

**Akademia College**  
**Response to Cyprus Agency of Quality Assurance and**  
**Accreditation**  
**in Higher Education**  
**Programme Evaluation**

## **ANNEXES**

Annex A – Course Distribution per Semester

Annex B – Course Descriptions

Annex C – Academic and Research Skills Development Workshops

Annex D - Academic Staff CVs

Annex E - Research Skills Development Workshops Faculty



**TABLE 2: COURSE DISTRIBUTION PER SEMESTER**

A/A	Course Type	Course Name	Course Code	Periods per week	Period duration	Number of weeks/ Academic semester	Total periods/ Academic semester	Number of ECTS
<b>A' Semester</b>								
1.	Compulsory	Introduction to the Hospitality Industry	HOS100	3	50	13	39	6
2.	Compulsory	Business Communication	BUS100	3	50	13	39	6
3.	Compulsory	Hotel Information Systems	HIS100	3	50	13	39	6
4.	Compulsory	Food & Beverage Management	HOS101	3	50	13	39	6
5.	Elective/Gen	Professional English	ENG100	3	50	13	39	6
6.	Elective/Gen	Russian Language I	RUS100	3	50	13	39	6
		<b>TOTALS</b>		<b>15 periods</b>				<b>30 ECTS</b>

**Note: One elective each semester**



A/A	Course Type	Course Name	Course Code	Periods per week	Period duration	Number of weeks/ Academic semester	Total periods/ Academic semester	Number of ECTS
<b>B' Semester</b>								
1.	Compulsory	Front Office Management	HOS200	3	50	13	39	6
2.	Compulsory	Hospitality Accounting	ACC100	3	50	13	39	6
3.	Compulsory	Housekeeping Management	HOS201	3	50	13	39	6
4.	Compulsory	Guest Relations	HOS202	3	50	13	39	6
5.	Compulsory	Summer Internship/Practical Training	HOS203	-	-	16	-	6
6.	Elective/Speci	Personal & Professional Development	BUS200	3	50	13	39	6
7.	Elective/Gen	Russian Language II	RUS200	3	50	13	39	6
		<b>TOTALS</b>		<b>15 periods</b>				<b>36 ECTS</b>

Note: Practical Training/Internship is taken during the Summer vacation from June until September



A/A	Course Type	Course Name	Course Code	Periods per week	Period duration	Number of weeks/ Academic semester	Total periods/ Academic semester	Number of ECTS
<b>C' Semester</b>								
1.	Compulsory	Hospitality Marketing & Sales	MKT300	3	50	13	39	6
2.	Compulsory	Supervision in the Hospitality Industry	HOS300	3	50	13	39	6
3.	Compulsory	Hotel Revenue Management	ACC300	3	50	13	39	6
4.	Compulsory	Entrepreneurship	BUS300	3	50	13	39	6
5.	Elective/Speci	Special Interest Tourism	HOS301	3	50	13	39	6
6.	Elective/Gen	German language I	GER300	3	50	13	39	6
		<b>TOTALS</b>		<b>15 periods</b>				<b>30 ECTS</b>



A/A	Course Type	Course Name	Course Code	Periods per week	Period duration	Number of weeks/ Academic semester	Total periods/ Academic semester	Number of ECTS
<b>D' Semester</b>								
1.	Compulsory	Food and Beverage Cost Control	HOS400	3	50	13	39	6
2.	Compulsory	Organisational Behaviour for the Hospitality Industry	MGT401	3	50	13	39	6
3.	Compulsory	Event Management	HOS401	3	50	13	39	6
4.	Elective/Speci	Consumer Behaviour	BUS401	3	50	13	39	6
5.	Elective/Gen	German Language II	GER400	3	50	13	39	6
		<b>TOTALS</b>		<b>12 periods</b>				<b>24 ECTS</b>

## E. TABLE 1: STRUCTURE OF THE PROGRAMME OF STUDY

PROGRAMME REQUIREMENTS	ECTS
Compulsory courses (15 total x 6 ECTS)	90
Elective courses	
(a) Courses of specialization (2 total x 6 ECTS)	12
(b) General Education courses / Free Electives (2 total x 6 ECTS)	12
Undergraduate / Postgraduate Assignment	-
Practical training (compulsory for all students)	6
<b>Total ECTS</b>	<b>120</b>

**TABLE 3: TEACHING PERSONNEL, COURSES AND TEACHING PERIODS IN THE PROGRAMME OF STUDY**

A/A	Name and Surname	Discipline / Specialization	Teaching courses in the Programme of study under evaluation (Diploma of Hotel Administration)		
			Code	Course title	Periods/ week
1.	Efstathios Kolongou (Programme Coordinator)	Hospitality	HIS100	Hotel Information Systems	3
			HOS101	Food & Beverage Management	3
			HOS200	Front Office Management	3
			HOS201	Housekeeping Management	3
			HOS300	Supervision in the Hospitality Industry	3
			HOS400	Food & Beverage Cost Control	3
			HOS401	Event Management	3
2.	Yiannis Kouis	Hospitality	HOS111	Special Interest Tourism	3
			HOS202	Guest Relations	3
			MKT300	Hospitality Marketing & Sales	3
3.	Nicolas Constantinou	Hospitality	HOS100	Introduction to the Hospitality Industry	3

A/A	Name and Surname	Discipline / Specialization	Teaching courses in the Programme of study under evaluation (Diploma in Hotel Administration)		
			Code	Course title	Periods/ week
4.	Eleftherios Charalambous	Management, Accounting/Finance, Economics	ACC100	Hospitality Accounting	3
			ACC300	Hotel Revenue Management	3
			BUS300	Entrepreneurship	3
			BUS401	Consumer Behaviour	3
5.	Dr Eirini Daskalaki	Intercultural Communication, Business Communication, Research, Research Methods	BUS100	Business Communication	3
6.	Christos Michail	Russian Language	RUS100	Russian Language I	3
			RUS200	Russian Language II	3
7.	Elena Tsapparila	German Language	GER300	German Language I	3
			GER400	German Language II	3
8.	Zafeiro Anastasiou	Personal Development, Psychology	BUS200	Personal & Professional Development	3
9.	Stella Zorba	English Language	ENG100	Professional English	3
10.	Dr Costas Photiou	Human Resources, Management, Business, Research, Research Methods	MGT401	Organisational Behaviour for the Hospitality Industry	3



**TABLE 4: TEACHING PERSONNEL, QUALIFICATIONS, AND TOTAL TEACHING PERIODS**

A/A	Name and Surname	Qualifications	Rank*	FT/PT**	Programme of Study	Periods / week	Total periods /week
1.	Efstathios Kolongou (Programme Coordinator)	MA (cand.) in Occupational Safety & Health BA in Tourism Enterprises	L	FT	Diploma in Hotel Administration	6	6
2.	Yiannis Kouis	MA in Hotel Administration BA in Business Administration	L	PT	Diploma in Hotel Administration	3	3
3.	Nicolas Constantinou	MA in Hotel Strategic Management BA in Business Studies	L	PT	Diploma in Hotel Administration	3	3
4.	Eleftherios Charalambous	MPA in Public Administration Prod. Dip in Management BA in Administrative Studies	L	PT	Diploma in Hotel Administration	6	6
5.	Dr Eirini Daskalaki	PhD in Intercultural Communication & Business Strategy in Hospitality MA in Intercultural Business Communication BA (Hons.) Philosophy, Pedagogy & Psychology	Senior Lecturer	FT	Diploma in Hotel Administration	3	3

A/A	Name and Surname	Qualifications	Rank*	FT/PT**	Programme of Study	Periods / week	Total periods /week
6.	Christos Michalis	MA in Russia Language, German Language, English Language (Pedagogies) BA in Russia Language, German Language, English Language (Pedagogies)	L	PT	Diploma in Hotel Administration	3	3
7.	Elena Tsapparila	MA in Interpreting & Translating BA in German Language & Literature	L	PT	Diploma in Hotel Administration	3	3
8.	Zafeiro Anastasiou	MSc in Educational Psychology Diploma in Global Career Development Facilitator BSc in Psychology	L	PT	Diploma in Hotel Administration	3	3
9.	Stella Zorba	PhD (cand.) in Curriculum and Instruction MA in Educational Leadership BA in English Language and Literature	L	PT	Diploma in Hotel Administration	3	3
10.	Dr Costas Photiou	PhD in Human Resource Management MBA in Human Resource Management BSc (Hons.) in Accounting & Finance	L	PT	Diploma in Hotel Administration	3	3

\* Rank: Professor (P), Associate Professor (Assoc. P), Assistant Professor (Assis. P), Lecturer (L), Special Teaching Personnel (STP), Visiting Professor (Vis. P), Special Scientist (SS), Lab Assistant (LA)

\*\* Full Time (FT), Part Time (PT)

## ANNEX 1 – LIST OF COMPULSORY COURSES AND ELECTIVE COURSES

### Hospitality Compulsory Courses

	Course Code	Course Title	ECTS
1.	HOS100	Introduction to the Hospitality Industry	6
2.	HOS101	Food & Beverage Management	6
3.	HIS100	Hotel Information Systems	6
4.	HOS200	Front Office Management	6
5.	HOS201	Housekeeping Management	6
6.	HOS202	Guest Relations	6
7.	HOS203	Summer Internship/Practical Training	6
8.	HOS300	Supervision in the Hospitality Industry	6
9.	ACC300	Hotel Revenue Management	6
10.	HOS400	Food and Beverage Cost Control	6
11.	HOS401	Event Management	6
TOTAL			66

### General Education Compulsory Courses

	Course Code	Course Title	ECTS
1.	BUS100	Business Communication	6
2.	ACC100	Hospitality Accounting	6
3.	MKT300	Hospitality Marketing & Sales	6
4.	BUS300	Entrepreneurship	6
5.	MGT401	Organisational Behaviour for the Hospitality Industry	6
TOTAL			30

### Specialised Elective Courses – Must choose 12 ECTS from 18 ECTS

	Course Code	Course Title	ECTS
1.	HOS111	Special Interest Tourism	6
2.	BUS200	Personal & Professional Development	6
3.	BUS401	Consumer Behaviour	6
TOTAL			18

General Education Elective Courses – Must choose 12 ECTS from 30 ECTS

	Course Code	Course Title	ECTS
1.	ENG100	Professional English	6
2.	RUS100	Russian Language I	6
3.	RUS200	Russian Language II	6
4.	GER300	German language I	6
5.	GER400	German Language II	6
TOTAL			30

## ANNEX 2 – COURSE DESCRIPTION

Course Title	Introduction to the Hospitality Industry				
Course Code	HOS100				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 1/Semester 1				
Teacher's Name	Nicolas Constantinou				
ECTS	6	Lectures / week	3 hours per week	Laboratories / week	N/A
Course Purpose and Objectives	The course is designed to introduce the students to the opportunities, careers, responsibilities and trends of the hospitality and industry. Students will have an understanding of the importance of hospitality for tourism, especially in a highly competitive global environment within which the tourism sector operates. This course exposes students to the issues connected with the history of hospitality, the forces the impact the hotel industry and the consequences of tourism supply and demand.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Identify the importance of hospitality for global development</li><li>• Explain the difference between the past and present approaches and trends in hospitality using examples</li><li>• Identify the factors that affect the Cypriot hospitality industry</li><li>• Identify the main private, public, quasi-public and other agencies involved in the sector and their inter-relationships at the domestic and international levels</li><li>• Evaluate the different case studies, identifying key problems and find solutions in order to improve the performance of hospitality organisations</li><li>• Forecast future trends in the Hospitality Industry</li></ul>				
Prerequisites	None	Required	None		
Course Content	<p>The topics included in this module cover the following:</p> <p>Week 1: The Hospitality Industry and You</p> <p>Week 2: Forces Affecting Growth and Change in the Hospitality Industry</p> <p>Weeks 3 &amp; 4: The Restaurant Business, its operations, categories of restaurants, competitive forces, on-Site food service and its Issues</p> <p>Week 5 &amp; 6: Lodging: Meeting Guest Needs and Hotel and Lodging Operations</p>				

