EDUCATIONAL PROGRAM

6B11126 Restaurant and Hotel business

code and name of the educational program

Level: *Bachelor's*

Approved
by the Board of Directors of JSC
«K.Kulazhanov KazUTB» «02» 04 2025
protocol № 3

Recommended
by the Academic Council of JSC
«K.Kulazhanov KazUTB» «28» 03 2025
protocol № 8

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Preface

The educational program «6B11126 Restaurant and Hotel business» has been developed in accordance with the State Compulsory Standard for Higher Education/Postgraduate Education, approved by Order No. 2 of the Minister of Science and Higher Education of the Republic of Kazakhstan dated 20 July 2022, as well as on the basis of professional standards: 'Interaction with guests' №224 dated 06.12.2022, 'Reception and accommodation of guests' №224 dated 06.12.2022.

The educational program «6B11126 Restaurant and Hotel business» was approved at the meeting of the Council on Academic Quality on «21» 03 2025, protocol № 4

Chairman Baibolova L.K. _____

The educational program «6B11126 The Restaurant and Hotel business» was approved at the meeting of the Commission on Academic Quality of the Faculty on «20» 12 2024, protocol № 3

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The educational program «6B11126 The Restaurant and Hotel business» was developed and discussed at the meeting of the department dated «20» 12 2024, protocol №. 5

Head of the department Zhunusova A.A. _____

Approval sheet

Educational program «6B11126 The Restaurant and Hotel business»

AGREED:

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1 Passport of the Educational program

International Standard Classification of Education (ISCED) level	6
National Qualification Framework (NQF) level	6
Sectoral Qualifications Framework (SQF) level	6
Code and name of the field of education	6B11 Services
Direction of training	6B111 Service industry
Number and name of the group of educational programs	B093 Restaurant business and hotel management
Code and name of the educational program (EP)	6B11126 Restaurant and Hotel business
Educational program profile	«Services» higher education in the field of services
Goal of the educational program	Training of highly qualified specialists with professional knowledge of theory and practice in hotel and restaurant management, service organization, marketing and other production tasks of the hospitality industry.
Completion criterion of an educational program	240 academic credits
Language of instruction of the educational program	russian, kazakh, english
Distinctive features of the educational program	-
Partner University	-

2 Qualification characteristics of a graduate of an educational program

Degree awarded	bachelor of Services in the educational program 6B11126 «Restaurant and hotel business»
Field of professional activity	Formation, promotion and sale of a tourist product, organization of comprehensive tourist services in the main sectors of the tourism industry
Types of professional activities	- organizational and managerial; - production and technological; - service; - scientific research; - educational (pedagogical)
Object of professional activity	- public administration bodies related to the organization of the hotel business (ministries, akimats, their regional divisions and structures); - public and private companies engaged in the restaurant and hotel business; - service sector, enterprises related to catering (restaurants, hotels and other structures); - hotels and hostels; - sanatoriums, resorts and boarding houses; - restaurants, cafes, coffee shops, bars; - property, property complexes (enterprises, institutions, organizations) and other objects of the hotel industry; - research organizations that study the problems of nutrition development, marketing

	in food organizations; - educational institutions that train middle-level specialists in the hotel industry; - advertising agencies engaged in the promotion of services in the restaurant and hotel business to the domestic and foreign markets
Functions of professional activity	- to organize highly effective service for consumers of services; to participate in solving organizational and strategic tasks; to create comfortable conditions for staying in hotels and tourist restaurant complexes; to advise consumers on the issues of services provided; to monitor the quality of services provided; to control the placement of consumers; to manage conflicts and stresses in professional activities; to consider claims and take measures to prevent them; to monitor the work of personnel, to ensure cleanliness and order in the premises of hotels and tourist complexes, to comply with the rules and norms of labor protection and the requirements of industrial sanitation and hygiene; - to know the basics of the Constitution of the Republic of Kazakhstan, ethical and legal norms governing human relations with man, society and nature, to be able to take them into account when solving professional tasks; - to develop and implement effective restaurant service programs of a social and commercial orientation that can meet the needs of customers and provide real profit to the structure in which the manager works; - to know the basics of entrepreneurship and the specifics of entrepreneurship in the professional field; - have a scientific understanding of a healthy lifestyle, possess the skills and abilities of physical improvement

3 Requirements for the content of the educational program

Name of cycles and disciplines	Workload in academic credits
Cycle of general education disciplines (GED)	**56**
Required component	51
University component	5
Cycle of basic disciplines (BD)	**86**
University component	30
Component of choice	54
Professional practice	2
Cycle of major disciplines (MD)	**90**
University component	10
Component of choice	65
Professional practice	15
Final certification	**8**
Total	**240**

4 Additional educational programs (minor)

4.1 Minor «Modern aspects of artificial intelligence application»

Name of disciplines	Workload in academic credits
Introduction to Artificial Intelligence (Minor)	5
Development of artificial neural networks (Minor)	5
Artificial intelligence in object management (Minor)	5
Total	15

5 Competency map of the educational program «6B11126 Restaurant and Hotel business»

Competence map of the educational program	Learning outcome code	Learning Outcome (according to Bloom's Taxonomy)
Behavioral skills and personality traits (Soft skills)	LO_{GED1}	Forms a system of general competencies that ensure the socio-cultural development of the future specialist's personality, based on the formation of their worldview, civic, and moral stance, oriented towards a healthy lifestyle.
	LO_{GED2}	Capable of communication in both oral and written forms in Kazakh, Russian, and foreign languages to solve tasks related to interpersonal, intercultural, and professional communication
	LO_{GED3}	Promotes the development of information literacy through the mastery and use of modern information and communication technologies in all areas of activity.
Behavioral skills and personality traits (Soft skills)	LO2	Applies skills in working with information systems and artificial intelligence tools in professional activities
Digital competencies (Digital skills)	LO1	Manages the flow of hotel customers, providing high quality services and maintaining a guest database
	LO3	Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials
	LO4	Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry
	LO5	Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry
	LO6	Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world
	LO7	Ensures compliance with the requirements of the principles of sustainable development, safety and environmental protection, the formation of research skills
	LO8	Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.
	LO9	Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts
	LO10	Plans the work of the reservation and guest registration department, optimizing the service processes in hotel enterprises using risk management tools

6 Learning outcomes of the educational program and modules

Key competencies	Learning Outcomes (LO) for the educational program	Name of module	Learning outcomes for the module	Name of disciplines that form learning outcomes
Behavioral skills and personality traits (Softskills)	LO$_{GED1}$ Forms a system of general competencies that ensure the socio-cultural development of the future specialist's personality, based on the formation of their worldview, civic, and moral stance, oriented towards a healthy lifestyle.	Man and Society - the foundation of worldview and socio-political knowledge. Information and communication	Applies the basic laws of the history of Kazakhstan, philosophy, socio-political knowledge for effective socialization and adaptation in changing socio-cultural conditions, forming a personality capable of mobility in the modern world, critical thinking and physical self-improvement	History of Kazakhstan
				Physical Education
				Philosophy
	LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			Module on Socio-Political Knowledge (Political Science, Sociology, Cultural Studies, Psychology)
				Module of economics, entrepreneurship, law and financial literacy (fundamentals of economics and entrepreneurship, basics of law and anti-corruption culture, basics of financial literacy)
(Digital skills)	LO$_{GED2}$Capable of communication in both oral and written forms in Kazakh, Russian, and foreign languages to solve tasks related to interpersonal, intercultural, and professional communication	Information and communication module	Capable of interpersonal social and professional communication in Kazakh, Russian and foreign languages	Foreign Language
				Kazakh/Russian Language
	LO$_{GED3}$ Promotes the development of information literacy through the mastery and use of modern information and communication technologies in all areas of activity		Owns various types of information and communication technologies for the search, storage, processing, protection and dissemination of information	Information and communication technologies

Digital competencies	LO4 Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry LO9 Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts	Organization of restaurant and hotel services	Capable of analyzing tourist flows; organize and conduct a business conversation, negotiations, meetings, in practice apply knowledge on the organization of food production, organization of reception of visitors, has the skills to organize the production itself, analyze the efficiency of production and service of visitors	Image and business communication
	LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan. LO9 Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts			Etiquette and culture of service
	LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Entertainment industry
	LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Animations in the service sector
	LO4 Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry LO9 Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts			Marketing in the restaurant and hotel business
	LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO10 Plans the work of the reservation and guest registration department, optimizing the service processes in hotel enterprises using risk management tools			Management of hotels and restaurants

	LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry			Hospitality industry basics
	LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			Fundamentals of entrepreneurial activity in the restaurant and hotel business
	LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			Consulting in the hospitality industry
	LO4 Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Branding of the hospitality industry
	LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world LO9 Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts			Food culture in restaurants
	LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database			Educational practice

	LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database			Industrial practice 1
	LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry	Service Technology and Standards	Demonstrates general knowledge and understanding of facts, phenomena, theories and complex dependencies in the field of economics, law of peculiarities, knows the main provisions for analyzing the needs, opportunities of business and competition in the framework of strategic marketing; features of developing a market-oriented development strategy at the enterprise	Infrastructure in RHB
	LO3 Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry			Equipment in the restaurant and hotel business
	LO3 Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry			Material and technical base of hotel companies
	LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO10 Plans the work of the reservation and guest registration department, optimizing the service processes in hotel enterprises using risk management tools			Service technology in restaurants and hotels
	LO4 Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			Certification and licensing in RHB

	LO9 Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts			Business Turkish
	LO9 Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts			Professionally-oriented foreign language (Turkish)
	LO3 Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry			Restaurant business
	LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			Hospitality Economy
	LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			Microeconomics of the social sphere and tourism

	LO2 Applies skills in working with information systems and artificial intelligence tools in professional activities			Introduction to Artificial Intelligence (Minor)
	LO3 Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Bar business and enogastronomy
	LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			National cuisines and beverages
	LO4 Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			Service and service standards RHB
	LO3 Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Fundamentals of rational pimtania
	LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Gastronomic tourism
	LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world LO9 Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural			Traditions and customs of the peoples of the world

characteristics and traditions, using a foreign language in various communicative contexts			
LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Professional trainings in the restaurant business
LO9 Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts			Chinese in the hospitality industry
LO9 Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts			Cross-sector service communication
LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database			Industrial practice 2
LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.	Service entrepreneurship	Apply knowledge when providing services and service activities, organizing work on standardization and certification in the service sector. Standards and procedure for compiling lists of arrival, departure reservations, available rooms; compliance with service standards. Demonstrates knowledge of a foreign language with high-quality services for foreign tourists and skills in organizing banquets and receptions	Business planning in RHB
LO7 Ensures compliance with the requirements of the principles of sustainable development, safety and environmental protection, the formation of research skills			Restaurant business security
LO3 Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials			Technology of food production in the restaurant business

