS

#### Learning outcomes

Students will be able to:

- formulate and produce common calculations related to the hospitality industry by using spreadsheets

- describe key features and functions of spreadsheet software

- use common word processing applications

- produce written and visual presentations for hospitality services- explain commonly used file formats and applications for text-based and visual data

# LI00BJ89 Marketing and sales in leisure business: 5 ECTS

#### Learning outcomes

The student is able to

- describe the value of user and customer centeredness in the leisure business
- identify current consumer behaviour trends in the hospitality industry
- target sales and marketing according to a customer type and profile

- note the channels, opportunities and challenges of multichannel marketing and sales in the hospitality industry

# LI00BJ85 Service Concepts in Tourism and Hospitality Management: 5 ECTS

#### Learning outcomes

The student is able to

- appraise services, service encounters and service concepts in the leisure industry
- describe the role and value of personalized customer service
- identify the added value of a service from the user's perspective
- use different development models in designing a service concept

# LIMATK18-1005 Business competence in tourism industry: 15 ECTS

# LI00BF74 Managerial work: 5 ECTS

#### Learning outcomes

The student is able to

- recognise the key prospects of HRM and labour legislation
- find solutions for successful team operation
- communicate effectively in a workplace community

# LI00BF73 Accounting: 5 ECTS

#### Learning outcomes

The student is able to

- take care of the accounting of a small company and draw up the financial statements
- understand the principles of VAT

- recognise how product costs are formed and apply this knowledge in the analysis of company profitability

#### LI00BJ86 Tourism entrepreneurship and contract legislation: 5 ECTS

#### Learning outcomes

The student is able to

- identify business opportunities in the accommodation, restaurant and tourism industries based on market and competitive conditions

- describe how networks can be used to create value
- plan and illustrate distinctive and customer-centred business
- utilise and interpret relevant legal sources
- plan a company's business by means of legal risk management

- draw up typical business contracts and documents in varied operating environments

# LIMATK18-1007 Leisure business development project: 15 ECTS

# LI00BJ87 Development of Digital Tourism Services: 5 ECTS

#### Learning outcomes

The student is able to

- develop value-added digital services in the leisure industry and tourism and hospitality management

- evaluate and develop an omnichannel customer experience

- evaluate the possibilities and challenges of digitalization in the leisure industry

# LI00BJ88 Responsible Tourism and Hospitality Business: 5 ECTS

#### Learning outcomes

The student is able to

- apply corporate social responsibility approach to leisure industry related service development

- evaluate and develop the responsibility of tourism and hospitality operations

- critically reflect on communication practices of sustainability and responsibility

# LI00BC97 Customer experience and profitability management: 5 ECTS

#### Learning outcomes

The student is able to

- use different channels and means, and take different target groups into account in sales and marketing
- manage customer experience
- price leisure services
- act appropriately in service development work

# LIMATK18-1011 Professional development in tourism and restaurant industry: 20 ECTS

#### Courses included in the study module

Choose two courses from the module.

#### LI00BC89 Professional development in accommodation industry: 10 ECTS

#### Learning outcomes

The student is able to

- describe the business concept of an accommodation company as well as its key features and operating principles

- form an overview of the operating environment of the accommodation industry

- act as a sales-oriented and responsible customer servant in operative work and service roles typical of accommodation business, and observe required safety and quality standards

- model accommodation business from a customer's perspective
- evaluate his or her own learning, strengths and development needs

# LI00BD07 Professional development in restaurant industry: 10 ECTS

#### Learning outcomes

The student is able to

- describe the business concept of a restaurant as well its key features and operating principles
- form an overview of the operating environment of the restaurant industry
- act as a sales-oriented and responsible customer servant in operative work and service roles
- typical of restaurant business, and observe required safety and quality standards
- model restaurant business from a customer's perspective
- evaluate his or her own learning, strengths and development needs

# LI00BD08 Professional development in tourism industry:: 10 ECTS

#### Learning outcomes

The student is able to

- describe the business concept of a tourism company as well as its key features and operating principles

- form an overview of the operating environment of the tourism industry

- act as a sales-oriented and responsible customer servant in operative work and service roles typical of tourism business, and observe required safety and quality standards

- model tourism business from a customer's perspective

- evaluate his or her own learning, strengths and development needs

# LIMATK18-1008 Practical Training: 30 ECTS

# LA00BO03 Practical Training: 10 ECTS

#### Learning outcomes

The student is able to

- describe work-related phenomena and use related concepts

- act in a productive way, following the practices of the workplace and the ethical principles of the profession

- use the techniques, work methods, models and processes that they have learnt

- act in a customer-oriented way in interactive situations in the workplace and in the cooperation network

- evaluate and develop their own competence int the work done in practical training

# LA00BO04 Practical Training 2: 10 ECTS

#### Learning outcomes

The student is able to

- describe work-related phenomena and use related concepts

- act in a productive way, following the practices of the workplace and the ethical principles of the profession

- use the techniques, work methods, models and processes that they have learnt

- act in a customer-oriented way in interactive situations in the workplace and in the cooperation network

- evaluate and develop their own competence int the work done in practical training

# LA00BO05 Practical Training 3: 10 ECTS

#### Learning outcomes

The student is able to

- describe work-related phenomena and use related concepts

- act in a productive way, following the practices of the workplace and the ethical principles of the profession

- use the techniques, work methods, models and processes that they have learnt

- act in a customer-oriented way in interactive situations in the workplace and in the cooperation network

- evaluate and develop their own competence int the work done in practical training

# LIMATK18-1009 Thesis: 15 ECTS

# LA00BN99 Thesis planning: 5 ECTS

#### Learning outcomes

The student is able to

- apply the acquired theoretical knowledge to the problems and phenomena of the working life
- solve problems, organise and perceive wholes
- work interactively, tenaciously and systematically
- work according to the practices of their own line of trade
- gather information and evaluate sources critically report their work orally, in writing and visually

# LA00BO00 Thesis research and writing: 5 ECTS

#### Learning outcomes

The student is able to

- apply the acquired theoretical knowledge to the problems and phenomena of the working life
- solve problems, organise and perceive wholes
- work interactively, tenaciously and systematically
- work according to the practices of their own line of trade
- gather information and evaluate sources critically report their work orally, in writing and visually

# LA00BO01 Thesis publication: 5 ECTS

#### Learning outcomes

The student is able to

- apply the acquired theoretical knowledge to the problems and phenomena of the working life
- solve problems, organise and perceive wholes
- work interactively, tenaciously and systematically
- work according to the practices of their own line of trade
- gather information and evaluate sources critically report their work orally, in writing and visually

# LIMATK18-1010 COMPLEMENTARY COMPETENCE: 75 ECTS

#### Courses included in the study module

You can find Complementary competence courses from separate "Complementary competence courses taught in English, Bachelor's Degree, 17S-" Curriculum.

In addition, you can choose Professional Core Competence courses of other Bachelor's Degree Programmes as Complementary competence courses.