	<p>Weeks 7 &amp; 8: Forces Shaping the Hotel Business and Competition in the Lodging Business</p> <p>Weeks 9 &amp; 10: Contribute to the development of public policy that promotes environmental, social and economic wellbeing</p> <p>Week 11 &amp; 12: The Role of Service in the Hospitality Industry</p>	
Teaching Methodology	<p>The course is delivered over a combination of lectures, seminars, videos, group discussions, case studies, simulation, audio visual aids, tutorials and workshops.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Barrows Clayton W., Powers T., &amp; Reynolds R. D. (2011) <i>Introduction to the Hospitality Industry</i>. 8<sup>th</sup> ed. New Jersey: John Wiley &amp; Sons. ISBN: 978-0-470-39916-3</p> <p><b>RECOMMENDED READING:</b></p> <p>John R. Walker (2017) <i>Introduction to Hospitality Management</i>. 5<sup>th</sup> ed. London: Pearson. ISBN: 978-0134151908</p> <p>Hawkins R. &amp; Bohdanowicz P. (2011) <i>Responsible Hospitality Theory and Practice</i>. Oxford: Goodfellow Publishers. ISBN: 978-1-906884-19-2</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	<p>Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.</p>	
Language	English	

Course Title	Food & Beverage Management				
Course Code	HOS101				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 1/Semester 1				
Teacher's Name	Efsthathios Kolongou				
ECTS	6	Lectures / week	3 periods per week	Laboratories / week	N/A
Course Purpose and Objectives	This course is designed to provide students with an overview of the management of the food and beverage operations within the hotel industry. Concepts explored include food and beverage development, the importance of the menu, service standards and effective decision-making. Furthermore the student will investigate the relationship between food & beverage management and the other hotel departments.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Explain the importance of the food and beverage department</li><li>• Identify the various management, production and service roles</li><li>• Describe the different types of table service and food service categories.</li><li>• Demonstrate the practices necessary to supervise the food and beverage department</li><li>• Demonstrate how food and beverage marketing is applied in the hotel environment</li><li>• Assess the importance of menu planning and for the effective management of food production systems</li></ul>				
Prerequisites	None	Required	None		
Course Content	<p>The topics included in this module cover the following:</p> <p>Week 1: Food &amp; Beverage Operations and Management</p> <p>Week 2: Concept Development</p> <p>Week 3: Product Development</p> <p>Week 4: The Menu</p> <p>Week 5: Operational Areas, Equipment &amp; Staffing</p> <p>Week 6: Food Production, Sanitation &amp; Safety</p> <p>Week 7: Beverage Provision</p> <p>Weeks 8 &amp; 9: Food &amp; Beverage Service</p> <p>Week 10 &amp; 11: Events, Conferencing &amp; Banqueting</p>				

	Week 12: Making Effective Decisions	
Teaching Methodology	<p>The course is delivered over a combination of lectures, videos, group discussions, case studies, simulation, audio visual aids, tutorials, and workshops. There will be a minimum of two visits to local hotels to view their food and beverage departments and operations.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING</b></p> <p>Cousins, J., Foskett, D., Graham, D., Hollier, A. (2019) <i>Food and Beverage Management</i>. 5<sup>th</sup> ed. Oxford: Goodfellow Publishers. ISBN: 9781911635109.</p> <p><b>RECOMMENDED READING</b></p> <p>Davis, B., Lockwood, A., Alcott, P., &amp; Pantelidis, I. S. (2018) <i>Food and Beverage Management</i>. 6<sup>th</sup> Edition. Routledge. ISBN: 9781138679313.</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	



Course Title	Hotel Information Systems				
Course Code	HIS100				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 1/Semester 1				
Teacher's Name	Efsthathios Kolongou				
ECTS	6	Lectures / week	1 period per week	Laboratories / week	2 periods per week
Course Purpose and Objectives	This course is designed to provide students with an introduction to the various software applications used in the hospitality industry and more especially within the hotel environment. Students will also gain insight into how the information systems are used effectively and interact within the hotel. This course will emphasize the necessary management decisions to effectively purchase, implement and execute technology strategies in a hospitality facility.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Identify the general applications of hospitality information systems</li><li>• Use hospitality-related software systems</li><li>• Evaluate the effects of e-commerce on the hospitality industry</li><li>• Examine the daily functions associated with the information systems across the hotel departments</li><li>• Explain how information systems can facilitate seamless hospitality operations and maximize revenue.</li></ul>				
Prerequisites	None	Required	None		
Course Content	<p>The topics included in this module cover the following:</p> <p>Week 1:</p> <ul style="list-style-type: none"><li>- Understanding Hospitality Information Systems and Information Technology</li><li>- Computer Hardware for Hospitality</li></ul> <p>Week 2:</p> <ul style="list-style-type: none"><li>- Computer Software for Hospitality</li><li>- Computer Networks and Telecommunications for Hospitality</li></ul> <p>Week 3: Electronic Commerce (E-Commerce)</p> <p>Weeks 4 &amp; 5: Computer Reservations Systems (CRS) and Global Distribution Systems (GDS)</p> <p>Weeks 6 &amp; 7: Property Management Systems (PMS) and Point of Sale Systems (POS)</p>				

	<p>Week 8: Accounting Control and Production Systems</p> <p>Week 9: Marketing and Human Resources Management Systems</p> <p>Week 10: Safety, Security, and Physical Plant Systems</p>	
Teaching Methodology	<p>The course is delivered over a combination of lectures, practical lab work with software applications in the Oracle Hospitality Suite 8, videos, group discussions, case studies, simulation, audio visual aids, and workshops.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Collins, G. R., Cobanoglu, C., Bilgihan, A., Berezina, K. (2017) <i>Hospitality Information Technology: learn how to use it</i>. 8<sup>th</sup> ed. Iowa: Kendall Hunt Publishing. ISBN: 9781524917852.</p> <p>Tesone, D. V. (2006) <i>Hospitality Information Systems and E-Commerce</i>. New Jersey: John Wiley &amp; Sons. ISBN: 978-0-471-47849-2.</p> <p><b>RECOMMENDED READING</b></p> <p>Griffin, R. K. (2019) <i>Hospitality Information Systems</i>. New Jersey: John Wiley &amp; Sons. ISBN: 978-0-471-24372-4</p> <p>Tieng, S. (2019 Forthcoming November) <i>Hospitality Information Technology</i>. Oakville: Society Publishing. ISBN 978-1774073179</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	

Course Title	Front Office Management				
Course Code	HOS200				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 1/Semester 2				
Teacher's Name	Efsthathios Kolongou				
ECTS	6	Lectures / week	2 periods per week	Laboratories / week	1 period per week
Course Purpose and Objectives	This course is designed to provide students with a comprehensive understanding of front office management practices and their impact on the guest's experience. Focusing on the significance of the front office, students will gain the necessary competencies for all front office procedures, communications and management within the context of the overall operation of a hotel.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Describe the operational functions of the front office</li><li>• Explain the important role front office operations holds in the successful running of a hotel</li><li>• Demonstrate the tasks and processes from guest check in until the check out</li><li>• Identify the communication channels from the front office to other hotel departments</li><li>• Compare and contrast what 'quality service' means for the guest and for the hotel</li><li>• Confidently and competently operate the property management system and reservations software</li></ul>				
Prerequisites	HIS100	Required		None	
Course Content	<p>The topics included in this module cover the following:</p> <p>Week 1: Introduction to hotel organization and the front office</p> <p>Week 2: Effective interdepartmental communications</p> <p>Weeks 3 &amp; 4: Property management systems</p> <p>Week 5: Revenue management</p> <p>Weeks 6 &amp; 7: Guest Cycle: delivering quality service, registration process, charges, payments, checkout,</p> <p>Week 8: Preparation and review of the night audit</p> <p>Week 9: Promoting in-house sales</p>				

	Week 10: Food & beverage, security & housekeeping departments	
Teaching Methodology	<p>The course is delivered over a combination of lectures, practical lab work with software applications in the Oracle Hospitality Suite 8, videos, group discussions, case studies, simulation, audio visual aids, and workshops. There will be a minimum of two visits to local hotels to view their front office departments and operations.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING</b></p> <p>Woods, R., Ninemeier, J. D., Hayes, D. K. &amp; Austin, M. A. (2013) <i>Professional Front Office Management: Pearson New International Edition</i>. Pearson. ISBN: 9781292026985.</p> <p>Bardi, J. A. (2010) <i>Hotel Front Office Management</i>. 5<sup>th</sup> ed. New Jersey: John Wiley &amp; Sons. ISBN: 978-0-470-63752-4</p> <p><b>RECOMMENDED READING</b></p> <p>Vallen, G. K. &amp; Vallen, J. J. (2018) <i>Check-In, Check-Out: Managing Hotel Operations</i>. 10<sup>th</sup> Edition. Pearson. ISBN: 9780134303505</p> <p>Tewari, J. (2016). <i>Hotel Front Office: Operations and Management</i>. 2<sup>nd</sup> ed. Oxford: Oxford University Press. ISBN-13: 978-0199464692</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	

Course Title	Housekeeping Management				
Course Code	HOS201				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 1/Semester 2				
Teacher's Name	Efsthathios Kolongou				
ECTS	6	Lectures / week	3 periods per week	Laboratories / week	N/A
Course Purpose and Objectives	The aim of this course is to explore the functions of the housekeeping department and to provide the student with competencies to perform efficiently and effectively. The student will gain understanding of the structure and management of the department and will also be acquainted with sustainability practices.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• explain how effective housekeeping contributes to the overall success of a hotel</li><li>• assess the contribution of the Housekeeping department to providing effective accommodation services</li><li>• explain the functions and procedures in the housekeeping department of a hotel and their daily routine</li><li>• demonstrate a general knowledge of the direction and control functions as applied to the housekeeping management</li><li>• create a guest room cleaning check list utilizing the appropriate equipment</li><li>• prepare and explain room reports</li><li>• demonstrate how effective inter-departmental communication contribute to the guest experience</li></ul>				
Prerequisites	HIS100		Required	None	
Course Content	<p>The topics included in this module cover the following:</p> <p>Week 1: The Housekeeping Department &amp; The Executive Housekeeper as Department Manager.</p> <p>Week 2: Management of Inventory and Equipment.</p> <p>Weeks 3 &amp; 4: Characteristics of Housekeeping Equipment and Supplies.</p> <p>Week 5: Laundry Room Management.</p> <p>Weeks 6 &amp; 7: The Cleaning Function: Guest Rooms &amp; Public Areas.</p> <p>Week 8: Personnel Administration.</p> <p>Week 9: Controlling Housekeeping Operations.</p>				

	<p>Week 10: Safety, Security and Infectious Diseases in Property Operations.</p> <p>Week 11: Energy Conservation, Environmental and Sustainability Issues.</p>	
Teaching Methodology	<p>The course is delivered over a combination of lectures, practical lab work with software applications in the Oracle Hospitality Suite 8, videos, group discussions, case studies, simulation, audio visual aids, and workshops. There will be supervised visits to local hotels to observe their housekeeping departments and operations.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING</b></p> <p>Cascado, M. A. (2012) <i>Housekeeping Management</i>. 2<sup>nd</sup> ed. New Jersey: John Wiley &amp; Sons. ISBN: 9781118071793.</p> <p><b>RECOMMENDED READING</b></p> <p>Raghubalan, G. and Raghubalan, S. (2016) <i>Hotel Housekeeping: Operations and Management</i>. 3<sup>rd</sup> ed. Oxford: Oxford University Press. ISBN: 978-0199451746.</p> <p>Jones, T.J.A. (2007) <i>Professional Management of Housekeeping Operations</i>. 5<sup>th</sup> ed. New York: John Wiley &amp; Sons. ISBN: 9780471762447</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	<p>Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.</p>	
Language	English	