LO3 Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials LO4 Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry			Organization of production and service in the restaurant business
LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO2 Applies skills in working with information systems and artificial intelligence tools in professional activities LO10 Plans the work of the reservation and guest registration department, optimizing the service processes in hotel enterprises using risk management tools			Electronic booking and reservation systems in the service
LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Service and management of the number of rooms
LO2 Applies skills in working with information systems and artificial intelligence tools in professional activities			Development of artificial neural networks (Minor)
LO3 Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry			Basics of calculation in the restaurant business
LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry			1C enterprises in RHB

LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO4 Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry			HR management in the service sector
LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO4 Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry			Personnel potential of the service industry
LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry	Functional Service Activities	He has practical skills in the application of food production technology in the restaurant business and the organization of production and service at restaurant businesses. Knows the principles of organizing insurance management, service activities in the restaurant and hotel business	Statistics in the service sector
LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			Methods of analysis in RHB
LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry			Accounting and auditing in the restaurant and hotel business
LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism,			Pricing and taxation in the restaurant and hotel business

observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			
LO7 Ensures compliance with the requirements of the principles of sustainable development, safety and environmental protection, the formation of research skills			Sustainable development, ecology and life safety
LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO4 Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry			Hotel industry
LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO10 Plans the work of the reservation and guest registration department, optimizing the service processes in hotel enterprises using risk management tools			Operational procedures of the Reception and Placement Department
LO2 Applies skills in working with information systems and artificial intelligence tools in professional activities			Artificial intelligence in the management of object (Minor)
LO10 Plans the work of the reservation and guest registration department, optimizing the service processes in hotel enterprises using risk management tools			Risks in the service sector
LO8 Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.			Legal framework in the RHB
LO2 Applies skills in working with information systems and artificial intelligence tools in professional activities LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry			Transports in the service sector

	LO2 Applies skills in working with information systems and artificial intelligence tools in professional activities LO5 Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the hospitality industry			Transport provision in hospitality
	LO7 Ensures compliance with the requirements of the principles of sustainable development, safety and environmental protection, the formation of research skills			Fundamentals of scientific research in the service sector
	LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Organization of banquets and receptions
	LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database LO6 Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world			Service of official and diplomatic receptions
	LO1 Manages the flow of hotel customers, providing high quality services and maintaining a guest database			Pre-graduate practice/ Industrial practice
	Summing up the results of training	Final assessment	Writing and defending a thesis, a graduation project or preparing and passing a comprehensive exam	Final assessment

7 The relationship between the attainability of the formed learning outcomes according to the educational program and academic disciplines

№	Name of the discipline	Brief description of the discipline	Number of credits	Formed learning outcomes (codes)												
				LO_{GED1}	LO_{GED2}	LO_{GED3}	LO1	LO2	LO3	LO4	LO5	LO6	LO7	LO8	LO9	LO10
Cycle of general education disciplines University component/ Elective component																
1	History of Kazakhstan	The program consists of five thematic blocks: Ancient people, the formation of nomadic civilization, Turkic civilization and the Great Steppe, Kazakhstan in a new era (XVIII - early XX centuries), Kazakhstan in the Soviet period, Independent Kazakhstan. The purpose of the discipline is to provide objective knowledge about the main stages in the development of the history of Kazakhstan from ancient times to the present.	5	+												
2	Physical Education	This curriculum shall be aimed at the study of the general education discipline "Physical culture", providing for physical training in accordance with international standards of education. The curriculum shall determine the joint cooperation of the teacher and the student in the process of physical education throughout the training in the context of the requirements to the level of mastering of the discipline.	8	+												
3	Philosophy	This program is aimed at studying the updated content of the general education discipline "Philosophy", the formation of students' openness of consciousness, understanding of their own national code and national identity, spiritual modernization, competitiveness, realism and pragmatism, independent critical thinking, the cult of knowledge and education, the assimilation of such key worldview concepts as justice, dignity and freedom, and It is also aimed at developing and strengthening the values of tolerance, intercultural dialogue and a culture of peace.	5	+												
4	Module on	Integrated discipline covers the fundamentals of economics,	5											+		

	economics, entrepreneurship, law, and financial literacy (fundamentals of economics and entrepreneurship, basics of law and anti-corruption culture, basics of financial literacy)	entrepreneurship, law and financial literacy. Examines key economic concepts, business principles, legal aspects of business and the basics of anti-corruption culture. Examines basic principles of financial planning, personal finance and investment management. Develops skills for effective economic decision-making, legal defense, building sustainable business competences and personal financial management													
5	Module of socio-political knowledge (political science, sociology, cultural studies, psychology)	This curriculum shall suggest the study of four scientific disciplines – sociology, political science, cultural studies, psychology, each of which has its own subject, terminology, and research methods. The interaction between these scientific disciplines shall be based on the principles of informational complementarity; integrity; methodological integrity of the research approaches of these disciplines; the result-oriented unity of education methodology; a single system perspective of the typology of learning outcomes as the formed abilities.	8	+											
6	Foreign language	This curriculum shall be designed to train students on general education discipline "Foreign language" as one of the compulsory subjects of general education course. The goal of the curriculum shall be the formation of intercultural communicative competence of students in the process of foreign language education at a sufficient level (A2, common European framework) and the level of basic sufficiency (B1, common European framework). Depending on the level of training, the student, at the time of completion of the course, shall reach the level B2 of common European framework of reference if the student, at the start, has the level of common European framework of reference above B1.	10		+										
7	Kazakh (Russian) language	This curriculum for general education discipline "Kazakh language" shall be aimed at a new format of study of language and	10		+										

		formation of social and humanitarian outlook in the framework of the national idea of spiritual modernization. This curriculum shall be intended for development of language personality of a student capable to perform cognitive and communicative activity in the Russian language in the spheres of interpersonal, social, professional and intercultural communication in the context of implementation of the state programs of trilingualism, and spiritual modernization of the national consciousness.														
8	Information and communication technologies	The program is aimed at studying the updated content of the general educational discipline "Information and Communication Technologies" (hereinafter referred to as the Discipline), developing the ability to critically understand the role and significance of modern information and communication technologies in the era of digital globalization, forming a new "digital" thinking, acquiring knowledge and skills use of modern information and communication technologies in various activities.	5			+										
		Cycle of basic disciplines University component														
9	Marketing in the restaurant and hotel business	The purpose of the discipline is to study the theoretical and practical aspects of marketing in the hospitality industry, to determine the target market, product positioning and marketing planning. The discipline is aimed at building skills in conducting market research, managing supply and demand, as well as applying world and domestic marketing experience in the hospitality industry	5							+		+				
10	Management of hotels and restaurants	The purpose of the discipline is to study the basics of management, skills and abilities necessary for professional management activities in the field of hotel and restaurant business. Mastering the discipline helps to understand the features and patterns of the development of the restaurant and hotel business, the forms and methods of management and control of hotels and restaurants	5				+									+
11	Hospitality industry	The purpose of the discipline is to prepare students for successful	5								+					

	basics	professional activities in the field of hospitality, to give them the necessary knowledge and skills to work in hotels, restaurants, travel companies and other organizations in the industry. The course is aimed at forming a systematic view of the industry among students, as well as developing practical skills that will be useful in solving problems related to organization and management in this area														
12	Infrastructure in RHB	The purpose of the discipline is to provide students with knowledge and skills to understand the role of infrastructure in the successful operation of hotel and restaurant enterprises, to teach them how to design and manage various infrastructure elements, taking into account modern needs and technologies. The course helps students to form an integrated approach to solving problems related to the infrastructure of restaurants and hotels	5								+					
13	Restaurant business	The purpose of the discipline is to obtain knowledge related to the organization and management of restaurant complexes. The features, methods and principles of organizing the restaurant business are studied, as well as the definition of modern trends in the development of restaurant service services. Discipline helps students to assess the amount of financial investments, determine the work plan of the restaurant business, and know the system for evaluating the restaurant"s activities	5						+		+					
14	Sustainable development, ecology and life safety	The course is aimed at forming a systemic understanding of the principles of ensuring balance between economy, social development of society, preservation of environment, protection of life and human health. Develops skills of effective management of energy and waste in the circular economy in the development of national strategies and implementation of business processes; analysis, forecasting and minimization of technological, natural and social risks; Sustainable lifestyle and responsible attitude to one's own security	5										+			
Cycle of basic disciplines Elective component																

