

## SYLLABUS

The basic course informations:			
<b>Academic Unit:</b>	<b>Faculty of Tourism and Environment</b>		
<b>Title:</b>	<b>Management of service operations</b>		
<b>Level:</b>	<b>Master</b>		
<b>Status:</b>	<b>Compulsory</b>		
<b>Year of studies:</b>	<b>I</b>		
<b>The number of hours per week:</b>	<b>4</b>		
<b>ECTS:</b>	<b>6</b>		
<b>Time / Location:</b>			
<b>Course Professor:</b>	<b>Aziz Rexhepi</b>		
<b>Contact details:</b>	<b>aziz.rexhepi@ushaf.net</b>		
<b>Course description</b>			
	<i>This course focuses on planning, organizing, managing, and controlling operations as well as improving products and systems based on business operation needs.</i>		
<b>Objectives:</b>			
	<i>The objective of the module is to prepare students with knowledge on tourism operations whose function is to convert input data into output data, mainly of services and products. Also, the other goal is staffing management, until fulfillment of contract terms, productivity levels and other business goals, as well as expanding basic staff skills.</i>		
<b>Learning outcomes:</b>			
	<p><i>After successfully completing this module, students will be able to:</i></p> <ul style="list-style-type: none"> <li>• <i>recognize the nature and role of the operating strategy in small and large organizations including the development of a unique system,</i></li> <li>• <i>assess the role of distribution system services in the context of the strategy and how they can function in organizations,</i></li> <li>• <i>analyze the relationship between operating services, marketplace, business culture and its performance in SME by comparing them to large organizations,</i></li> <li>• <i>apply skills in the field of management of service operations.</i></li> </ul>		
<b>Contribution to the student's charge (which should correspond with the results of the student's learning results)</b>			
<b>Activity</b>	<b>Hour</b>	<b>Day/week</b>	<b>In total</b>
Theoretical and practical teaching	4	15	60
Practical work	2	5	10
Contacts with the teacher /	1	15	15

consultants			
Field exercises			
Kollokfieme, seminars	2	2	4
Homework			
Student study time (in library or at home)	3	15	45
Final Preparation for Examination	1	10	10
Time spent on assessment (tests, quiz, final exam)	2	1	2
Projects, presentations, etc.			
<b>Total</b>			<b>146</b>

**Methodology of teaching:** *Lectures and exercises combined with case studies.*

**Methods of assessment** *Seminar (case study) 30%*  
*Exam 70%*

*Literature*

**Basic Literature** 1. *Panariti. S, Menaxhimi i Operacioneve, Tirane 2009.*

**Supplementary Literature:** 2. *Hill, T, Operationsmanagement, 2nd edn, Palgrave, 2005.*

3. *Wild, R, Operationsmanagement, 6th edn, Continuum, London, 2004.*

**The lesson plan Design:**

<b>Week</b>	<b>Lectures to be held</b>
<b>WEEK 1:</b>	<b><i>Management of operations - introduction</i></b>
<b>WEEK 2:</b>	<b><i>The strategy of operations</i></b>
<b>WEEK 3:</b>	<b><i>Human Resource Management</i></b>
<b>WEEK 4:</b>	<b><i>Design and development of services and products</i></b>
<b>WEEK 5:</b>	<b><i>Capacity Management</i></b>
<b>WEEK 6:</b>	<b><i>Technological developments</i></b>
<b>WEEK7:</b>	<b><i>Inventory Management</i></b>
<b>WEEK 8:</b>	<b><i>Time planning and realization of operations</i></b>
<b>WEEK 9:</b>	<b><i>Capacity Management</i></b>
<b>WEEK 10:</b>	<b><i>Quality Management</i></b>
<b>WEEK 11:</b>	<b><i>Supply Chain Management</i></b>
<b>WEEK 12:</b>	<b><i>Management of positioning and flow of operations</i></b>
<b>WEEK 13:</b>	<b><i>Improvement of Operations and Corporate Social Responsibility (PSK)</i></b>
<b>WEEK 14:</b>	<b><i>Managing and designing jobs</i></b>
<b>WEEK 15:</b>	<b><i>Presentations of work</i></b>

**Academic policies and rules of conduct:**

*Regular attendance, tranquility and active engagement in dialogue during lectures and exercises are obligatory. As a matter of courtesy, mobile phones should be switched off during classes and exams.*