Course Title	Guest Relations				
Course Code	HOS202				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 1/Semester 2				
Teacher's Name	Yiannis Kouis				
ECTS	6	Lectures / week	3 hours per week	Laboratories / week	N/A
Course Purpose and Objectives	The course will introduce the students to the management of customer service. Students will be exposed to the various concepts of customer relationship management necessary when interacting with guests. Students will develop their communication skills in order to exceed customer expectations.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Identify the principles of effective guest relations</li><li>• Use techniques for dealing with diverse customer behavior styles</li><li>• Demonstrate effective problem solving in guest relations</li><li>• Describe how new technological trends are affecting customer relations</li><li>• Explain customer service policies</li><li>• demonstrate the competences and skills needed to manage a guest relations department</li><li>• Apply methods to exceed customer expectations</li></ul>				
Prerequisites	None	Required	None		
Course Content	<p>The topics included in this module cover the following:</p> <p>Week 1: Introduction to customer service</p> <p>Week 2: The financial and behavioural consequences of customer service</p> <p>Week 3: Understanding the consumer</p> <p>Week 4: Developing and maintaining a service culture</p> <p>Week 5: Managing service encounters</p> <p>Week 6: Building and maintaining customer relationships</p> <p>Week 7: Providing customer service through the services landscape</p> <p>Week 8: The impact of technology on customer service</p> <p>Week 9: The importance of service recovery</p> <p>Week 10: Promoting customer service internally and externally</p> <p>Week 11: Customer service training handbook</p>				

Teaching Methodology	<p>The course is delivered over a combination of lectures, seminars, videos, group discussions, case studies, simulation, audio visual aids, tutorials and workshops.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"><li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li><li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li></ul> <p>Total student effort: 150 hours</p>										
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Hudson, S. &amp; Hudson, L. (2017) <i>Customer Service for Hospitality and Tourism</i>. 2<sup>nd</sup> ed. Oxford: Goodfellows Publishing. ISBN: 9781911396468</p> <p><b>RECOMMENDED READING:</b></p> <p>Bagdan, J. P. (2012) <i>Guest Service in the Hospitality Industry</i>. New Jersey: John Wiley &amp; Sons. ISBN: 9781118071809</p>										
Assessment	<table><tr><th>Assessment Method</th><th>Assessment %</th></tr><tr><td>Class Attendance &amp; Participation</td><td>10%</td></tr><tr><td>Summative Assessment*:<ul style="list-style-type: none"><li>• case study evaluation report</li><li>• research assignment (individual or group) and presentation,</li><li>• collaborative project and presentation,</li><li>• individual project and presentation</li><li>• midterm assessment</li></ul></td><td>60%-90%</td></tr><tr><td>Final Examination</td><td>0%-30%</td></tr></table> <p>Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.</p>	Assessment Method	Assessment %	Class Attendance & Participation	10%	Summative Assessment*: <ul style="list-style-type: none"><li>• case study evaluation report</li><li>• research assignment (individual or group) and presentation,</li><li>• collaborative project and presentation,</li><li>• individual project and presentation</li><li>• midterm assessment</li></ul>	60%-90%	Final Examination	0%-30%		
Assessment Method	Assessment %										
Class Attendance & Participation	10%										
Summative Assessment*: <ul style="list-style-type: none"><li>• case study evaluation report</li><li>• research assignment (individual or group) and presentation,</li><li>• collaborative project and presentation,</li><li>• individual project and presentation</li><li>• midterm assessment</li></ul>	60%-90%										
Final Examination	0%-30%										
Language	English										



Course Title	Summer Internship				
Course Code	HOS203				
Course Type	Compulsory/Practical Training				
Level	Diploma				
Year / Semester	Year 1/Semester 2 Summer Vacation June - September				
Teacher's Name	Efsthathios Kolongou				
ECTS	6	Lectures / week	-	Laboratories / week	-
Course Purpose and Objectives	This practical training internship aims to provide the students with an opportunity to explore career interests while applying knowledge and skills in a hotel environment. The student will observe and train in the different departments and create professional networks within the industry. With guidance and structure from the course lecturer, the student will gain maximum benefit from the practical training and the experiential learning.				
Learning Outcomes	<p>On successful completion of this internship, the students will be able to:</p> <ul style="list-style-type: none"> <li>• Apply knowledge and skills within a hotel environment</li> <li>• Assess their own skills and abilities supported by a logbook of tasks, duties and responsibilities undertaken during the internship</li> <li>• Evaluate from the employee's perspective to develop their own supervisory approach</li> <li>• Develop a greater understanding of career options while defining their own personal career goals</li> </ul>				
Prerequisites	HOS100, ENG100, HIS100, HOS101, HOS200, ACC100, HOS201, HOS202			Required	None
Course Content	<ul style="list-style-type: none"> <li>- information session as preparation for the summer internship</li> <li>- carry out any tasks, duties and responsibilities assigned by their designated hotel supervisor</li> <li>- coaching and mentoring by the hotel supervisor and in collaboration with the college lecturer</li> <li>- complete internship evaluations reports: midway and final</li> <li>- prepare a short presentation of experiences and knowledge gained and recommendations for the hotel</li> </ul>				
Teaching Methodology	During the 4-month summer internship the student will complete a logbook each week as evidence of experience and skills gained. During the internship the lecturer will monitor the student's progress and follow up with the assigned hotel supervisor. During and at the end of the internship there will be a review and evaluation with the student, the lecturer and hotel supervisor/s involved.				

Bibliography	<b>RECOMMENDED READING</b> <p>Collins, M. (2017) <i>Make It Count! Getting the most from a Hospitality Internship</i>. Kendall Hunt Publishing. ISBN: 9781524907587.</p> <p>Walmsley, A. (2015) <i>Youth Employment in Tourism and Hospitality. A Critical Review</i>. Oxford: Goodfellow Publishers. ISBN: 9781910158371.</p>
Assessment	During the 4-month placement you will complete a logbook each week as evidence of experience and skills gained and a short presentation covering your experiences and knowledge gained and recommendations realised.
Language	English

Course Title	Supervision in the Hospitality Industry				
Course Code	HOS300				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 2/Semester 3				
Teacher's Name	Efsthios Kolongou				
ECTS	6	Lectures / week	3 periods per week	Laboratories / week	N/A
Course Purpose and Objectives	This course provides students with the necessary knowledge to undertake supervisory responsibilities, with an emphasis on managing Human Resources. They are expected to implement and evaluate appropriate human resource management practices.				
Learning Outcomes	<p>On successful completion of this course, the students will be able to:</p> <ul style="list-style-type: none"> <li>• Identify fundamental supervisory responsibilities.</li> <li>• Apply prioritization and delegation as key supervisory tasks.</li> <li>• Demonstrate how to communicate effectively in the workplace</li> <li>• Distinguish coaching from counselling and disciplining.</li> <li>• Describe issues supervisors should be aware of as they assume the role of team leader.</li> <li>• Explain how supervisors can increase employee participation in department activities.</li> <li>• Demonstrate how to deal with conflict</li> <li>• Coach others in time management</li> <li>• Demonstrate how to overcome resistance to change</li> </ul>				
Prerequisites	HOS100, HIS100, BUS100, HOS101, HOS200, ACC100, HOS201, HOS202			Required	None
Course Content	<p>The topics included in this course cover the following:</p> <p>Week 1: The Supervisor and the Management Process</p> <p>Week 2: Effective Communication</p> <p>Week 3: Training and Orientation</p> <p>Week 4: Managing Productivity and Controlling Labor Costs</p> <p>Week 5: Evaluating and Coaching</p> <p>Week 6: Special Supervisory Concerns</p> <p>Week 7: Team Building</p> <p>Week 8: Motivation Through Leadership</p>				

	<p>Week 9: Managing Conflict</p> <p>Week 10: Time Management</p> <p>Week 11: Managing Change</p>	
Teaching Methodology	<p>The course is delivered over a combination of lectures, case studies, multi-media presentations, in-class discussion &amp; student presentations and tutorials and workshops focusing on guided problem solving techniques.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Kavanaugh, R. R. &amp; Ninemeier, J. D. (2013) <i>Supervision in the Hospitality Industry (AHLEI)</i>. 5<sup>th</sup> ed. American Hotel &amp; Lodging Association, Central Michigan University. ISBN: 9780133255089</p> <p><b>RECOMMENDED READING:</b></p> <p>Walker, J. R. &amp; Miller, J. E. (2015) <i>Supervision in the Hospitality Industry</i>. 8<sup>th</sup> ed. New Jersey: John Wiley &amp; Sons. ISBN: 9781119148463.</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	<p>Summative Assessment*:</p> <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	<p>Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.</p>	
Language	English	

Course Title	Hotel Revenue Management				
Course Code	ACC300				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 2/Semester 3				
Teacher's Name	Lefteris Charalambous				
ECTS	6	Lectures / week	3 periods per week	Laboratories / week	N/A
Course Purpose and Objectives	This course introduces the student to the basics of Revenue Management (RM), including the measurement of RM Performance, guest arrival and pricing forecasts, and, managing overbookings. The techniques and practices are integral tools for all supervisory roles.				
Learning Outcomes	<p>On successful completion of this course, the students will be able to:</p> <ul style="list-style-type: none"><li>• Describe the components of revenue management and pricing.</li><li>• Explain the benefits of revenue management.</li><li>• Evaluate historical price/demand data to identify and target customer Segments in a timely manner, with the appropriate product and price.</li><li>• Develop demand and revenue forecasts and measure their accuracy.</li><li>• Apply tools and techniques to make revenue management decisions in a simulated environment.</li></ul>				
Prerequisites	HIS100, HOS101, HOS100, ACC100,			Required	None
Course Content	The topics included in this course cover the following:				
	Week 1				
	Introduction to Revenue Management				
	The Purpose of Revenue Management				
	Revenue Management principles				
	Revenue Management for Hoteliers				
	Week 2				
	Strategic Pricing				

	What is price?
	The importance of Price in the 4 P's of the Marketing Mix
	The Role of Supply and Demand in Pricing
	The Role of Costs in Pricing
	<b>Week 3</b>
	Value
	The Relationship Between Quality and Price
	The Relationship Between Service and Price
	The Link Between Quality, Service, and Price
	<b>Week 4</b>
	Differential Pricing
	Ten Principles of Managing Revenue
	Applying Differential Pricing
	Module Assignment Information
	<b>Week 5</b>
	The Revenue Manager's Role
	The Hotel Revenue Manager
	Job and Duties
	The Revenue Management Team
	<b>Week 6</b>
	Forecasting Demand
	The Importance of Demand Forecasting
	Impact of Demand Forecasts on Revenue Management
	<b>Week 7</b>
	Forecasting in hotels starts with making a budget

	Tools and methods for developing a budget
	<b>Week 8</b>
	Midterm preparation and study
	Group work with case studies and questions
	<b>Week 9</b>
	Inventory and Price Management
	Characterizing Rooms for Optimum Inventory Management
	Classifying Guests by Market Segment
	Price Management
	<b>Week 10</b>
	Distribution Channel Management
	Managing Distribution Channels
	Electronic Distribution Channels
	Principles of Distribution Channel Management
	<b>Week 11</b>
	Revenue Management for Food and Beverage Services
	Applying Differential Pricing in Foodservices
	Factors Affecting Value Perceptions in Foodservices
	<b>Week 12</b>
	Applying tools and techniques in Revenue Management
	Guest Lecture about the practice of hotel revenue management
	<b>Week 13</b>
	Final preparation and study
	Group work with case studies and questions