15	1C enterprises in RHB	The purpose of studying the discipline is to teach accounting to organizations using the program 1C:Enterprise in the restaurant and hotel business. The content of the discipline forms accounting skills in the program 1C:Enterprise in the restaurant and hotel business, the formation of the structure and content of the 1C system, accounting for accounting objects and the ability to work in the 1C program.	5							+					
16	Animations in the service sector	The purpose of the discipline is to prepare students for professional activities in the field of organizing animation in the hotel and travel business, to teach them to develop and implement effective animation programs aimed at improving the quality of service and increasing customer satisfaction. The discipline is aimed at studying the role of animation programs and events in the hospitality industry, covers the theoretical and practical aspects of creating and implementing animation services in hotels, tourist complexes, resorts and other entertainment enterprises	4								+				
17	Restaurant business security	The purpose of the discipline is to study safety and risks in the restaurant business. The discipline studies the methods of implementing a set of protective measures that ensure the security of the restaurant business, the concept and essence of commercial secrets and methods of protecting information, the principles of ensuring the security of business information, measures to counter technical means of industrial espionage in the restaurant business	5									+			
18	Business planning in RHB	The purpose of the discipline is to create comprehensive knowledge and skills among students necessary for the development and implementation of effective business plans. The discipline is aimed at studying the principles, methods and tools for developing business plans; creation of recipes for market analysis, development of strategies and creation of viable business plans adapted to the specifics of the restaurant business	5							+			+		
19	Branding of the	The purpose of the discipline is to teach the principles and	5							+		+			

	hospitality industr	methods of creating, developing and managing brands in the hotel, restaurant and tourism sectors and a strategy for creating a unique image, the basis for successful marketing and communication in the hospitality industry. The discipline considers the concept of branding, its role in attracting and retaining customers, methods of forming and promoting brands in the hospitality industry														
20	Accounting and auditing in the restaurant and hotel business	The purpose of the discipline is the development of the main directions for improving accounting for costs in hotels and the organization of accounting for costs at hotel enterprises. Mastering the discipline will allow you to study the features of hotel services and the organization of management to build accounting for costs. Organization and formation of internal reporting, as well as accounting for the costs of the hotel business	5								+					
21	Gastronomic tourism	The purpose of studying the discipline is to form a complex of knowledge about the concepts of gastronomic tourism, resources and types in the global tourism industry and development prospects in the world. Studying the discipline, students can identify and apply client-oriented tourist service technologies, draw conclusions about the effectiveness of the consumer service process based on an analysis of the market demand of tourists	8									+					
22	Image and business communication	The purpose of the discipline is to provide an idea of the types of images, competence in business communication, ways to develop competence, manage and document business communication. The discipline is aimed at the speech, logical and psychological foundations of business communication, the use of non-verbal means in various forms of business communication in the system of interpersonal and social relations	4							+					+	
23	Entertainment industri	The purpose of the discipline is to formulate theoretical and practical knowledge among students about the development of	4									+				

		the entertainment industry, its role and significance in the field of hospitality. Students master project management in the field of culture and entertainment, marketing and organization of events, as well as analyze the impact of industry on society and the economy														
24	Personnel potential of the service industry	The purpose of the discipline is to develop students' theoretical and practical knowledge, skills and abilities necessary for effective management of personnel potential in the service sector. The discipline is aimed at developing an understanding of the importance of human resources as a key factor in competitiveness and success in the service industry	5				+			+						
25	Consulting in the hospitality industry	The purpose of the discipline is to form competencies among students in the field of advising restaurant and hotel enterprises on improving business efficiency, optimizing processes and solutions. The discipline provides theoretical foundations and practical consulting methods applicable in the hospitality industry and the implementation of recommendations for improving business processes, methods for collecting and analyzing data, as well as features of interacting with customers in a competitive market	5											+		
26	Food culture in restaurants	The purpose of the discipline is to give students knowledge about the principles of catering and service in a restaurant, to teach them to take into account cultural, ethical and gastronomic features when creating menus and organizing the catering process. The discipline introduces students to the basic principles of food culture, including serving rules, product selection, service standards and interaction with customers, considers various aspects of gastronomic culture, the combination of dishes, as well as the influence of cultural and social factors on consumer preferences in the restaurant	5									+			+	
27	Material and technical base of hotel companies	The purpose of the discipline is to form theoretical knowledge on the operation of the material and technical base of hotel complexes. The discipline studies the basic principles of design,	5						+		+					

		technical operation of hotels; requirements for buildings, technical equipment, life support systems of hotel enterprises. Students are able to apply the requirements for the design of hotel premises and analyze the degree of their impact on attracting customers															
28	Methods of analysis in RHB	The purpose of the discipline is to equip students with tools for making informed management decisions based on in-depth data analysis. In the course of the study, students will acquire the skills to collect, process and analyze the data necessary for making decisions; will master the methods for assessing key performance indicators, market analysis and the competitive environment, learn to predict industry development trends	5								+			+		
29	Microeconomics of the social sphere and tourism	The purpose of the discipline is to study the decision-making mechanism of economic entities and individual choices in the social sphere, causal relationships between microeconomic variables in the social sphere and tourism. This discipline covers the theories and essence of consumer behavior indicators, methods of microeconomic analysis and social research	5								+			+		
30	HR management in the service sector	The purpose of the discipline is to form knowledge about the essence of HR management and the evolution of models, the function, role, qualifications and personal qualities of the manager, and decision-making methods in the service sector. By studying the discipline, the student identifies the types of organizational structures and the technology for their optimization, determines the involvement of personnel and key tools for assessing the potential in the service sector	5				+			+						
31	Equipment in the restaurant and hotel business	The purpose of the discipline is to familiarize students with the methodological foundations and practical recommendations for the implementation of restaurant and hotel activities in tourism, attention is paid to menu preparation and budget calculation. The student acquires knowledge of universal kitchen machines, washing and cleaning equipment, heating apparatuses, engineering and technical equipment of restaurants, bars	5						+		+					

32	Basics of calculation in the restaurant business	The purpose of studying the discipline is to form knowledge, skills and abilities in the field of calculating products and services in the restaurant business, in order to ensure the rational use of resources. Instructors analyze technological processes, draw up costing maps, calculate and compare prices for finished products and semi-finished products, draw conclusions about their effectiveness	5						+		+					
33	Fundamentals of entrepreneurial activity in the restaurant and hotel business	The purpose of the discipline is to prepare students for entrepreneurial activity in the hotel and restaurant industry, to teach them the basics of developing and implementing business plans, as well as managing financial, human and material resources in a competitive environment. The discipline provides knowledge about the principles of doing business in the hotel and restaurant sectors, as well as methods for developing business strategies, attracting customers, resource management and financial planning, study the basics of creating and managing restaurant and hotel enterprises, legal aspects, the importance of innovation and sustainable development in business	5								+			+		
34	Fundamentals of rational pimtania	The purpose of the discipline is to familiarize the principles of a balanced diet, the role of various food substances for human health and methods of diet formation. Trainees study the effects of nutrition on physical fitness, disease prevention, and nutritional optimization according to age, gender, and physical activity. The discipline provides theoretical and practical aspects of proper nutrition and its impact on human health, study the basic principles of balanced nutrition, the role of macro- and microelements in the body, various types of diets and their application, as well as methods of nutrition planning for various population groups	8						+			+				
35	Statistics in the service sector	The purpose of studying the discipline is to form a set of knowledge about methods for collecting, processing, summarizing and analyzing statistical information on processes	5								+					

		in the service sector. As a result, the student determines, calculates the main indicators of the development of the service sector, applies statistical methods of information processing, analyzes quantitative indicators of socio-economic phenomena and processes														
36	Pricing and taxation in the restaurant and hotel business	The purpose of the discipline is to study the theoretical and practical features of taxation and pricing at RHB enterprises. Mastering the discipline allows you to link factors that affect the formation of prices; calculate the cost of products and services of the RHB; distinguish between tax specifics in the RHB, organize high-quality documentation and statistical reporting for tax authorities	5								+			+		
37	Hospitality Economy	The purpose of the discipline is to form students' ideas about modern economic mechanisms of the functioning of hotel enterprises. The course examines the principles of organization and planning of hotel activities, issues of strategic development and competitiveness, financing, pricing, profitability and spending, as well as methods of economic analysis and assessment of the effectiveness of the hotel business.	5								+			+		
38	Etiguette and culture of servise	The purpose of the discipline is to form in students a set of knowledge, skills and abilities necessary to ensure a high level of guest service in the restaurant and hotel industry. The course examines the basic norms of professional etiquette, the rules of business and interpersonal communication, national and cultural characteristics of behavior, as well as service standards in the field of HoReCa.	4											+	+	
		Cycle of major disciplines University component														
39	Service and service standards RHB	The purpose of the discipline is to study the organizational basis for the technical regulation of service standards in the restaurant and hotel business. The discipline studies the regulatory framework of the state standard in restaurant and hotel services, state regulation and management in the field of standardization,	5							+				+		

		certification and licensing of restaurant and hotel services, state control in the field of certification														
40	Fundamentals of scientific research in the service sector	The purpose of the discipline is to form students' knowledge about the methodology of scientific research in the field of services, as well as the development of competencies for independent research activities. During the study, they acquire skills in analyzing, systematizing and presenting research results, applying theoretical knowledge to solve practical problems, preparing scientific publications and evaluating the effectiveness of innovative projects in the service sector.	5										+			
		Cycle of major disciplines Elective component														
41	Bar business and enogastronomy	The purpose of the discipline is to teach students professional skills in working in a bar, to acquaint them with the basics of enogastronomy, and also to teach them how to combine drinks with dishes to create a harmonious and high-quality client experience. The course includes a study of technologies for preparing drinks, how bars work, as well as the theory and practice of combining alcohol and food to create unique taste compositions, get acquainted with various types of soft drinks, methods of serving and serving dishes, as well as the basics of working with wine, beer, cocktails and other drinks in the context of gastronomic service	5						+			+				
42	Hotel industry	The purpose of the discipline is to prepare students for professional activities in the hotel business, teach them how to effectively manage a hotel company, optimize work processes and provide a high level of service for guests. The discipline is aimed at studying the basic principles and practices of hotel business management, key aspects of hotel organization, including resource management, personnel, guest service, as well as strategies for improving the quality of service and customer satisfaction	5				+			+						
43	Business Turkish	The discipline focuses on the study of the Turkish language in a	5												+	

		professional context. Students master the basic business expressions and phrases necessary for communication in the field of tourism and hospitality. The course includes skills in correspondence, negotiations and business meetings in Turkish														
44	Chinese in the hospitality industry	The purpose of the discipline is to develop effective communication skills in Chinese for work in the hospitality sector, mastering professional vocabulary and phrases, understanding cultural characteristics and improving the service of Chinese customers in hotels, restaurants and travel companies. Mastering specialized vocabulary and phrases for communicating with Chinese tourists. Understanding the cultural characteristics of communication, improving the quality of service to Chinese clients, increasing competitiveness in the labor market	5												+	
45	Transports in the service sector	The purpose of the discipline is to provide students with the knowledge and skills necessary to effectively manage the logistics processes in the service sector, as well as to teach them to develop and implement logistics strategies to increase the competitiveness and efficiency of the business. The discipline is aimed at studying the principles and methods of organizing logistics processes in the service sector, transport and other industries where effective organization of the movement of resources and information is important	5					+			+					
46	Cross-sector service communication	The discipline is aimed at developing effective communication skills between various industries and departments, improving interaction with customers and partners. Focus on communication, coordination, and problem solving in cross-industry teams to improve service quality	5												+	
47	National cuisines and beverages	The discipline is studied in order to form skills about the culture and traditions of nutrition of the Slavic peoples, the population of Europe, East Asia and the Caucasus. The discipline describes the relationship of national traditions and religious worldviews with food culture. Classifies trends in the development of	5									+				

		national cuisine. Assesses the impact of the achievements of science and technology on the development of national cuisine														
48	Service and management of the number of roomss	The purpose of the discipline is to develop students" theoretical knowledge and practical skills necessary for the effective organization, control and optimization of residential services in hotel enterprises. The discipline covers the issues of service, personnel management of the number of rooms (economic service), quality assurance, hygiene, safety, logistics and rational use of resources, which contributes to increasing the level of guest satisfaction and competitiveness of the hotel business	5				+					+				
49	Service of official and diplomatic receptions	The purpose of the discipline is to train specialists with knowledge and practical skills in organizing and maintaining official receptions, taking into account the standards of protocol, etiquette and high level of service. The discipline provides knowledge in the planning and organization of official events aimed at representatives of government agencies, diplomatic missions, international organizations and high-ranking guests, with the obligatory observance of the norms of protocol and business etiquette	5				+					+				
50	Operational procedures of the Reception and Placement Department	The purpose of the discipline is to study actions aimed at effectively serving guests from registration, accommodation to eviction of guests (Check in. Check out). The types and processing of bookings, payment acceptance, paperwork, key issuance, conflict resolution, as well as the provision of reference information and assistance to guests are considered	5				+									+
51	Organization of banquets and receptions	The purpose of the discipline is to study the theoretical foundations and practical aspects of planning, preparing, conducting and analyzing various types of celebrations, banquets, receptions, buffets and catering services. Students acquire practical skills necessary for organizing and holding banquets and receptions at a high professional level, ensuring impeccable service, creating an unforgettable atmosphere for guests	5				+					+				

52	Organization of production and service in the restaurant business	The purpose of the discipline is to classify and demonstrate the formats of the restaurant market, as well as to explain the peculiarities of supplying catering enterprises with material and technical equipment in modern conditions. As a result of the training, students study recommendations for the purchase of tableware, appliances, kitchen utensils and furniture, and also master the skills of describing the development and implementation of service standards and documentary support of service activities	5						+	+						
53	Legal framework in the RHB	Mastering the discipline will make it possible to classify and systematize regulatory and legal documents of RHB organizations, reasonably apply regulatory documentation, explain the norms of international law in the field of RHB, use regulatory documentation in order to protect the rights of consumers and employers	5											+		
54	Professionally-oriented foreign language (Turkish)	The purpose of the discipline is to develop students" skills in a foreign language in the professional field, mastering specialized vocabulary, improving oral and written speech, as well as the formation of skills in the field of intercultural interaction. The discipline is designed to develop the communication skills of educators in the work area	5												+	
55	Professional trainings in the restaurant business	The purpose of the discipline is to provide students with knowledge related to the management features of restaurant business enterprises. The types and stages of trainings, restaurant training manager, thematic exercises for working out the elements of the skill, group discussion for working out the elements in the complex are studied. The student models with the help of a role laying game - a recreation of a situation close to reality.	4									+				
56	Risks in the service sector	The goal is to teach the basics of risk management, provide tools for risk analysis and mitigation, ensuring the sustainability and efficiency of the service business. The discipline covers the main aspects and strategies of risk management and studies	5													+

		methods for assessing, analyzing and minimizing risks associated with the provision of services, develops skills in the development and implementation of risk management strategies in the service sector														
57	Certification and licensing in RHB	The purpose of the discipline is to familiarize students with the certification and licensing processes in the hotel and restaurant industry, to teach them to understand regulations, requirements and standards to ensure compliance and increase the competitiveness of business in the hospitality sector. Students study the requirements, procedures and standards of certification and licensing, various types of certification, analysis of legislative norms and requirements governing the activities of enterprises in the field of hospitality	8							+				+		
58	Service technology in restaurants and hotels	The purpose of mastering the discipline is to form the fundamentals of hotel and restaurant business among students. This discipline studies the theoretical foundations of the hospitality industry, the concept of restaurants and hotels, the technology of the reception service, the technology of servicing the hotel fund, the technology of additional service in the hotel, the technology of service at catering enterprises	8				+									+
59	Technology of food production in the restaurant business	The purpose of the discipline is to consider the main stages of the technological process of production in restaurant establishments. As a result of the study of the discipline, the methods of accepting food raw materials and food products, as well as the processes of mechanical and hydromechanical processing of raw materials, heat treatment of semi-finished products and cooking of finished food are mastered. Technological processes of mechanical and culinary processing of raw materials and semi-finished products are considered	5						+							
60	Traditions and customs of the peoples of the world	The purpose of the discipline is to form students' knowledge of the traditions and customs of the peoples of the world in order to improve the quality of service and create a unique hospitable experience in the field of catering and hotel business. Studying	4									+			+	

		the discipline, students study the cultural characteristics of traditions, rituals and national etiquettes, meals, national holidays and ways of hospitality that contribute to the competitiveness of restaurant and hotel enterprises														
61	Transport provision in hospitality	The purpose of the discipline is to prepare students for professional activities in the field of transport provision in hospitality, teach them to effectively organize transport services, provide a high level of comfort for guests and optimize logistics processes. The course includes the study of various types of transport services, such as transfers, excursion routes, rented cars and other types of transportation that provide convenience and safety for clients in hospitality	5					+			+					
62	Electronic booking and reservation systems in the service	The purpose of studying the discipline is to master the types of booking and reservation. Booking and reservation methods and technology. Mastering the discipline allows you to learn about booking and reservation systems in the tourism industry. Typology, characteristics, as well as features of international booking systems	5				+	+								+
Minor																
63	Introduction to Artificial Intelligence (Minor)	The discipline is aimed at studying the basic concepts, methods and technologies used in modern artificial intelligence systems. The course covers artificial neural networks, machine learning, deep learning, as well as applied algorithms and models used in various fields such as computer vision, natural language processing, robotics, and game art. At the end of the course, students are able to analyze and solve problems using artificial intelligence methods.	5					+								
64	Development of artificial neural networks (Minor)	The discipline focuses on the study of methods for creating and training neural networks, which are mathematical models that mimic the work of the human brain. During the course of studying this discipline, students will learn about various types of neural networks, their structures and learning algorithms.	5					+								

		Upon completion of the course, students will be able to create, train and apply neural networks to solve various tasks in the field of artificial intelligence and machine learning.														
65	Artificial intelligence in the management of object (Minor)	The discipline studies the basic concepts and principles of artificial intelligence systems, as well as their application in object management. Methods and technologies of artificial intelligence for effective management of objects. Upon completion of the course, students gain the skills and knowledge necessary for successful management of facilities using	5					+								

8 Alignment of planned learning outcomes with assessment technologies and teaching methods within the module

Learning Outcomes (LO) Number	Planned learning outcomes for the module	Assessment technologies (tools)	Methods of learning and teaching
LO1	Manages the flow of hotel customers, providing high quality services and maintaining a guest database	Business game, presentation	Problem lecture, front-line survey, preparation and protection of presentations, work in pairs
LO2	Applies skills in working with information systems and artificial intelligence tools in professional activities	Solution of situational problems, abstract, essay, creative tasks, presentation	Interactive lecture, visualization lecture, brainstorming, preparation and protection of presentations
LO3	Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials	Essays, creative assignments, press conferences, talks, messages, abstracts, presentation, case stages, role-playing games	Oral questioning, brainstorming, problem lecture, inverted classroom
LO4	Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry	Essays, creative assignments, press conferences, reports, messages, abstracts, presentation	Oral survey, lecture with pre-planned errors, lectures, problem lecture, inverted class, lecture-visualization
LO5	Applies knowledge of 1C: Accounting to analyze costs, profits and pricing in order to make optimal decisions, observing classification standards and taking into account the infrastructure features of the	Business game, presentation, case stages, press conferences	Brainstorming, role-playing, lecture problem lecture, inverted class, case analysis

	hospitality industry		
LO6	Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world	Essays, creative assignments, reports, messages, abstracts, presentations, press conferences	Lectures, problem lecture, inverted class, lecture-visualization, protection of reports
LO7	Ensures compliance with the requirements of the principles of sustainable development, safety and environmental protection, the formation of research skills	Presentation, creative tasks, reports, messages, abstracts, case stages, role-playing games	Preparation and protection of presentations, frontal survey, problem lecture, inverted class, lecture-visualization, writing reports, abstracts, preparation of messages
LO8	Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.	Reports, messages, abstracts, presentation, multi-level tasks and tasks, press conferences	Lecture-discussion, problem lecture, inverted class, lecture-visualization, writing reports, abstracts, preparing a presentation, working in groups.
LO9	Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts	Discussion, case stages, role-playing games, press conferences	Brainstorming, problem lecture, inverted class, case analysis, frontal questioning, preparation and protection of presentations
LO10	Plans the work of the reservation and guest registration department, optimizing the service processes in hotel enterprises using risk management tools	Essays, creative assignments, reports, messages, abstracts, presentations, press conferences	Problem lecture, inverted class, lecture-visualization, writing reports, messages, abstracts, preparation of presentation

	hospitality industry		
LO6	Organizes events using the basics of the gastronomic brand of the enterprise, planning the types and traditions of food of the peoples of the world	Essays, creative assignments, reports, messages, abstracts, presentations, press conferences	Lectures, problem lecture, inverted class, lecture-visualization, protection of reports
LO7	Ensures compliance with the requirements of the principles of sustainable development, safety and environmental protection, the formation of research skills	Presentation, creative tasks, reports, messages, abstracts, case stages, role-playing games	Preparation and protection of presentations, frontal survey, problem lecture, inverted class, lecture-visualization, writing reports, abstracts, preparation of messages
LO8	Applies knowledge in the field of economics, law, entrepreneurship and financial literacy to make informed professional decisions in the field of hospitality and tourism, observing the norms of ethics and the requirements of anti-corruption legislation of the Republic of Kazakhstan.	Reports, messages, abstracts, presentation, multi-level tasks and tasks, press conferences	Lecture-discussion, problem lecture, inverted class, lecture-visualization, writing reports, abstracts, preparing a presentation, working in groups.
LO9	Carries out professional interaction in the interpersonal and intercultural environment, taking into account cultural characteristics and traditions, using a foreign language in various communicative contexts	Discussion, case stages, role-playing games, press conferences	Brainstorming, problem lecture, inverted class, case analysis, frontal questioning, preparation and protection of presentations
LO10	Plans the work of the reservation and guest registration department, optimizing the service processes in hotel enterprises using risk management tools	Essays, creative assignments, reports, messages, abstracts, presentations, press conferences	Problem lecture, inverted class, lecture-visualization, writing reports, messages, abstracts, preparation of presentation