Teaching Methodology	<p>The course is delivered over a combination of lectures, group discussions, problem solving case studies, excel specialized tutorials and workshops and guided problem solving techniques.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centered learning: 117.5 hours (of which 41.5 independent study, 14 midterm preparations, midterm exam 3 hours, final exam preparation 34, final exam 3 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Hayes, D. K. &amp; Miller, A. (2010) <i>Revenue Management for the Hospitality Industry</i>. New Jersey: John Wiley &amp; Sons. ISBN: 9780470393086.</p> <p><b>RECOMMENDED READING:</b></p> <p>Tranter, K. A., Stuart-Hill, T. &amp; Parker, J. (2014) <i>Introduction to Revenue Management for the Hospitality Industry: Principles and Practices for the Real World</i>. Pearson New International Edition. Pearson. ISBN: 9781292027159.</p> <p>Hereter, G. (2017) <i>Introduction to Revenue Management for Hotels: Tools and strategies to maximize the revenue of your property</i>. CreateSpace Independent Publishing. ISBN: 9781542609050.</p> <p>Jones, P. A (2013) <i>Revenue Management. HOSPA - Practitioner Series (online)</i>. Available at: <a href="https://www.hospa.org/static/cms_page_media/5712/HOSPA%20RM%20eBook_1.pdf">https://www.hospa.org/static/cms_page_media/5712/HOSPA%20RM%20eBook_1.pdf</a> (Accessed: June 2019).</p> <p>Xotels. <i>Leadership in Revenue Management (online)</i>. Available at: <a href="https://www.xotels.com/en/revenue-management/ebook-revenue-management">https://www.xotels.com/en/revenue-management/ebook-revenue-management</a> (Accessed: June 2019)</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%



	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.
Language	English

Course Title	Food & Beverage Cost Control				
Course Code	HOS400				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 2/Semester 4				
Teacher's Name	Efsthathios Kolongou				
ECTS	6	Lectures / week	1 period per week	Laboratories / week	2 periods per week
Course Purpose and Objectives	The course aims to provide students with the principles and procedures involved in an effective food and beverage control system. Utilizing software applications, students will acquire the skills to control, food, beverage, labour, and, other related costs. The students will develop competencies to analyse the relationship between cost volume and profit based on desired targets.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Analyse the Income (Profit and Loss) Statement &amp; Budgets</li><li>• Apply forecasting for food &amp; beverage sales</li><li>• Create food and beverage purchase orders, receiving and inventory controls</li><li>• Explain production standards and its management</li><li>• Formulate cost of food and beverage sales and apply controls to reduce the costs</li><li>• Identify the factors that impact labour costs as well as to appraise labour cost control systems in food and beverage facilities</li><li>• Compare actual operating results with the budgeted figures</li></ul>				
Prerequisites	HOS101	Required		None	
Course Content	<p>The topics included in this course cover the following:</p> <p>Week 1: Managing Revenue and Expense</p> <p>Week 2: Creating Sales Forecasts</p> <p>Week 3: Purchasing and Receiving</p> <p>Weeks 4 &amp; 5: Managing Inventory and Production</p> <p>Weeks 6 &amp; 7: Monitoring Food and Beverage Product Costs</p> <p>Week 8 Managing Food and Beverage Pricing</p>				

	<p>Week 9:</p> <ul style="list-style-type: none"> <li>- Managing the Cost of Labour</li> <li>- Controlling Other Expenses</li> </ul> <p>Week 10:</p> <ul style="list-style-type: none"> <li>- Analyzing Results Using the Income Statement</li> <li>- Planning for Profit</li> </ul> <p>Week 11: Maintaining and Improving the Revenue Control System</p>
Teaching Methodology	<p>The course is delivered over a combination of lectures, practical lab work with software applications in the Oracle Hospitality Suite 8, videos, group discussions, case studies, simulation, audio visual aids, and workshops. There will be supervised visits to hotels and restaurants to observe their food and beverage departments and operations.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>
Bibliography	<p><b>REQUIRED READING</b></p> <p>Dopson, L. R. &amp; Hayes, D. K. (2017) <i>Food and Beverage Cost Control</i>. 6<sup>th</sup> ed. New Jersey: John Wiley &amp; Sons. ISBN: 978-1-118-98849-7.</p> <p>Ojugo, C. (2010) <i>Practical Food and Beverage Cost Control</i>. 2<sup>nd</sup> ed. Boston: Cengage Learning. ISBN: 9781428335448.</p> <p><b>RECOMMENDED READING</b></p> <p>Dittmer, P. R. &amp; Keefe, J. D. (2010) <i>Principles of Food, Beverage, and Labor Cost Controls</i>. 9<sup>th</sup> ed. New Jersey: John Wiley &amp; Sons. ISBN: 978-0-471-78347-3.</p>

Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	

Course Title	Event Management				
Course Code	HOS401				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 2/Semester 4				
Teacher's Name	Efsthathios Kolongou				
ECTS	6	Lectures / week	3 periods per week	Laboratories / week	N/A
Course Purpose and Objectives	The course aims to provide knowledge for the organisation, operation and management of events. Students will acquire the skills to set up a variety of different events, utilizing the appropriate equipment and resources. Furthermore this course provides a combination of planning, execution and post event analysis.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"> <li>- Identify the different type of events and sectors of the event industry</li> <li>- Demonstrate the essential business administration skills needed for successful event management</li> <li>- Plan different types of events incorporating risk management, staffing, financial planning, rooms set up and food &amp; beverage planning.</li> <li>- Explain the importance of management and client feedback post event.</li> <li>- Assess best practices for marketing, promoting and selling event venues and services</li> </ul>				
Prerequisites	HIS100, HOS101, ACC100, HOS202, MKT300, ACC300			Required	None
Course Content	<p>The topics included in this course cover the following:</p> <p>Week 1: Introduction to Events</p> <p>Week 2: Managing Event Projects</p> <p>Week 3: Event Programme Planning</p> <p>Week 4: Risk Management</p> <p>Week 5: Financial Planning &amp; Budget control</p> <p>Week 6: Event Human Resource Management</p> <p>Week 7: Planning &amp; Designing the Environment/Venue</p> <p>Weeks 8 &amp; 9: Site Planning: function rooms &amp; set up, food &amp; beverage, service planning</p> <p>Week 10: Management &amp; Client evaluations after the event</p>				

	Week 11: Marketing, sales & promotions	
Teaching Methodology	<p>The course is delivered over a combination of lectures, videos, group discussions, case studies, simulation, audio visual aids, tutorials, and workshops. There will be supervised visits to a local hotel to view an event or function.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING</b></p> <p>Bladen, C., Kennell, J., Abson, E., &amp; Wilde, N. (2017) <i>Events Management. An Introduction</i>. London: Routledge. ISBN: 9781138907058.</p> <p>Shock, P. J., Stefanelli, J. M., &amp; Sgovio, C. (2011) <i>On-Premise Catering: Hotels, Convention Centers, Arena, Clubs, and More</i>. 2<sup>nd</sup> ed. New Jersey: John Wiley &amp; Sons. ISBN: 9780470551752.</p> <p><b>RECOMMENDED READING</b></p> <p>Berners, P. (2017) <i>The Practical Guide to Organising Events</i>. London: Routledge. ISBN: 9780415789967</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	

Course Title	Professional English				
Course Code	ENG100				
Course Type	Elective				
Level	Diploma				
Year / Semester	Year 1/Semester 1				
Teacher's Name	Stella Zorpa				
ECTS	6	Lectures / week	3 hours per week	Laboratories / week	N/A
Course Purpose and Objectives	The course is designed to develop the students' skills in English writing, listening and speaking in a business environment. Students will focus on the hospitality environment, and they will learn vocabulary that is used regularly in the hotel industry context. This course will enrich students' communication skills by using English in specific business situations.				
Learning Outcomes	On successful completion of this course, students will be able to: <ul style="list-style-type: none"><li>• Use oral and written English in a wide range of situations</li><li>• Express their opinions in a correct way when participating in discussions on everyday matters</li><li>• Write and read basic business reports, emails, and memos</li><li>• Use vocabulary related to hospitality business situations</li><li>• Apply grammatical rules in various contexts.</li><li>• Apply the taught material in various communicative activities based on real-life situations</li></ul>				
Prerequisites	None	Required		None	
Course Content	Each lecture consists of reading, vocabulary and usage, language, career skills and speaking (dilemma and decisions) and we cover the topic areas below: Week 1: HR: Contrast and similarity Week 2: Organisations: Determiners Week 3: Change: Continuous Forms Week 4: Responsibility: paired structures Week 5: Governance: discourse markers Week 6: Start-ups: Third Conditionals Week 7: Resources: Future Perfect Week 8: Power: Active and Passive voice				

	<p>Week 9: E-marketing: Word order- verbs</p> <p>Week 10: Risk: Probability and possibility</p> <p>Week 11: Misconduct: Reporting</p> <p>Week 12: Development: Verb Patterns</p>	
Teaching Methodology	<p>The course is delivered through lectures, discussions, assignments, presentations, role playing and pair and group work. Students are also encouraged to make extensive use of the Internet including the social media platforms.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Trappe, T. &amp; Tullis, G. (2010). <i>Intelligent Business Coursebook. Intermediate</i>. Harlow: Pearson Longman. ISBN: 9781408255995.</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	<p>Summative Assessment*:</p> <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
Language	English	



Course Title	Hospitality Accounting				
Course Code	ACC100				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 2/Semester 2				
Teacher's Name	Lefteris Charalambous				
ECTS	6	Lectures / week	2 periods per week	Laboratories / week	1 period per week
Course Purpose and Objectives	This course provides students with an understanding of the practices of accounting used in the hospitality industry with particular focus on hotels. The students are introduced to the basic relevant financial concepts and financial tools used to improve business decision making including: how to read balance sheets, income statements, profit and loss, and cash flow statements, critical ratios and other financial measurements used in the hospitality industry.				
Learning Outcomes	<p>On successful completion of this course, the students will be able to:</p> <ul style="list-style-type: none"><li>• Explain the accounting function and its application in the hospitality industry.</li><li>• Explain the accounting cycle and the ten steps that comprise it</li><li>• Explain how the Income Statement and Balance Sheet are used in the Hospitality Industry.</li><li>• Explain the purpose of departmental statements.</li><li>• Apply the accounting for cash practices used in the sector.</li><li>• Describe how organisations account for receivables; payables; inventories; property and other assets.</li></ul>				
Prerequisites	None	Required	None		
Course Content	<p>The topics included in this module cover the following:</p> <p>Week 1: Introduction to Hospitality Accounting</p> <p>Week 2: The Financial Statements</p> <p>Week 3: Receivables and Payables Accounting</p> <p>Week 4: Inventory Accounting</p> <p>Week 5: Fixed Asset Accounting</p> <p>Week 6: Controls</p> <p>Week 7: Pricing Methodologies</p>				