9 Correlation of learning outcomes of the educational program with the labor functions of professional standards

Name of the professional standards used	Professions at level 6	Labor functions	Tasks	Learning outcomes for the educational program
«Interaction with guests» 06.12.2022 №224	Guest Relations Manager	Labor function 1: Providing guests with information about the hotel, services provided, events held at the hotel	Task 1: Meeting and accommodation of guests, familiarization with the possibilities of hotel services and events; Reception and fulfillment of guest orders going beyond the hotel activity limit	LO1 - Manages the flow of hotel customers, providing high quality services and maintaining a guest database
		Labor function 2: Controlling the flow of hotel guests	Task 2: Daily control of the list of visiting guests; Working with software	LO2 - Applies skills in working with information systems and artificial intelligence tools in professional activities
		Labor function 3: Daily control of the list of visiting guests, highlighting the VIP category (special attention), and provides interested services with this information	Task 3: Reception and execution of guest orders for booking travel tickets (air, rail, bus, cruise), for renting a car, calling a taxi, draws up outfits and travel sheets of drivers, visiting theaters, exhibitions, circuses, etc.	
«Reception and accommodation of guests» 06.12.2022 №224	Booking manager	Labor function 1: Planning the work of the booking and check-in department	Task 4: Recruitment of personnel for reporting positions in the guest booking and registration department; Drawing up a work schedule for employees of the guest booking and registration department; Preparation of purchase orders required for successful work of the department	LO3 - Monitors compliance with service standards by conducting market research and promoting brands in the hospitality industry LO4 - Calculates the need for material resources, including the calculation of the activities of enterprises and the processing of raw materials
		Labor function 2: Organization of work of the booking and registration department	Task 5: Attracting new and retaining old guests and corporate clients; Development, implementation, improvement of department standards and adherence to them; Organization of the work of the receptionist, administrators, senior administrators, booking agent, guest manager and night managers	

		Labor function 3: Coordination of the reservation and guest check-in department	Task 6: Distribution of responsibilities among employees of the department; Training and introduction of new employees of the department into the workflow; Report daily to management on the current status of the hotel	
		Labor function 4: Monitoring the work of the reservation and guest registration department	Task 7: Daily monitoring of compliance with the rules for wearing uniforms and appearance, labor discipline of the department; Daily monitoring of compliance with department standards and procedures; Daily control of reservations, arrivals and departures	
Requirements for personal competencies: Have eloquence, charm and charisma; Organizational skills; To be highly educated, savvy, sociable, patient, diligent, hardworking; Customer orientation; Ability to work in a team; Ability to concentrate, think quickly and make decisions; Stress resistance; Knowledge of the basics of ethics and etiquette; Multilingualism and multiculturalism; Project and process management.				

10 Graduate model

GRADUATE MODEL			
Professional standards «Interaction with guests» 06.12.2022 №224, «Reception and accommodation of guests» 06.12.2022 №224	Competencies (soft skills, digital skills)		
	Attributes of a graduate	knowledge	Skills
	ability to manage and motivate personnel; responsibility, discipline and initiative; willingness to experiment with menus, interiors, and marketing strategies; customer focus and teamwork; flexibility of thinking, ability to make decisions in non-standard situations; stress resistance and high sociability; understanding the latest trends in the hotel and restaurant business, including new technologies, trends in interior design, consumer preferences; willingness to comply with industry professional and ethical standards; respect for diversity and cultural differences of customers and colleagues	- basic hotel and restaurant business, personnel management, accounting, marketing, guest service; - structures and features of functioning of hotel and restaurant businesses; - service technologies in hotels, restaurants, cafes, bars; - the basis of marketing and promotion in the field of HoReCa; - basics of personnel management and internal logistics of the enterprise; - sanitary standards, quality standards and safety requirements; - legal and regulatory aspects (licensing, labor law, consumer rights, etc.); - international standards of service and cultural features of interaction with guests; - modern digital solutions for the restaurant and hotel business	- plan and organize the work of a hotel, restaurant or other service company; -control the quality of service and analyze customer experience; - manage personnel, allocate responsibilities, motivate employees; - make budgets, calculate the cost of services, analyze financial indicators; - develop and implement marketing and advertising companies; - apply legal and sanitary standards in professional activities; - interact with clients, resolve conflict situations, ensure a high level of service; -use digital process management and automation tools
	Professional skills (hard skills)		
	-Ready to make decisions and respond to variable working conditions in the hospitality industry; - Skills of working with software for hotel and restaurant management; - Experience in planning and organization of events and maintenance activities. -Ready to provide customers with high quality service; -The skills of presentation and public speaking		

Типтік оқу жоспары / Типичный учебный план / Typical curriculum

ББББ 6В11126 - Мейрамхана ісі және мейманхана бизнесі / ОП 6В11126 - Ресторанное дело и гостиничный бизнес / EP 6B11126 - Restaurant and Hotel business

Модульдің № / № модуля / Module №	Пәндердің № / № дисциплины / Discipline №	ОҚУ ПӘНДЕРІНІҢ АТАУЫ НАИМЕНОВАНИЕ УЧЕБНЫХ ДИСЦИПЛИН NAME OF TEACHING DISCIPLINES	Оқу пәндерінің циклы (циклдегі компонент / таңдау компоненті) Цикл учебных дисциплин (обязательный компонент / компонент по выбору) Educational disciplines cycle (compulsory component / component of choice)	Оқу пәндерінің коды Код учебной дисциплины Educational discipline code	Семестр / semester	Кредиттер саны Количество кредитов Number of credits	Курстық жұмыс (жоба) Курсовая работа (проект) Course work (project)	Білім алушылардың жұмыс уақытының бюджеті сағатпен / Бюджет времени работы обучающихся часами							Семестр бойынша бөлу / Распределение по семестрам								Оқыту тілі (үш тілде білім беру бағдарламалары бойынша: оқыту тілінде, екінші тілде, ағылшын тілінде) / Язык обучения (для программы трехъязычного образования: на языке обучения, на втором языке, на английском языке) / Language of education (for trilingual education programs: in the language learning in the second language, in English)
								Барлық сағат / Всего часов / Total hours	Аудиториялық жұмыс / Аудиторная работа / Classroom hours: Барлық аудит сағат / Всего аудит часов / Total classroom hours	оның ішінде / в том числе / including: Д / ЛК / Lec	оның ішінде / в том числе / including: СПС / СПЗ / SPL	оның ішінде / в том числе / including: ЛС / ЛЗ / LC	ОБӨЖ / СРОП / IWS1	БАӨЖ / СРО / IWS	1 КУРС / 1 Академиялық кезең / Academic period	1 КУРС / 2 Академиялық кезең / Academic period	2 КУРС / 3 Академиялық кезең / Academic period	2 КУРС / 4 Академиялық кезең / Academic period	3 КУРС / 5 Академиялық кезең / Academic period	3 КУРС / 6 Академиялық кезең / Academic period	4 КУРС / 7 Академиялық кезең / Academic period	4 КУРС / 8 Академиялық кезең / Academic period	
															Семестрдағы апталар саны / Недель в семестре / Weeks in a semester		Семестрдағы апталар саны / Недель в семестре / Weeks in a semester		Семестрдағы апталар саны / Недель в семестре / Weeks in a semester		Семестрдағы апталар саны / Недель в семестре / Weeks in a semester		
															15	15	15	15	15	15	15	15	
															аптасына аудиториялық сағат / аудиторных часов в неделю / classroom		аптасына аудиториялық сағат / аудиторных часов в неделю / classroom		аптасына аудиториялық сағат / аудиторных часов в неделю / classroom		аптасына аудиториялық сағат / аудиторных часов в неделю / classroom hours per week		
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Модуль / Module № 1	**Адам және қоғам дүниетанымның және қоғамдық-саяси білімнің негізі / Человек и общество основа мировоззренческих и социально- политических знаний / Man and Society the foundation of worldview and socio-political**																						
	1	Экономика, кәсіпкерлік, құқық және қаржылық сауаттылық модулі (экономика және кәсіпкерліктің негіздері, құқық негіздері және сыбайлас жемқорлыққа қарсы мәдениет, қаржылық сауаттылық негіздері) Модуль экономики, предпринимательства, права и финансовой грамотности (основы экономики и предпринимательства, основы права и антикоррупционная культура, основы финансовой грамотности) Module of economics, entrepreneurship, law and financial literacy (fundamentals of economics and entrepreneurship, basics of law and anti-corruption culture, basics of financial literacy)	ЖБП (ЖК) ООД (ВК) GER (UC)	MEPPFG 1107-25 MEPPFG 1107-25 MEPPFG 1107-25	1	5		150	45	30	15		15	90	2 + 1 + 0								Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	2	Әлеуметтік-саясаттану білім модулі (әлеуметтану, саясаттану, мәдениеттану, психология) Модуль социально-политических знаний (политология, социология, культурология, психология) Module of socio-political knowledge (political science, sociology, cultural studies, psychology)	ЖБП (МК) ООД (ОК) GER (CS)	MSPZ 2103-25 MSPZ 2103-25 MSPZ 2103-25	2	8		240	120	60	60		15	105		4 + 4 + 0							Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	3	Қазақстан тарихы История Казахстана History of Kazakhstan	ЖБП (МК) ООД (ОК) GER (CS)	IK 1101-25 IK 1101-25 IK 1101-25	2	5		150	45	30	15		15	90		2 + 1 + 0							Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	4	Дене шынықтыру Физическая культура Physical Culture	ЖБП (МК) ООД (ОК) GER (CS)	PhK 1106-25(2) PhK 1106-25(2) PhK 1106-25(2)	2	2		60	30		30			30		0 + 2 + 0							Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	5	Философия Философия Philosophy	ЖБП (МК) ООД (ОК) GER (CS)	Fil 2102-25 Fil 2102-25 Fil 2102-25	3	5		150	45	30	15		15	90			2 + 1 + 0						Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	6	Дене шынықтыру Физическая культура Physical Culture	ЖБП (МК) ООД (ОК) GER (CS)	PhK 1106-25(3) PhK 1106-25(3) PhK 1106-25(3)	3	2		60	30		30			30			0 + 2 + 0						Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	7	Дене шынықтыру Физическая культура Physical Culture	ЖБП (МК) ООД (ОК) GER (CS)	PhK 1106-25(4) PhK 1106-25(4) PhK 1106-25(4)	4	2		60	30		30			30				0 + 2 + 0					Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
Барлығы модуль бойынша / Итого по модулю / Total for module						**29**		**870**	**345**	**150**	**195**	**0**	**60**	**465**									
Модуль / Module № 2	**Ақпараттық-коммуникативтік модуль / Информационно- коммуникационный модуль / Information and Communication Module**																						
	1	Шетел тілі Иностранный язык Foreign language	ЖБП (МК) ООД (ОК) GER (CS)	IYa 1104-25(1) IYa 1104-25(1) IYa 1104-25(1)	1	5		150	45		45		15	90	0 + 3 + 0								Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	2	Ақпараттық-коммуникациялық технологиялар Информационно-коммуникационные технологии Information and communication technologies	ЖБП (МК) ООД (ОК) GER (CS)	IKT 1108-25 IKT 1108-25 IKT 1108-25	1	5		150	45	15		30	15	90	1 + 0 + 2								Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	3	Қазақ (Орыс) тілі Казахский (Русский) язык Kazakh (Russian) language	ЖБП (МК) ООД (ОК) GER (CS)	K(R)Ya 1105-25 (2) K(R)Ya 1105-25 (2) K(R)Ya 1105-25 (2)	1	5		150	45		45		15	90	0 + 3 + 0								Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	4	Қазақ (Орыс) тілі Казахский (Русский) язык Kazakh (Russian) language	ЖБП (МК) ООД (ОК) GER (CS)	K(R)Ya 1105-25 (1) ...R)Ya 1105-25 (1) K(R)Ya 1105-25 (1)	2	5		150	45		45		15	90		0 + 3 + 0							Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	5	Шетел тілі Иностранный язык Foreign language	ЖБП (МК) ООД (ОК) GER (CS)	IYa 1104-25(2) IYa 1104-25(2) IYa 1104-25(2)	2	5		150	45		45		15	90		0 + 3 + 0							Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
Барлығы модуль бойынша / Итого по модулю / Total for module						**25**		**750**	**225**	**15**	**180**	**30**	**75**	**450**									
№	**Адам және қоғам дүниетанымның және қоғамдық-саяси білімнің негізі / Человек и общество основа мировоззренческих и социально- политических знаний / Man and Society – the foundation of worldview and socio-**																						

Модуль Module	1	Дене шынықтыру Физическая культура Physical Culture	ЖБП (МК) ООД (ОК) GER (CS)	PhK 1106-25(1) PhK 1106-25(1) PhK 1106-25(1)	1	2		60	30		30			30	0 + 2 + 0								Білім алушының таңдауы бойынша По выбору обучающегося By student's option
Барлығы модуль бойынша / Итого по модулю / Total for module						**2**		**60**	**30**	**0**	**30**	**0**	**0**	**30**										
Модуль / Module № 4		**Мейрамхана және қонақ үй қызметін ұйымдастыру / Организация ресторанного и гостиничного сервиса / Organization of restaurant and hotel services**																						
	1	Мейрамхана және қонақ үй бизнесіндегі маркетинг Маркетинг в ресторанном и гостиничном бизнесе Marketing in the restaurant and hotel business	БП (ЖК) БД (ВК) BD (UC)	MRGB 1201-25 MRGB 1201-25 MRGB 1201-25	1	5		150	45	30	15		15	90	2 + 1 + 0								Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	2	Мейманхана және мейрамхана менеджменті Менеджмент гостиниц и ресторанов Management of hotels and restaurants	БП (ЖК) БД (ВК) BD (UC)	MGR 1202-25 MGR 1202-25 MGR 1202-25	1	5		150	45	30	15		15	90	2 + 1 + 0								Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	3	Қызмет саласындағы анимациялар Анимации в сфере услуг Animations in the service sector	БП (ТК) БД (КВ) BD (EC)	AbSY 1208-25 AbSY 1208-25 AbSY 1208-25	1	4		120	45	30	15		15	60	2 + 1 + 0								Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	4	Ойын-сауық индустриясы Индустрия развлечения Entertainment industri		IR 1208-25 IR 1208-25 IR 1208-25																			
	5	Қонақжайлылық индустриясындағы консалтинг Консалтинг в индустрии гостеприимства Consulting in the hospitality industry	БП (ТК) БД (КВ) BD (EC)	KIG 1209-25 KIG 1209-25 KIG 1209-25	1	5		150	45	30	15		15	90	2 + 1 + 0								Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	6	Мейрамхана және мейманхана бизнесіндегі кәсіпкерлік қызмет негіздері Основы предпринимательской деятельности в ресторанном и гостиничном бизнесе Fundamentals of entrepreneurial activity in the restaurant and hotel business		OPDRGB 1209-25 OPDRGB 1209-25 OPDRGB 1209-25																			
	7	Қонақжайлық индустриясы негіздері Основы индустрии гостеприимства Hospitality industry basics	БП (ЖК) БД (ВК) BD (UC)	OIG 1203-25 OIG 1203-25 OIG 1203-25	2	5		150	45	30	15		15	90		2 + 1 + 0							Білім алушының таңдауы бойынша/ По выбору обучающегося By student's option
	8	Өндірістік практика I Производственная практика I Production practice I	БП (ЖК) БД (ВК) BD (UC)	PP 1-25 (RDGB) PP 1-25 (RDGB) PP 1-25 (RDGB)	2	3		90	0							3 апта недель weeks							Білім алушының таңдауы бойынша/ По выбору обучающегося By student's option
	9	Оқу практикасы Учебная практика Educational practice	БП (ЖК) БД (ВК) BD (UC)	UP 25 (RDGB) UP 25 (RDGB) UP 25 (RDGB)	2	2		60	0							2 апта недель weeks							Білім алушының таңдауы бойынша/ По выбору обучающегося By student's option
	10	Имидж бен іскерлік қарым-қатынас Имидж и деловое общение Image and business communication	БП (ТК) БД (КВ) BD (EC)	IiDO 1207-25 IiDO 1207-25 IiDO 1207-25	2	4		120	45	30	15		15	60		2 + 1 + 0							Білім алушының таңдауы бойынша/ По выбору обучающегося By student's option
	11	Сервистегі этикет пен мәдениет Этикет и культура в сервиса Etiguette and culture of servise		EiKS 1207-25 EiKS 1207-25 EiKS 1207-25																			
	12	Қонақжайлылық индустриясындағы брендинг Брендинг индустрии гостеприимства Branding of the hospitality industr	БП (ТК) БД (КВ) BD (EC)	BIG 2210-25 BIG 2210-25 BIG 2210-25	3	5		150	45	30	15		15	90			2 + 1 + 0						Білім алушының таңдауы бойынша/ По выбору обучающегося By student's option
	13	Мейрамханалардағы тамақтану мәдениеті Культура питания в ресторанах Food culture in restaurants		KPR 2210-25 KPR 2210-25 KPR 2210-25																			
Барлығы модуль бойынша / Итого по модулю / Total for module						**38**		**1140**	**315**	**210**	**105**	**0**	**105**	**570**										
		Сервис саласындағы қызмет көрсету технологиясы және стандарттары / Технология и стандарты обслуживания в сфере сервиса / Technology and Service Standards																					
	1	МІМБ инфрақұрылым Инфрастуктура в РДГБ Infrastructure in RHB	БП (ЖК) БД (ВК) BD (UC)	IRDGB 2204-25 IRDGB 2204-25 IRDGB 2204-25	3	5		150	45	30	15		15	90			2 + 1 + 0						Білім алушының таңдауы бойынша/ По выбору обучающегося By student's option
	2	Мейрамхана бизнесі Ресторанный бизнес Restaurant business	БП (ЖК) БД (ВК) BD (UC)	RB 2205-25 RB 2205-25 RB 2205-25	3	5		150	45	30	15		15	90			2 + 1 + 0						Білім алушының таңдауы бойынша/ По выбору обучающегося By student's option
	3	Мейрамхана және мейманхана бизнесіндегі жабдықтар Оборудование в ресторанном и гостиничном бизнесе Equipment in the restaurant and hotel business	БП (ТК) БД (КВ) BD (EC)	ORDGB 2211-25 ORDGB 2211-25 ORDGB 2211-25	3	5		150	45	30	15		15	90			2 + 1 + 0						Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	4	Қонақ үй кәсіпорындарының материалды-техникалық базасы Материально-техническая база гостиничных предприятий Material and technical base of hotel companies		MTBGP 2211-25 MTBGP 2211-25 MTBGP 2211-25																			
	5	Қонақ үй шаруашылығының экономикасы Экономика гостиничного хозяйства Hospitality Economy	БП (ТК) БД (КВ) BD (EC)	EGH 2212-25 EGH 2212-25 EGH 2212-25	4	5		150	45	30	15		15	90				2 + 1 + 0					Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	6	Жасанды интеллектке кіріспе (Minor) Введение в Искусственный интеллект (Minor) Introduction to Artificial Intelligence (Minor)		BII 2212-25) BII 2212-25) BII 2212-25)																			
	7	Әлеуметтік сала және туризмнің микроэкономикасы Микроэкономика социальной сферы и туризма Microeconomics of the social sphere and tourism		MSST 2212-25 MSST 2212-25 MSST 2212-25																			
	8	Гастрономиялық туризм Гастрономический туризм Gastronomic tourism	БП (ТК) БД (КВ)	GT 2213-25 GT 2213-25 GT 2213-25	4	8		240	120	30	90		15	105					2 + 6 + 0				Білім алушының таңдауы бойынша По выбору обучающегося By student's option