	<p>Week 8: Ratio and Trend Analysis</p> <p>Week 9: Cost Concepts</p> <p>Week 10: Cost-Volume-Profit Analysis</p> <p>Week 11: Operations Budgeting</p> <p>Week 12: Cash Management</p>	
Teaching Methodology	<p>The course is delivered over a combination of lectures, lab work, group discussions, problem solving case studies, accounting software tutorials and workshops and guided problem solving techniques.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Bragg, S. M (CPA) (2018) <i>Hospitality Accounting: A Financial and Managerial Accounting Reference</i>. 2<sup>nd</sup> ed. Colorado: Accounting Tools. ISBN: 9781642210033.</p> <p><b>RECOMMENDED READING:</b></p> <p>Schmidgall, R. S. &amp; Damitio, J. W. (2015) <i>Hospitality Industry Financial Accounting with Answer Sheet (AHLEI)</i>. 4<sup>th</sup> ed. American Hotel &amp; Lodging Association. Orlando: Educational Institute. ISBN: 978-0133768084.</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	<p>Summative Assessment*:</p> <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	<p>Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.</p>	
Language	English	

Course Title	Hospitality Marketing and Sales				
Course Code	MKT300				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 2/Semester 3				
Teacher's Name	Yiannis Kouis				
ECTS	6	Lectures / week	3 periods per week	Laboratories / week	N/A
Course Purpose and Objectives	This course provides students with the necessary competencies in Hospitality Marketing and Sales, including principles, theories and marketing strategies. Operating in a dynamic business environment, emphasis is placed on strategic and operational marketing, marketing mix, market segmentation and analysis, positioning, sales planning, publicity, public relations, sales promotions, e-marketing and customer.				
Learning Outcomes	<p>On successful completion of this course, the students will be able to:</p> <ul style="list-style-type: none"> <li>• Provide an analysis of the hotel sales and marketing department by looking at the importance of increasing revenue through special market segment, planning, service/ product design and advertisement.</li> <li>• Explain the role of marketing and how it interrelates with other functional units</li> <li>• Compare ways in which hospitality organisations use elements of the marketing mix to achieve overall business objectives</li> <li>• Evaluate the marketing theories and concepts within the context of management and operations of hospitality organisations</li> <li>• Identify marketing problems and use marketing knowledge to suggest solutions</li> </ul>				
Prerequisites	HOS100, HOS101, BUS100, HOS202			Required	None
Course Content	<p>The topics included in this module cover the following:</p> <p>Week 1: The Marketing Mix</p> <p>Week 2: Services Marketing</p> <p>Week 3: The Marketing Environment</p> <p>Week 4: Understanding the Behavior of Hospitality Consumers</p> <p>Week 5: Market Segmentation and Positioning</p> <p>Week 6: Developing a Marketing Plan</p>				

	<p>Week 7: Information for Marketing Decisions</p> <p>Week 8: Pricing Strategy</p> <p>Week 9: Distribution and Supply Chain Management</p> <p>Week 10: Integrated Marketing Communications</p> <p>Week 11: - Advertising and Social Media</p> <p>- Sales Promotions and Public Relations</p> <p>Week 12: Comparison of ways in which hospitality organisations use elements of the marketing mix to achieve overall business objectives</p>	
Teaching Methodology	<p>The course is delivered over a combination of lectures, case studies, multi-media presentations, in-class discussion &amp; student presentations and guest speakers from marketing and sales professionals.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Bojanic, D. C. &amp; Reid, R. D. (2016) <i>Hospitality Marketing Management</i>. 6<sup>th</sup> ed. New Jersey: John Willey &amp; Sons. ISBN: 9781119195122.</p> <p><b>RECOMMENDED READING:</b></p> <p>Kotler, P.T., Bowen, J. T., Makens, J. &amp; Baloglu, S. (2017) <i>Marketing for Hospitality and Tourism, Global Edition</i>. 7<sup>th</sup> ed. London: Pearson. ISBN: 9781292156156.</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	

Course Title	Organisational Behavior for the Hospitality Industry				
Course Code	MGT401				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 2/Semester 4				
Teacher's Name	Dr Costas Photiou				
ECTS	6	Lectures / week	3 periods per week	Laboratories / week	N/A
Course Purpose and Objectives	This course introduces the students to the basic concepts and topics impacting the individual, the collective, and, interpersonal aspects of the sector. Areas covered include decision-making, motivation, personality, power and influence, negotiation, managing change, and, group behaviour with a special focus on the hotel environment.				
Learning Outcomes	<p>On successful completion of this course, the students will be able to:</p> <ul style="list-style-type: none"><li>• Explain the significance of the communication process in organisations</li><li>• Explain how cultural identity is formed.</li><li>• Compare and contrast group and individual problem-solving in the hospitality industry specifically.</li><li>• Explain why time management is essential</li><li>• Use the four approaches that managers can use when leading others.</li><li>• Use the three strategies for effective group problem solving.</li><li>• Identify the three categories of conflict and be able to manage conflict in the workplace.</li></ul>				
Prerequisites	HOS202, HOS300	Required		None	
Course Content	<p>The topics included in this course cover the following:</p> <p>Week 1: Customer Care</p> <p>Week 2: Communicating in Organisations</p> <p>Week 3: Understanding the Diverse Environment</p> <p>Week 4: The Power of Teams in Hospitality</p> <p>Week 5: Group Problem Solving and Decision Making</p> <p>Week 6: Managing Time</p> <p>Week 7: Managing Stress</p> <p>Week 8: Managing Conflicts</p>				

	<p>Week 9: Motivating Employees</p> <p>Week 10: Power and Politics in Organisations</p> <p>Week 11: Leading Hospitality Organisations</p>	
Teaching Methodology	<p>The course is delivered over a combination of lectures, seminars, videos, group discussions, case studies, simulation, audio visual aids, tutorials and workshops.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Berger, F. &amp; Brownell, J. (2014) <i>Organisational Behavior for the Hospitality Industry</i>. Harlow: Pearson. ISBN: 9781292056241.</p> <p><b>RECOMMENDED READING:</b></p> <p>Mullins, L. (2019) <i>Organisational Behavior in the Workplace</i>. 12<sup>th</sup> ed. Harlow: Pearson. ISBN: 978-1292245485</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	

Course Title	Special Interest Tourism				
Course Code	HOS111				
Course Type	Elective/Specialization				
Level	Diploma				
Year / Semester	Year 1/Semester 2				
Teacher's Name	Yiannis Kouis				
ECTS	6	Lectures / week	3 hours per week	Laboratories / week	N/A
Course Purpose and Objectives	The aim of this course is to examine the different types of special interest tourism. Students will investigate developments in this field and how they impact the hospitality industry. Topics include cultural and heritage tourism, educational, ecological, religious, sports, regional and rural, health and spa, wine and food, wedding tourism, festivals and events, urban tourism and others.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Compare and contrast mass tourism and special interest tourism</li><li>• Evaluate special interest tourism in the local context</li><li>• Describe the evolution of tourism contemporary trends</li><li>• Critically assess the resources needed to develop special interest tourism products</li></ul>				
Prerequisites	None	Required		None	
Course Content	<p>The topics included in this course cover the following:</p> <p>Weeks 1 - 3: The role of special interest tourism within the sector: cultural, heritage and religious tourism destinations, educational tourism, events and festivals, wedding tourism, luxury tourism, health and wellness, adventurous tourism: wine and food tourism.</p> <p>Weeks 4 &amp;5: Comparison of special interest tourism and mass tourism</p> <p>Weeks 6 &amp; 7: Impacts of special interest tourism.</p> <p>Weeks 8 &amp; 9: The importance of environmental tourism and sustainable tourism development.</p> <p>Weeks 10 &amp;11: Emerging and future forms of special interest tourism</p>				
Teaching Methodology	The course is delivered over a combination of lectures, seminars, videos, group discussions, case studies, simulation, role-playing method, audio				



	<p>visual aids, tutorials and workshops. There will be a minimum of 2 visits to local hotels to observe their special interest tourism products.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Mason, P. (2016) <i>Tourism Impacts, Planning and Management</i>. 3<sup>rd</sup> Edition. Routledge: New York. ISBN: 9781138016293.</p> <p>Agarwal, S., Busby, G. &amp; Huang, R. (2018) <i>Special Interest Tourism. Concepts, Contexts and Cases</i>. CABI: United Kingdom. ISBN: 9781780645667.</p> <p><b>RECOMMENDED READING:</b></p> <p>Hall, M., Gossling, S. and Scott, D. (2017). <i>The Routledge Handbook of Tourism and Sustainability</i>. Abington: Routledge. ISBN 978-1138071476</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	<p>Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.</p>	
Language	English	



Course Title	Business Communication				
Course Code	BUS100				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 1/Semester 1				
Teacher's Name	Dr Eirini Daskalaki				
ECTS	6	Lectures / week	3	Laboratories / week	N/A
Course Purpose and Objectives	<p>This course is designed to prepare students to communicate effectively and efficiently in a domestic and international business setting. It focuses on the acquisition of practical skills in writing, communicating, presenting and influencing. Excellent communication skills are absolutely essential in the business world with colleagues, business partners and customers and extremely important for career success whether a person is already working or is just entering the working environment.</p> <p>During this course the students will develop skills in the following areas of communication; presentation; writing; interpersonal; influencing; business etiquette; professionalism and business acumen.</p>				
Learning Outcomes	<p>By the end of this course, students should be able to:</p> <ul style="list-style-type: none"> <li>• Apply successful business communication strategies to inform, persuade, influence and motivate others</li> <li>• Compose a clear and concise business correspondence for various situations: letters, memos, resumes and reports</li> <li>• Become aware and identify ethical, cultural, legal and social issues which affect business communication</li> <li>• Demonstrate intercultural understanding by acquiring a global outlook on how cultures differ in terms of communication styles</li> <li>• Understand and apply different types of etiquette: social, corporate, meetings, business and improve relationships by becoming knowledgeable on them</li> <li>• Deliver an oral business presentation by using Microsoft PowerPoint</li> <li>• Use appropriate resources and material to compile data for oral presentations</li> <li>• Learn how to use technology for professional purposes</li> </ul>				
Prerequisites	None		Required		

## Course Content

The topics included in this course cover the following

### WEEK 1

What is communication?

Introduction to communication and communication theories

Models of communication

7 C's of effective communication

Goals and intended outcomes

### WEEK 2

Overview of communication in business

Communication and organizational effectiveness

Perception, conception and interpretation

Communication networks, types and examples

### WEEK 3

Types of oral communication

Media of oral communication (face-to-face conversation, teleconferences, demonstration meetings, grapevine, group discussion, oral report etc.)