Модуль / Module № 5	9	Рационалды тамақтану негіздері Основы рационального питания Fundamentals of rational nimtania	БД (КВ) BD (EC)	ORP 2213-25 ORP 2213-25 ORP 2213-25																				
	10	Мейрамхана және мейманханада қызмет көрсету технологиясы Технология обслуживания в ресторанах и гостиницах Service technology in restaurants and hotels	БеП (ТК) ПД (КВ) PD (EC)	TORIG 2303-25 TORIG 2303-25 TORIG 2303-25	3	8		240	120	30	90		15	105			2 + 6 + 0							Білім алушының таңдауы бойынша По выбору обучающегося/ By student's option
	11	МІҚБ-да сертификаттау және лицензиялау Сертификация и лицензирование в РДГБ Certification and licensing in RHB		SLRDGB 2303-25 SLRDGB 2303-25 SLRDGB 2303-25																				
	12	Кәсіби бағытталған шетел тілі (түрік тілі) Профессионально-ориентированный иностранный язык (турецкий язык) Professionally-oriented foreign language (Turkish)	БеП (ТК) ПД (КВ) PD (EC)	POIY 2304-25 POIY 2304-25 POIY 2304-25	3	5		150	45		45		15	90			0 + 3 + 0							Білім алушының таңдауы бойынша По выбору обучающегося/ By student's option
	13	Іскерлік түрік тілі Деловой турецкий язык Business Turkish		DTY 2304-25 DTY 2304-25 DTY 2304-25																				
	14	МІМБ сервисі және қызмет көрсету стандарттары Стандарты обслуживания и сервиса в РДГБ Service and service standards RHB	БеП (ЖК) ПД (ВК) PD (UC)	SOSRDGB 2201-25 SOSRDGB 2201-25 SOSRDGB 2201-25	4	5		150	45	30	15		15	90				2 + 1 + 0						Білім алушының таңдауы бойынша По выбору обучающегося/ By student's option
	15	Өндірістік практика II Производственная практика II Production practice II	БеП (ЖК) ПД (ВК) PD (UC)	PP 2-25 (RDGB) PP 2-25 (RDGB) PP 2-25 (RDGB)	2	6		180	0									6 апта недель weeks						Білім алушының таңдауы бойынша По выбору обучающегося/ By student's option
	16	Бар ісі және эногастрономия Барное дело и эногастрономия Bar business and enogastronomy	БеП (ТК) ПД (КВ) PD (EC)	BDE 2305-25 BDE 2305-25 BDE 2305-25	2	5		150	45	15	30		15	90				1 + 2 + 0						Білім алушының таңдауы бойынша По выбору обучающегося/ By student's option
	17	Ұлттық тағамдар мен сусындар Национальные кухни и напитки National cuisines and beverages		NKN 2305-25 NKN 2305-25 NKN 2305-25																				
	18	Әлем халықтарының салт-дәстүрлері Традиции и обычаи народов мира Traditions and customs of the peoples of the world	БеП (ТК) ПД (КВ) PD (EC)	TONM 2306-25 TONM 2306-25 TONM 2306-25	4	4		120	45	30	15		15	60				2 + 1 + 0						Білім алушының таңдауы бойынша По выбору обучающегося/ By student's option
	19	Мейрамхана бизнесіндегі кәсіби тренингтер Профессиональные тренинги в ресторанном бизнесе Professional trainings in the restaurant business		PTRB 2306-25 PTRB 2306-25 PTRB 2306-25																				
	20	Қонақжайлылық индустриясындағы қытай тілі Китайский язык в индустрии гостеприимства Chinese in the hospitality industry	БеП (ТК) ПД (КВ) PD (EC)	KYIG 2307-25 KYIG 2307-25 KYIG 2307-25	4	5		150	45		45		15	90				0 + 3 + 0						Білім алушының таңдауы бойынша По выбору обучающегося/ By student's option
	21	Қызметтер саласындағы салааралық коммуникация Межотраслевая коммуникация в сфере услуг Cross-sector service communication		MKSU 2307-25 MKSU 2307-25 MKSU 2307-25																				
Барлығы модуль бойынша / Итого по модулю / Total for module						**66**		**1980**	**645**	**255**	**390**	**0**	**165**	**990**										
Қызмет көрсету саласындағы қызметтік әрекет / Функциональная деятельность в сфере сервиса / Functional activities in the service sector																								
Модуль / Module № 6	1	Тұрақты даму, экология және тіршілік қауіпсіздігі Устойчивое развитие, экология и безопасность жизнедеятельности Sustainable development, ecology and life safety	БП (ЖК) БД (ВК) BD (UC)	UREBZh 2213-25 UREBZh 2213-25 UREBZh 2213-25	5	5		150	45	30	15		15	90					2 + 1 + 0					Білім алушының таңдауы бойынша/ По выбору обучающегося/ By student's option
	2	Мейрамхана және қонақ үй бизнесіндегі бухгалтерлік есеп және аудит Бухгалтерский учёт и аудит в ресторанном и гостиничном бизнесе Accounting and auditing in the restaurant and hotel business	БП (ТК) БД (КВ) BD (EC)	BUARGB 3218-25 BUARGB 3218-25 BUARGB 3218-25	5	5		150	45	15	30		15	90					1 + 2 + 0					Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	3	Мейрамхана және қонақ үй бизнесіндегі баға және салық салу Ценообразование и налогообложение в ресторанном и гостиничном бизнесе Pricing and taxation in the restaurant and hotel business		CNRGB 3218-25 CNRGB 3218-25 CNRGB 3218-25																				
	4	Қызмет көрсету саласындағы статистика Статистика в сфере услуг Statistics in the service sector	БП (ТК) БД (КВ) BD (EC)	SSU 3217-25 SSU 3217-25 SSU 3217-25	5	5		150	45	15	30		15	90					1 + 2 + 0					Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	5	МІМБ-да талдау әдістері Методы анализа в РДГБ Methods of analysis in RHB		MARDGB 3217-25 MARDGB 3217-25 MARDGB 3217-25																				
	6	Қызмет көрсету саласындағы ғылыми зерттеулердің негіздері Основы научных исследований в сфере услуг Fundamentals of scientific research in the service sector	БеП (ЖК) ПД (ВК) PD (UC)	ONIVSU 3213-25 ONIVSU 3213-25 ONIVSU 3213-25	6	5		150	45	30	15		15	90						2 + 1 + 0				Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	7	Дипломдық алдындағы практика/Өндірістік практика Преддипломная практика/Производственная практика Pre-graduate practice Industrial practice	БеП (ЖК) ПД (ВК) PD (UC)	PDP/PP 25 (RDGB) PDP/PP 25 (RDGB) PDP/PP 25 (RDGB)	5	7		210	0											7 апта недель weeks				Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	8	Қызмет көрсету саласындағы тәуекелдер Риски в сфере услуг Risks in the service sector	БеП (ТК) ПД (КВ) PD (EC)	RBSU 3311-25 RBSU 3311-25 RBSU 3311-25	6	5		150	45	15	30		15	90						1 + 2 + 0				Білім алушының таңдауы бойынша По выбору обучающегося By student's option
	9	МІМБ құқықтық негіздері Правовые основы в РДГБ Legal framework in the RHB		PO RDGB 3311-25 PO RDGB 3311-25 PO RDGB 3311-25																				

	10	Қонақжайлылықта көлiктiк қамтамасыз ету Транспортное обеспечение в гостеприимстве Transport provision in hospitality	БеП (ТК) ПД (КВ) PD (EC)	TOBG 3312-25 TOBG 3312-25 TOBG 3312-25	6	5		150	45	30	15		15	90					2 + 1 + 0			Бiлiм алушының таңдауы бойынша По выбору обучающегося By student's option
	11	Қызмет көрсету саласындағы логистика Логистика в сфере услуг Transports in the service sector		LSS 3312-25 LSS 3312-25 LSS 3312-25																		
	12	Қонақтарды қабылдау және орналастыру бөлiмiнiң операциялық рәсiмдері Операционные процедуры отдела приема и размещения Operational procedures of the Reception and Placement Department	БеП (ТК) ПД (КВ) PD (EC)	OPOPR 3310-25 OPOPR 3310-25 OPOPR 3310-25	6	5		150	45	30	15		15	90					2 + 1 + 0			Бiлiм алушының таңдауы бойынша По выбору обучающегося By student's option
	13	Қонақ үй шаруашылығы Гостиничное хозяйство Hotel industry		GH 3310-25 GH 3310-25 GH 3310-25																		
	14	Объектiлердi басқарудағы жасанды интеллект (Minor) Искусственный интеллект в управлении объектами (Minor) Artificial intelligence in the management of object (Minor)		ПУР 3310-25) ПУР 3310-25) ПУР 3310-25)																		
	15	Ресми және дипломатиялық қабылдауларға қызмет көрсету Обслуживание официальных и дипломатических приемов Service of official and diplomatic receptions	БеП (ТК) ПД (КВ) PD (EC)	OOIDP 3313-25 OOIDP 3313-25 OOIDP 3313-25	6	5		150	45	30	15		15	90					2 + 1 + 0			Бiлiм алушының таңдауы бойынша По выбору обучающегося By student's option
	16	Банкеттер мен қабылдауларды ұйымдастыру Организация банкетов и приемов Organization of banquets and receptions		OBP3313-25 OBP3313-25 OBP3313-25																		
Барлығы модуль бойынша / Итого по модулю / Total for module						**47**		**1410**	**360**	**195**	**165**	**0**	**120**	**720**								
Модуль / Module № 7		**Сервис саласындағы кәсiпкерлiк / Предпринимательство в сфере сервиса / Service entrepreneurship**																				
	1	МИМБ-дегі бизнес-жоспарлау Бизнес-планирование в РДГБ Business planning in RHB	БП (ТК) БД (КВ) BD (EC)	BPRDGB 3214-25 BPRDGB 3214-25 BPRDGB 3214-25	5	5		150	45	15	30		15	90					1 + 2 + 0			Бiлiм алушының таңдауы бойынша По выбору обучающегося By student's option
	2	Мейрамхана бизнесінің қауіпсіздігі Безопасность ресторанного бизнеса Restaurant business security		BRB 3214-25 BRB 3214-25 BRB 3214-25																		
	3	МИМБ-дағы 1С кәсіпорындары 1С предприятий в РДГБ 1C enterprises in RHB	БП (ТК) БД (КВ) BD (EC)	1CPRDGB 3215-25 1CPRDGB 3215-25 1CPRDGB 3215-25	5	5		150	45	30	15		15	90					2 + 1 + 0			Бiлiм алушының таңдауы бойынша По выбору обучающегося By student's option
	4	Мейрамхана бизнесіндегі калькуляциялау негіздері Основы калькуляции в ресторанном деле Basics of calculation in the restaurant business		OKRB 3215-25 OKRB 3215-25 OKRB 3215-25																		
	5	Қызмет көрсету саласындағы HR менеджмент HR менеджмент в сфере услуг HR management in the service sector	БП (ТК) БД (КВ) BD (EC)	HRM BSU 3216-25 HRM BSU 3216-25 HRM BSU 3216-25	5	5		150	45	30	15		15	90					2 + 1 + 0			Бiлiм алушының таңдауы бойынша По выбору обучающегося By student's option
	6	Сервистік индустрияның кадрлық әлеуеті Кадровый потенциал сервисной индустрии Personnel potential of the service industry		KPSU 3216-25 KPSU 3216-25 KPSU 3216-25																		
	7	Мейрамхана ішіндегі тамақтану өнімдерін өндіру технологиясы Технология производства продуктов питания в ресторанном деле Technology of food production in the restaurant business	БеП (ТК) ПД (КВ) PD (EC)	TPPRD 3308-25 TPPRD 3308-25 TPPRD 3308-25	5	5		150	45	15	30		15	90					1 + 2 + 0			Бiлiм алушының таңдауы бойынша По выбору обучающегося By student's option
	8	Мейрамхана бизнес кәсіпорындарында өндіріс пен қызмет көрсетуді ұйымдастыру Организация производства и обслуживание на предприятиях ресторанного бизнеса Organization of production and service in the restaurant business		OPOPRB 3308-25 OPOPRB 3308-25 OPOPRB 3308-25																		
	9	Жасанды нейрондық желілерді әзірлеу (Minor) Разработка искусственных нейронных сетей (Minor) Development of artificial neural networks (Minor)	БеП (ТК) ПД (КВ) PD (EC)	RINS 3309-25) RINS 3309-25) RINS 3309-25)	5	5		150	45	30	15		15	90					2 + 1 + 0			Бiлiм алушының таңдауы бойынша По выбору обучающегося By student's option
	10	Сервис саласындағы брондаудың және тапсырыс берудің электронды жүйелері Электронные системы бронирование и резервирование в сервисе Electronic booking and reservation systems in the service		ESRB 3309-25 ESRB 3309-25 ESRB 3309-25																		
	11	Номерлік қорды жабдықтау және басқару Обслуживание и управление номерным фондом Service and management of the number of roomss		OUNF 3309-25 OUNF 3309-25 OUNF 3309-25																		
Барлығы модуль бойынша / Итого по модулю / Total for module						**25**		**750**	**225**	**120**	**105**	**0**	**75**	**450**								
Модуль / Module №		**Қорытынды аттестаттау / Итоговая аттестация / Final assessment**																				
	1	Қорытынды аттестаттау Итоговая аттестация Final assessment			6	8		240											6 апта недель weeks			
Барлығы модуль бойынша / Итого по модулю / Total for module						**8**		**240**	**0**	**0**	**0**	**0**	**0**	**0**								
БАРЛЫҒЫ МОДУЛЬДАР БОЙЫНША / ИТОГО ПО МОДУЛЯМ / TOTAL FOR MODULES						**240**		**7200**	**2145**	**945**	**1170**	**30**	**600**	**3675**								