Conversation control techniques

Non-verbal communication

The art of listening and emotional awareness

### WEEK 4

Effective written communication

Use of electronic email with attached documents

Conduct of meeting (time management, agenda, notes, minutes, office orders, press release)

Purpose of writing, clarity, organization, style, formation, perception and reality, writing for maximum impact

Placing orders, sales letters, claim and adjustment letters and social correspondence

Report writing (electronic databases, resources, and research)

### WEEK 5

Employment process communication

Cover letters, letters for job applications, thank you letter, letter of complaint

Memos

	Resumes
	Information technology for communication
	Interviewing skills (interviewer and interviewee)
	Listening skills
	<b>WEEK 6</b>
	Legal and ethical dimensions for business communication
	Globalization and the codes of ethics, CSR (corporate social responsibility)
	Justifying CR (the free market view, stakeholder theory)
	Legal communication (data protection act, freedom of information act, computer misuse)
	Equal opportunities policy
	Diversity and respectful workplace
	<b>WEEK 7</b>
	Oral business presentation
	Target audience
	Organization of presentation (topic, resources, critical and strategic thinking)
	Handling Microsoft PowerPoint (visualization, slide design, tips and tricks, solutions to boring list slides)
	Presentation skills (body language, positioning, movement, gestures, eye contact, voice)
	<b>WEEK 8</b>
	Mid-term preparation and study
	<b>WEEK 9</b>
	Business etiquette and protocol
	Building a professional image
	Business dress etiquette, cocktail party, cell phone use, office gossip
	Networking, social media, international etiquette and relationships
	Good manners and gratitude
	Do's and don'ts
	<b>WEEK 10</b>
	Communicating efficiently across cultures
	Cultural foundations, cultural iceberg (values, beliefs, attitudes, religion, assumptions) Mini Workshop
	Low context communication vs high context communication
	Cultural differences and dimensions of culture, country scores
	Individualism, collectivism and saving face: direct vs indirect communication

	<b>WEEK 11</b>
	Developing communication competence skills
	Barriers to cross-cultural communication (ethnocentrism, discrimination, stereotyping, cultural blindness)
	Being an empathetic and adaptive communicator
	Cross-cultural competence skills
	<b>WEEK 12</b>
	Revision
	<b>WEEK 13</b>
	Professional group presentations delivered by students using Microsoft PowerPoint
Teaching Methodology	<p>The course is delivered over a combination of lectures, videos, group discussions, audio visual aids, seminars, tutorials, workshops, case studies.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>Lectures and workshops: 32.5 hours (2.5 hours x 13 lectures)</li> <li>Student centered learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul>
Bibliography	<p><b>REQUIRED READING</b></p> <p>Hartley, P. and Chatterton, P. (2015) <i>Business Communication: Rethinking your Professional Practice for the Post Digital Era</i>. 2<sup>nd</sup> ed. Abingdon: Routledge. ISBN: 9780415640282</p> <p><b>RECOMMENDED READING:</b></p> <p>Bovee, C.L. and Thill, J.V. (2017) <i>Business Communication Today</i>. 14<sup>th</sup> Edition. London: Pearson. ISBN: 9781292215341.</p> <p>Thomas, R.J. (2017) <i>Excuse me: The Survival Guide to Modern Business Etiquette</i>. New York: AMACOM. ISBN: 978-0814437919</p> <p>Bullard, R. (2015) <i>Business Writing Tips for Easy and Effective Results</i>. Oxford: Perfect Text. ISBN: 9780993189807.</p> <p>Garner, B. (2013) <i>HBR Guide to Better Business Writing: Engage Readers, Tighten and Brighten, Make your Case</i>. United States of America: Harvard Business Review Press. ISBN: 9781422184035.</p> <p>Duarte, N. (2012) <i>HBR Guide to Persuasive Presentations (HBR Guide Series): Inspire Action, Engage the Audience, Sell your Ideas</i>. United States of America: Harvard Business Review Press. ISBN: 9781422187104.</p> <p>Garbis, K. (2017) <i>Presentations Skills for Managers</i>. 2<sup>nd</sup> ed. New York: Mc Graw- Hill Education ISBN: 978-1259643965</p>

	<p><b>Journal Articles:</b></p> <p>Waldeck, J., Durante, C., Helmuth, B. &amp; Brandon M. (2012) Communication in a Changing World: Contemporary Perspectives on Business Communication Competence. <i>Journal of Education for Business</i>, 87(4), pp. 230-240. DOI: <a href="https://doi.org/10.1080/08832323.2011.608388">10.1080/08832323.2011.608388</a></p> <p>Keyton, J., Caputo, J.M., Ford, E.A., Fu, R., Leibowitz, S.A., Liu, T. Polasik, S.S., Ghosh, P. &amp; Wu, C. (2013) Investigating Verbal Workplace Communication Behaviors. <i>International Journal of Business Communication</i>, 50(2), pp.152-169. DOI: <a href="https://doi.org/10.1177/0021943612474990">10.1177/0021943612474990</a></p> <p><i>Students will be supplied with copies of relevant research articles considering each teaching unit</i></p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	

Course Title	Consumer Behavior				
Course Code	BUS401				
Course Type	Elective/Specialised				
Level	Diploma				
Year / Semester	Year 2 /Semester 4				
Teacher's Name	Eleftherios Charalambous				
ECTS	6	Lectures / week	3 hours per week	Laboratories / week	N/A
Course Purpose and Objectives	The course is designed to introduce students to the understanding of basic theory of consumer behavior and to its interdisciplinary nature, including psychological and behavioral perspectives. Students will also understand the consumer decision making process and they will become able apply a range of different theories and principles of consumer behaviour to real world examples.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Demonstrate a fundamental knowledge of established and contemporary theories of consumer behaviour</li><li>• Explore key consumer behaviour terminology and concepts</li><li>• Analyse the nature and scope of consumer behaviour and how it affects decision making in a globalised world</li><li>• Critically evaluate and analyse market segmentation strategies</li><li>• Identify consumer expectations, attitudes and buying behaviours</li></ul>				
Prerequisites	None	Required	None		
Course Content	<p>The topics included in this module cover the following:</p> <p>Week 1: Buyers, customers, consumers: What's the difference?</p> <p>Week 2: Consumer behavior in the contemporary environment</p> <p>Week 3: Role of perception in consumer behavior</p> <p>Week 4: Personality theories and their influence on consumer behavior</p> <p>Week 5: Motivation theories in consumer behavior</p> <p>Week 6: Revision</p> <p>Week 7: Attitudes and persuasion</p> <p>Weeks 8: An analysis of different market segments: geographic, demographic, psychographic and behavioral</p> <p>Week 9: Marketing &amp; social responsibility</p> <p>Week 10: Consumer expectations and satisfaction</p>				

	<p>Week 11: Cross-cultural variations in consumer behavior</p> <p>Week 12: Revision</p> <p>Week 13: Group presentations</p>	
Teaching Methodology	<p>The course is delivered over a combination of lectures, seminars, group discussions, case studies, tutorials and workshops.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Solomon, M., (2019). <i>Consumer Behavior: Buying, Having and Being</i>. 13<sup>th</sup> ed. Essex: Pearson Education. ISBN-10: 1292318104</p> <p><b>RECOMMENDED READING:</b></p> <p>Schiffman, L.G and Wisenblit, J. (2019). <i>Consumer Behavior</i>. 12<sup>th</sup> ed. Essex: Pearson Education. ISBN-10: 1292269243</p> <p><b>RECOMMENDED JOURNAL ARTICLES:</b></p> <p>Saurabh K. Dixit, Kuan-Huei Lee and Poh-Theng L. (2019). Consumer behavior in hospitality and tourism. <i>Journal of Global Scholars of Marketing Science</i>, 29(2), pp. 151-161.</p> <p><a href="https://doi.org/10.1080/21639159.2019.1577159">https://doi.org/10.1080/21639159.2019.1577159</a></p> <p>Girish P., Saman H. and Nunkoo R. 2019. A systematic review of consumer satisfaction studies in hospitality journals: Conceptual development, research approaches and future prospects. <i>Journal of Hospitality Marketing &amp; Management</i>, 28(1), pp. 51-80.</p> <p><a href="https://doi.org/10.1080/19368623.2018.1504367">https://doi.org/10.1080/19368623.2018.1504367</a></p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final	



	examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.
Language	English



Course Title	Entrepreneurship				
Course Code	BUS300				
Course Type	Compulsory				
Level	Diploma				
Year / Semester	Year 2 /Semester 3				
Teacher's Name	Eleftherios Charalambous				
ECTS	6	Lectures / week	3	Laboratories / week	N/A
Course Purpose and Objectives	This course is designed to introduce students on appropriate theories and concepts of entrepreneurship and enterprise activity. Students will become able to generate a business idea and evaluate the factors which influence the development of an enterprise.				
Learning Outcomes	<p>By the end of this course, students should be able to:</p> <ul style="list-style-type: none"> <li>• Develop an excellent understanding of the process of entrepreneurship</li> <li>• Understand and apply different theories and concepts</li> <li>• Be aware of behavioural characteristics and skills required in entrepreneurship</li> <li>• Explain how to handle financial and legal issues in entrepreneurship</li> <li>• Identify factors which influence the development and growth of entrepreneurship and small business</li> </ul>				
Prerequisites	None		Required		

Course Content	<p>The topics included in this course cover the following</p> <p>Week 1: An introduction to the theories of entrepreneurship</p> <p>Week 2: The effect of organisational culture on entrepreneurship</p> <p>Week 3: Personal development and entrepreneurship</p> <p>Week 4: Creativity and innovation</p> <p>Week 5: Entrepreneurial behaviour and skills</p> <p>Week 6: Strategic analysis of small business functions</p> <p>Week 7: Revision</p> <p>Week 8: Guest lecture</p> <p>Week 9: Entrepreneurial management and growth</p> <p>Week 10: Financial and legal issues</p> <p>Week 11: Feasibility analysis of a business idea</p> <p>Week 12: Group presentations</p> <p>Week 13: Revision</p>
Teaching Methodology	<p>The course is delivered over a combination of lectures, seminars, group discussions, and case studies.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and workshops: 32.5 hours (2.5 hours x 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>
Bibliography	<p><b>Required Reading</b></p> <p>Nielsen, S.L., Klyver, K., Evald M.R., and Bager, T. 2019. <i>Entrepreneurship in Theory and Practice: Paradoxes in Play</i>. Cheltenham: Edward Elgar. ISBN: 9781785364471</p> <p><b>RECOMMENDED READING:</b></p> <p>Sotiriadis, M. 2018. <i>The Emerald Handbook of Entrepreneurship in Tourism, Travel and Hospitality: Skills for Successful Ventures</i>. Bingley: Emerald Publishing. ISBN: 9781787435308</p>

Assessment	Assessment Method	Assessment %	
	Class Attendance & Participation	10%	
	Summative Assessment*: • case study evaluation report • research assignment (individual or group) and presentation, • collaborative project and presentation, • individual project and presentation • midterm assessment	60%-90%	
	Final Examination	0%-30%	
	Formative Assessments to include short in-class quizzes, short discussions, role play, choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.		
Language	English		

Course Title	Personal and Professional Development				
Course Code	BUS200				
Course Type	Elective/Specialised				
Level	Diploma				
Year / Semester	Year 1/Semester 2				
Teacher's Name	Zafeiro Anastasiou				
ECTS	6	Lectures / week	3 periods per week	Laboratories / week	N/A
Course Purpose and Objectives	This course guides students through the process of self-assessment of skills and competences, personal career planning and the application of different learning and development approaches. A major aim is to develop a set of skills and competences for personal development and career progression. Consequently, the student will focus on becoming a responsible and ethical practitioner.				
Learning Outcomes	<p>On successful completion of this course, the students will be able to:</p> <ul style="list-style-type: none"><li>• Adopt a demeanour of on-going professional development and self-directed learning to enhance professional identity and career opportunities</li><li>• Assess own skills, competences and the different learning and development approaches</li><li>• Design a professional development plan, within a specific work context</li><li>• Demonstrate a range of service industry and transferable skills for a job application.</li></ul>				
Prerequisites	None	Required		None	
Course Content	<p>The topics included in this module cover the following:</p> <ul style="list-style-type: none"><li>• <b>Self-management</b></li><li>• The vision</li><li>• Know yourself</li><li>• Understanding your personal performance</li><li>• Successful self-management</li><li>• <b>Managing people and tasks</b></li><li>• People skills</li><li>• Successful problem-solving and task management</li><li>• <b>Extend your thinking</b></li><li>• Thinking outside the box</li><li>• The art of reflection</li><li>• <b>Employability: enhancing your career prospects</b></li></ul>				

	<ul style="list-style-type: none"> <li>• What do employers really want?</li> <li>• Getting the job you want</li> <li>• Maintaining good personal records</li> </ul>	
Teaching Methodology	<p>The course is delivered over a combination of lectures, videos, group discussions, audio visual aids, seminars, tutorials, workshops, guided writing, case studies.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Cottrell, S. (2015) <i>Skills for Success Personal Development and Employability</i>. 3rd Edition. Palgrave Macmillan. ISBN: 9781137426529.</p> <p><b>RECOMMENDED READING:</b></p> <p>Dowson, P. (2015) <i>Personal and Professional Development for Business Students</i>. Sage Publications. ISBN: 9781446282212.</p>	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	

Course Title	Russian Language I				
Course Code	RUS100				
Course Type	Elective/General Education				
Level	Diploma				
Year / Semester	Year 1/Semester 1				
Teacher's Name	Christos Michail				
ECTS	6	Lectures / week	3 hours per week	Laboratories / week	N/A
Course Purpose and Objectives	The main purpose of the course is to develop the students' ability to comprehend and analyze oral and written Russian language at basic level. Students will gain practice to Russian Language in the main language skills (listening, speaking, reading and writing).				
Learning Outcomes	On successful completion of this course, students will be able to: <ul style="list-style-type: none"><li>• Write correct Russian sentences by the use of grammar at introductory level.</li><li>• Speak clearly using simple sentences</li><li>• Read and understand basic texts</li><li>• Develop basic communication skills in particular learned contexts</li></ul>				
Prerequisites	None	Required	None		
Course Content	The topics included in this course cover the following: <ul style="list-style-type: none"><li>- <u>Getting acquainted</u>: Consonants, Pronunciation and intonation; the absence of “to be” in the present tense, articles, personal pronouns, simple negation, asking and answering questions</li><li>- <u>At the airport</u>: Formal vs. informal speech, the “umbrella” spelling rule, the gender of nouns, nouns plural, “to have”</li><li>- <u>At a hotel</u>: Intonation pattern, soft and hard vowels, consonants; introduction to verb conjunction, the present tense of conjunction I verbs, cardinal numbers 1-10, irregular noun plurals</li><li>- <u>Exchanging money</u>: Pronunciation and intonation; an introduction to cases, the nominative case, the prepositional case, the prepositional case of personal pronouns, either/or, cardinal numbers 11-20</li><li>- <u>At work</u>: Consonants devoicing and consonant clusters, more consonants; the verbs “to live” and “to write”, the accusative case and direct objects, the days of the week, the conjunction, patronymics and last names</li><li>- <u>Renting an apartment</u>: Consonants ш and щ, the hard sign ъ; an introduction to adjectives, short form adjectives, the verb “to want”, cardinal numbers 30-1000</li></ul>				

	<ul style="list-style-type: none"> <li>- <u>Talking about home and family</u>: Consonants ж, х, ц, ч, exclamation with ИК, the soft л; the present tense of conjunction И verbs, possessive adjectives and pronouns, demonstrative adjectives, the prepositional case of adjectives and special modifiers, the accusative case of nouns and pronouns, family and relationship words</li> <li>- <u>At a concert</u>: Questions with ИК, pronunciation with complex sentences; genitive case, the genitive case of personal pronouns, Her with the genitive case, complex sentences, commands and requests</li> <li>- <u>Renting a car, getting petrol</u>: Double letters, intonation of new or questioned information; two verbs of motion, location versus direction, the accusative over time and space, the accusative case of adjectives and special modifiers, reflexive verbs, emphasis with же</li> <li>- <u>The post office</u>: The consonant й, the soft р; the dative case, the accusative with через, the genitive after the prepositions у, до, от, the genitive with numbers 2-4, possibility and permission, feminine nouns ending in -ь, capitalization</li> <li>- <u>Going to a movie</u>: The past tense, the dative case of personal pronouns, expressing “to like”, telling time</li> <li>- <u>Buying a train ticket</u>: Uni versus multi directional verbs of motion, the singular genitive and accusative case of adjectives, the singular genitive and accusative case of special modifiers, the months and the date, the instrumental case of personal pronouns, personal pronouns with prepositions</li> <li>- <u>Symptoms and medicine</u>: The future tense with быть, the instrumental case of singular nouns, expressing obligation with должен, double negatives</li> <li>- <u>Describing oneself</u>: Description of color and height (with genitive), a versus и and но, the instrumental case of adjectives and special modifiers, verbs that required the instrumental case, each other, nouns used only in the plural or singular</li> <li>- <u>Education and schedules</u>: The dative case of plural nouns, greetings and good wishes, verbs of studying; learning and teaching, adverbs of place; time and frequency, уже versus ещё</li> <li>- <u>At a restaurant</u>: Quantifiers, the genitive and accusative case of plural nouns, languages and nationalities, some of..., the verb “to eat”</li> <li>- <u>The news on television</u>: Adverbs of manner, impersonal expressions, reported speech, “one” and “all”, “to try”, the seasons</li> <li>- <u>Planning a trip</u>: Prepositional plural endings, Если versus ли, “by means of” and the instrumental case, “some” versus “any”, the future and the past with impersonal constructions, conjunction of -овать/-евать verbs, “different” versus “another”</li> <li>- <u>Domestic services</u>: The instrumental plural of nouns, introduction to verb aspect, verbal aspect in the past tense, no- as a perfective prefix, more on short form adjectives</li> <li>- <u>Public transportation</u>: Expressing need with нужен and нужно/надо, prefixes and verbs of motion, adjectives used as nouns, ordinal numbers</li> </ul>
Teaching Methodology	<p>The course is delivered through lectures, discussions, assignments, presentations, role playing and pair and group work. Students are also encouraged to make extensive use of the Internet including the social media platforms.</p> <p>Teaching and learning activities workloads:</p>

	<ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>	
Bibliography	<b>REQUIRED READING:</b> Novack, N. (2004). <i>Ultimate Russian Beginner-Intermediate</i> . New York: Living Language. ISBN: 9781400021161.	
Assessment	Assessment Method	Assessment %
	Class Attendance & Participation	10%
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%
	Final Examination	0%-30%
	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.	
Language	English	



Course Title	Russian Language II				
Course Code	RUS200				
Course Type	Elective/General Education				
Level	Diploma				
Year / Semester	Year 1/Semester 2				
Teacher's Name	Christos Michail				
ECTS	6	Lectures / week	3 hours per week	Laboratories / week	N/A
Course Purpose and Objectives	The main purpose of the course is to develop the students' ability to comprehend and analyze oral and written Russian language at the second level. The student will be able to communicate with Russian speaking customers, and provide them with necessary information.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Communicate using a number of isolated words and memorized phrases in particular learned contexts (i.e. hotel, leisure activities etc.)</li><li>• Enter a conversation.</li><li>• Identify a number of words and phrases.</li><li>• Recognize a number of high-frequency words and phrases, in terms of listening.</li><li>• Read and understand texts.</li></ul>				
Prerequisites	RUS100	Required	None		
Course Content	<p>The topics included in this course cover the following:</p> <ul style="list-style-type: none"><li>- <u>Dentistry</u>: Perfective verbs in future tense, which; that; who; whom, irregular verbs, verbs ending –авать, the prepositions к, от, and у, interjections</li><li>- <u>Gratitude and compliments</u>: Aspect pairs, много versus очень, the preposition за, the past tense of unidirectional verbs of motion, Let's...</li><li>- <u>Domestic activities</u>: Aspect of verbs of motion, aspect pairs with different stems, тогда versus потом versus затем, word roots, the verb проводить</li><li>- <u>Filling out forms</u>: The date and the year, collective numbers, expressing “to ask”, the verbs “to grow up” “to die”, расти versus умирать</li><li>- <u>Shopping in a department store</u>: Plus the dative case, “to fit, to suit”, expressing opinions verbs with consonant mutations/stress shifts, expressing proximity</li><li>- <u>A wedding</u>: The dative case of plural adjectives and special modifiers, the instrumental after становиться/стать and быть, aspect with нельзя and можно, expressing “also, besides”, Почтл versus чуть не</li></ul>				

	<ul style="list-style-type: none"> <li>- <u>Popular culture, folk music</u>: Prepositions requiring the instrumental case, a summary of aspect, the prepositions из, от and с, verbs with an added soft л, the four compass points</li> <li>- <u>Shopping for food</u>: The genitive and accusative case of plural adjectives and special modifiers, the comparative, units of food, love and hate</li> <li>- <u>At leisure</u>: The instrumental case of plural adjectives and special modifiers, expressing similarity, Нè -plus question words, the verb “to play”, irregular short form comparatives, masculine nouns in the prepositional case</li> <li>- <u>At a museum</u>: The superlative, conditional with бы, plural subjects with с, declension and number of surnames, стоять versus стоить</li> <li>- <u>Cooking</u>: The command form, Себя versus сам, the prefix по-, expressing “while”</li> <li>- <u>Medicine</u>: Perfective and imperfective imperatives, “again”, the metric system, the past and future tenses with Должен, parts of the body</li> <li>- <u>A job interview</u>: Both, the past and future tenses with impersonal expressions, the adverb “just”, conjunction of -Нуть, verbs, “since”</li> <li>- <u>Shopping for souvenirs and presents</u>: That one; those ones, verbs of position, conversational fillers</li> <li>- <u>History, posters and newspapers</u>: зачем versus почему, the conjunction чтобы, slogans, the preposition при, decades</li> <li>- <u>Politics</u>: The “unreal” conditional, the indirect imperative, neither...nor, “to talk”</li> <li>- <u>At the hairdresser’s</u>: Adverbial prepositions, “before” and other temporal conjunctions, prepositions with time, conjunction of -ить verbs</li> <li>- <u>Sports</u>: Can: мочь/смочь versus уметь/суметь, particles, expressing “however, whatever”, exclamations</li> <li>- <u>Exploring the city</u>: To remember, until, the passive voice, долго versus давно, the genitive case with prepositions of time</li> <li>- <u>Literature</u>: Spoken versus written Russian, gerunds, active participles, verbal adjectives</li> </ul>
Teaching Methodology	<p>The course is delivered through lectures, discussions, assignments, presentations, role playing and pair and group work. Students are also encouraged to make extensive use of the Internet including the social media platforms.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Novack, N. (2004). <i>Ultimate Russian Beginner-Intermediate</i>. New York: Living Language. ISBN: 9781400021161.</p>

Assessment	Assessment Method	Assessment %	
	Class Attendance & Participation	10%	
	Summative Assessment*: • case study evaluation report • research assignment (individual or group) and presentation, • collaborative project and presentation, • individual project and presentation • midterm assessment	60%-90%	
	Final Examination	0%-30%	
Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.			
Language	English		

Course Title	German Language I				
Course Code	GER300				
Course Type	Elective/General Education				
Level	Diploma				
Year / Semester	Year 2/Semester 3				
Teacher's Name	Elena Tsapparila				
ECTS	6	Lectures / week	3 hours per week	Laboratories / week	N/A
Course Purpose and Objectives	The main purpose of the course is to develop the students' ability to comprehend and analyze oral and written German language at basic level. Students will gain practice to German Language in the main language skills (listening, speaking, reading and writing). In addition, the students will be able to use basic grammatical structures and vocabulary. Students will have a solid understanding of the German language.				
Learning Outcomes	On successful completion of this course, students will be able to: <ul style="list-style-type: none"><li>• Write correct German sentences by the use of grammar.</li><li>• Speak clearly</li><li>• Respond effectively in German language</li><li>• Read and understand basic texts</li><li>• Develop basic communication skills in particular learned contexts</li></ul>				
Prerequisites	None	Required		None	
Course Content	The topics included in this course cover the following: <ul style="list-style-type: none"><li>- <u>Greetings and goodbyes</u>; Dialogues; Vowels; Grammar: subject pronouns, the verb sein, cognates, the definite article and gender, plural formation</li><li>- <u>Introductions – dialogues</u>; Pronunciation; Grammar: the present tense of regular verbs, the verb haben; Numbers from 1-10</li><li>- <u>Telephone calls</u>; Vowel combinations; Grammar: word order and question formation, the indefinite article; Numbers above 10; Days of the week; Months of the year</li><li>- <u>The weather</u>; Consonants; Grammar and usage: the simple past of sein, word order, the seasons, word formation, wohnen and leben, der Maan and man</li><li>- <u>The family</u>; Consonants; Grammar and usage: negation with kein, the nominative case, the accusation case, Wer? Wen? Was?, possessive adjectives</li><li>- <u>In a restaurant</u>; Consonants, Grammar and usage: gern, verbs with stem vowel change, es gibt, negation with nicht</li></ul>				