Экспертное заключение

на образовательную программу АО «Казахского университета технологии и бизнеса» имени К.Кулажанова

6В11126 – «Ресторанное дело и гостиничный бизнес»

(шифр и наименование ОП по «Классификатору направлений подготовки кадров с высшим и послевузовским образованием»)

по направлению подготовки 6В111 «Сфера обслуживания»

(шифр и название направления подготовки по «Классификатору направлений подготовки кадров с высшим и послевузовским образованием»)

Общая характеристика образовательной программы:

Образовательная программа 6В11126 – «Ресторанное дело и гостиничный бизнес» разработана с учетом обобщения современного отечественного и мирового опыта подготовки по данной специальности, требований работодателей и запросов рынка труда.

В соответствии с этим ОП ориентирована на подготовку бакалавров сферы услуг индустрии гостеприимства.

Особенностями ОП 6В11126 – «Ресторанное дело и гостиничный бизнес» являются: ориентация при разработке, использование кредитной системы зачетных единиц для оценки компетенций, а также дидактических единиц программы, обеспечивающих их достижение; Европейских стандартов и руководств для обеспечения качества высшего образования в рамках Болонского процесса, а также национальных и международных критериев качества образовательных программ.

Актуализация содержания образовательной программы с учетом требований рынка труда и потребностей обучающихся осуществляется в рамках изучения элективных дисциплин. Цели программы определяются компетенциями, реализуются выпускниками в процессе трудовой деятельности и дают потребителям информацию об областях профессиональной подготовки, профилях программы и видах профессиональной деятельности, к которой готовятся выпускники бакалавриата.

Образовательная программа создана с учетом: уникального потенциала кадрового состава АО «Казахского университета технологии и бизнеса» имени К.Кулажанова и необходимости наполнения регионального, республиканского и международного рынка труда высококвалифицированными специалистами.

Дисциплины образовательной программы бакалавриата сформированы по трем циклам: общеобразовательные, базовые и профилирующие и объединены в модули трех типов в рамках данных циклов: общие обязательные модули, обязательные модули по специальности, модули по выбору.

Для повышения конкурентоспособности бакалавров, формированием у них необходимых квалификационных характеристик, а также удовлетворение потребностей работодателей в КЭД ОП 6В11126 – «Ресторанное дело и гостиничный бизнес» включены следующие дисциплины:

БД (ВК) - Устойчивое развитие экономики
БД (КВ) - Барное дело и эногастрономия
БД (КВ) - Основы рационального питания
ПД (КВ) - Китайский в индустрии гостеприимства
БД (КВ) - Экономика гостиничного хозяйства
ПД (КВ) - Деловой турецкий 1
ПД (КВ) - Деловой турецкий 2
БД (КВ) Кадровый потенциал сервисной индустрии
ПД (КВ) - Устойчивые технологии и риски в сфере услуг
ПД (КВ) - Транспортные услуги в гостеприимстве

Общее заключение

Содержание образовательной программы соответствует государственным общеобязательным стандартам образования и обеспечивает подготовку обучающихся в соответствии с требованиями программы.

Дисциплины учитывают рыночную конъюнктуру и потребности работодателей. Обучающиеся достаточно высоко оценивают профессиональную подготовку по образовательной программе, о чем свидетельствуют результаты анкетирования. Научно-исследовательской работе студентов и преподавателей уделяется значительное внимание, как важной характеристике деятельности высшего учебного заведения, обучающиеся активно участвуют в научно-практических конференциях, республиканских, региональных и внутривузовских предметных олимпиадах, конкурсах научных работ, занимают призовые места.

Образовательная программа 6В11126 – «Ресторанное дело и гостиничный бизнес» АО «Казахского университета технологии и бизнеса» имеет четко сформулированные цели, согласованные с миссией университета.

Гостинично-ресторанный комплекс
ТОО «Вираделис»
гостиница «Жумбактас» **Жаксылыкова С.У.**

«20» 12 2024 г.

МП

ПИСЬМО-СОГЛАСОВАНИЕ
на образовательную программу
6В11126 – «Ресторанное дело и гостиничный бизнес» (бакалавриат)
АО «Казахский университет технологии и бизнеса»

Образовательная программа 6В11126 – «Ресторанное дело и гостиничный бизнес» позволяет решать теоретические знания и практические навыки в области организации предоставления услуг индустрией гостеприимства.Основная цель программы подготовка высококвалифицированных и конкурентоспособных специалистов, обладающих профессиональными знаниями теории и практики организации и управления субъектами и объектами индустрии гостеприимства, имеющих принципиальную гражданскую позицию и высокую нравственную ответственность перед обществом.

Образовательная программа предусматривает развитие способностей анализа и принятия решений в области хозяйственной деятельности в сфере туризма, что значительно повышает потенциал выпускников на рынке труда.Основные виды профессиональной деятельности выпускника определены в процессе разработки образовательной программы с учетом рекомендаций работодателей, занимающих ведущие позиции на региональном рынке труда. Компетенции выпускника формируются последовательно и в соответствии с логикойучебного плана. Дисциплины, которые входят в учебный план, позволяют сформировать увыпускников профессиональные знания и навыки в области ресторанного и гостиничнего бизнеса.Рабочие программы дисциплин и практик включают формы и процедуры текущего контроля и промежуточной аттестации (типовые задания, решение ситуационных задач, решение кейсов, эссе, рефераты и т.д.).

Предположительные результаты обучения в областях знаний и понимания, что использование современных технологий в гостиничном обслуживании является неотъемлемой частью развития гостиничного бизнеса в условиях конкуренции, проектирования, исследования и оценки, отражены в целях программы.

В учебном плане отображена логическая последовательность освоения дисциплин, обеспечивающих формирование необходимых выпускникам компетенций.

Разработанная образовательная программа в полной мере соответствует заявленному уровню – уровню бакалавриата. Образовательная программа «Ресторанное дело и гостиничный бизнес» разработана в соответствии с требованиями Государственного образовательного стандарта заключается в том, что выпускник должен быть готов к профессиональной деятельности по организации услуг в гостиницах и ресторанах в качестве менеджера, с учетом запросов работодателей, востребованности выпускников. Задачи образовательной программы «Ресторанное дело и гостиничный бизнес» подготовить менеджера к успешной работе в сфере

гостиничного и ресторанного бизнеса на основе гармоничного сочетания научной, фундаментальной и профессиональной подготовки кадров; создать условия для овладения универсальными и предметно-специализированными компетенциями, способствующими его социальной мобильности и устойчивости на рынке труда; сформировать социально-личностные качества выпускников: целеустремленность, организованность, трудолюбие, коммуникабельность, умение работать в коллективе, ответственность за конечный результат своей профессиональной деятельности, гражданственность, толерантность; повышение их общей культуры, способности самостоятельно приобретать и применять новые знания и умения. Основные стратегические направления ОП определяются и компетенциями, реализуются выпускниками в процессе трудовой потребителям информацию об области профессиональной подготовки, профиле программы и профессиональной деятельности, к которой готовятся выпускники бакалавриата.

В реализации образовательной программы принимают участие опытные научно-педагогические работники, а также специалисты-практики. Программа в полной мере обеспечена учебно-методической документацией и материально-техническими ресурсами. В целом, представленная образовательная программа6В11126 – «Ресторанное дело и гостиничный бизнес»АО «Казахский университет технологии и бизнеса имени К.Кулажанова» охватывает комплекс необходимых дисциплин, изучение которых позволит обучающимся в полной мере освоить образовательную программу.

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«30» 12 2024 г.

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