	<ul style="list-style-type: none"> <li>- <u>Grocery shopping</u>; Consonants; Grammar and usage: the accusative of personal pronouns, accusative prepositions, weights and measurements</li> <li>- <u>In a hotel</u>; Consonants; Grammar and usage: more verbs with vowel change, the imperative, telling time</li> <li>- <u>The train station</u>; Consonants; Grammar and usage: verbs with separable and inseparable prefixes, modal auxiliaries</li> <li>- <u>Shopping for gifts</u>; Consonants; Grammar and usage: the dative case, personal pronouns in the dative case, verbs that take the dative, word order with dative and accusative objects, the colors, the verb werden</li> <li>- <u>The post office</u>; Grammar and usage: prepositions that take the dative, word order with expression of time and place</li> <li>- <u>At the airport</u>; Grammar and usage: der-words, coordinating conjunctions</li> <li>- <u>A drive on the highway</u>; Grammar and usage: legen and liegen, wo and wohin, two way prepositions: an, auf, hinter, in, neben, measurements of distance</li> <li>- <u>Car repair</u>; Grammar and usage: setzen and stellen, sitzen and stehen; stecken, two way prepositions: uber, unter, vor, swischen, verbs with prepositions</li> <li>- <u>At the doctor's</u>; Grammar and usage: the genitive case, prepositions that take the genitive, the interrogative wessen, measurement of temperature</li> <li>- <u>At a trade fair</u>; Grammar and usage: subordinating conjunctions, word order with subordinating conjunctions, interrogative and adverbs as conjunctions, forms of masculine n-nouns, present particles</li> <li>- <u>At the beach</u>; Grammar and usage: reflexive verbs, reflexive pronouns, word order of reflexive pronouns</li> <li>- <u>At a spa</u>; Grammar and usage: time expressions: in the accusative case; in the dative case; in the genitive case, adverbial time expressions, verbal nouns</li> <li>- <u>The house</u>; Grammar and usage: the present perfect tense, the past particles, word order with the present perfect tense</li> <li>- <u>Moving</u>; Grammar and usage: past particles of strong verbs, verbs with the auxiliary sein</li> </ul>
Teaching Methodology	<p>The course is delivered through lectures, discussions, assignments, presentations, role playing and pair and group work. Students are also encouraged to make extensive use of the Internet including the social media platforms.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Living Language (2004). <i>Ultimate German Beginner Intermediate</i>. New York: Living Language. ISBN: 9781400021062.</p>

	<b>RECOMMENDED READING:</b> Braun, B., Doubek, M. et al. (2016) <i>DaF kompakt neu A2. Kurs- und Übungsbuch</i> . Stuttgart: Ernst-Klett Sprachen.		
Assessment	Assessment Method	Assessment %	
	Class Attendance & Participation	10%	
	Summative Assessment*: • case study evaluation report • research assignment (individual or group) and presentation, • collaborative project and presentation, • individual project and presentation • midterm assessment	60%-90%	
	Final Examination	0%-30%	
	Formative Assessments to include short in-class quizzes, short discussions, role play of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.		
Language	English		

Course Title	German Language II				
Course Code	GER400				
Course Type	Elective/General Education				
Level	Diploma				
Year / Semester	Year 2/Semester 4				
Teacher's Name	Elena Tsapparila				
ECTS	6	Lectures / week	3 hours per week	Laboratories / week	N/A
Course Purpose and Objectives	The main purpose of the course is to develop the students' ability to comprehend and analyze oral and written German language at the second level. The student will be able to communicate with German speaking customers, and provide them with necessary information.				
Learning Outcomes	<p>On successful completion of this course, students will be able to:</p> <ul style="list-style-type: none"><li>• Communicate using a number of isolated words and memorized phrases in particular learned contexts (i.e. hotel, leisure activities etc.)</li><li>• Reproduce a modest number of word sentences or phrases in context</li><li>• Identify a number of words and phrases</li><li>• Recognize a number of high-frequency words and phrases, in terms of listening</li><li>• Read and understand texts.</li></ul>				
Prerequisites	GER300	Required		None	
Course Content	<p>The topics included in this course cover the following:</p> <ul style="list-style-type: none"><li>- <u>Sights</u>: The past participle of irregular weak verbs, infinitives with zu, the construction um... zu + infinitive</li><li>- <u>Exchange</u>: Da-compounds, wo- compounds</li><li>- <u>In a café</u>: Predicative adjectives, unpreceded adjectives, adjectives preceded by ein-words, adverbs</li><li>- <u>A trip on the Rhine</u>: Adjectives preceded by definite articles or der-words, adjectival nouns, ordinal numbers</li><li>- <u>Sports</u>: The positive of adjectives and adverbs, the comparative of adjectives and adverbs, the superlative of adjectives and adverbs, irregular forms of the comparative and the superlative</li><li>- <u>In the mountains</u>: The demonstrative pronouns, word formation</li><li>- <u>Studies and professions</u>: The simple past tense of regular weak verbs, the simple past tense of haben, the simple past tense of modal auxiliaries</li></ul>				



	<ul style="list-style-type: none"> <li>- <u>Daily routine</u>: The simple past tense of strong verbs, the simple past tense of irregular weak verbs</li> <li>- <u>A visit to the dentist</u>: Relative pronouns, relative clauses</li> <li>- <u>At the hairdresser's</u>: The formation of the past perfect tense, the use of the past perfect tense, als; wenn; and wann</li> <li>- <u>Pharmacies and drug stores</u>: The future tense, the future tense of modal auxiliaries, the use of the future tense</li> <li>- <u>The lost and found</u>: The formation of the passive voice, the uses of the passive voice, the passive voice with modal auxiliaries</li> <li>- <u>Computer and internet</u>: Substitute constructions for the passive voice</li> <li>- <u>At the bank</u>: The stative passive, different uses of the verb warden</li> <li>- <u>At the theatre</u>: The subjunctive mood, the formation and use of the present time general subjunctive</li> <li>- <u>Elections</u>: The past time general subjunctive, the past time general subjunctive of modals, the conditional</li> <li>- <u>Festivals</u>: The use and forms of the present time special subjunctive</li> <li>- <u>The media</u>: The past time special subjunctive</li> <li>- <u>The museum</u>: German equivalents of "to like" and "another"</li> <li>- <u>Literature</u>: A few idioms</li> </ul>		
Teaching Methodology	<p>The course is delivered through lectures, discussions, assignments, presentations, role playing and pair and group work. Students are also encouraged to make extensive use of the Internet including the social media platforms.</p> <p>Teaching and learning activities workloads:</p> <ul style="list-style-type: none"> <li>• Lectures and Workshops: 32.5 hours (2.5 hours X 13 lectures)</li> <li>• Student centred learning: 117.5 hours (of which 42.5 independent study, 14 midterm preparations, midterm exam 2 hours, final exam preparation 35 hours, final exam 2 hours, assignment preparation 22 hours)</li> </ul> <p>Total student effort: 150 hours</p>		
Bibliography	<p><b>REQUIRED READING:</b></p> <p>Living Language (2004). <i>Ultimate German Beginner Intermediate</i>. New York: Living Language. ISBN: 9781400021062.</p>		
Assessment	Assessment Method	Assessment %	
	Class Attendance & Participation	10%	
	Summative Assessment*: <ul style="list-style-type: none"> <li>• case study evaluation report</li> <li>• research assignment (individual or group) and presentation,</li> <li>• collaborative project and presentation,</li> <li>• individual project and presentation</li> <li>• midterm assessment</li> </ul>	60%-90%	
	Final Examination	0%-30%	



	Formative Assessments to include short in-class quizzes, short discussions, role plays. The choice of the summative assessment and the need of a final examination is made by the module lecturer with the final approval by the Programme Coordinator and the Academic Committee.
Language	English

## **ANNEX C – ACADEMIC AND RESEARCH SKILLS WORKSHOP**

Following the recommendations of the EEC, the Research Centre of Akademia College has designed a compulsory series of workshops for its students aiming at the development and support of their academic and research skills. Among the objectives of the Research Centre is to strengthen students intellectual, cognitive and analytic skills. The series of workshops will be delivered by four lecturers of the faculty who have different expertise and interests in the classroom.

During the 'Academic and Research Skills Development Workshops', students will acquire the necessary skillset required in academia in terms of reference style, academic writing, essay structure, critical thinking and how to use journals/magazines. As advised from the EEC, a plagiarism and citation workshop has been included highlighting how important is to study effectively and adhere to ethical rules.

Another step that the Research Centre has taken into action is to provide students with a basic understanding on the fundamentals of qualitative, quantitative and mixed methods research and on the importance of ethics. In this way the Research Centre is contributing to students' research skills through specialised workshops tailored to their level. Students will also be engaged in research activities (observations, case studies, surveys) as part of their assignments and during lectures with the support of the faculty, in each semester.

Total duration of the programme is 30 hours. The workshops will start operating in the 1<sup>st</sup> year of the A' semester from February 2020 until April 2020 for 3 hours per week. Every new student who is enrolled during the first or second academic year will attend this programme on an individual basis.

**Please see below for the workshop content:**

<b>Programme Title</b>	Academic and Research Skills Development Workshops
<b>Programme Attendance</b>	Compulsory
<b>Year / Semester</b>	Year 1/2 Semester A/B/C/D
<b>Lecturers</b>	Dr Eirini Daskalaki, Stella Zorpa (PhD Candidate), Dr Marilena Paraskeva & Dr Costas Photiou
<b>Programme Purpose and Objectives</b>	The programme helps students to develop their general academic, study, writing and research skills. It also introduces them to the basics of research, to the underlying principles of qualitative, quantitative and mixed methods approach and to the role of ethics and ethical challenges.
<b>Learning Outcomes</b>	<p>On successful completion of these workshops, students will be able to:</p> <ul style="list-style-type: none"> <li>• Know how to reference texts appropriately</li> <li>• Improve essay writing and structure</li> <li>• Critically analyse texts as an important component of a wide variety of assessment items</li> <li>• Understand research ethics and ethical conduct</li> <li>• Select and utilise appropriate data collection methods for qualitative, quantitative and mixed methods research</li> </ul>
<b>Programme Content</b>	<p>The topics included in this programme cover the following:</p> <p>Week 1: Referencing and avoiding Plagiarism</p> <p>Week 2: Essay and Assignment Writing</p> <p>Week 3: Critical Thinking in your Writing</p> <p>Week 4: Introduction to Research and the Research Process</p> <p>Week 5: Research Ethics and Integrity</p> <p>Weeks 6: Developing a Research Proposal</p> <p>Week 7: Qualitative Research Designs</p> <p>Week 8: Qualitative Research Methods</p> <p>Week 9: Quantitative Research Designs</p> <p>Week 10: Quantitative Research Methods</p>
<b>Teaching Methodology</b>	The programme is delivered over a combination of lectures, workshops, group discussions and in class-activities.

## Bibliography

### Academic & Writing Skills Handbooks

Cottrell, S. 2017. Critical thinking skills: Effective analysis, argument and reflection. 3<sup>rd</sup> ed. London: Macmillan Education.

Cottrell, S. 2019. The study skills handbook. 5<sup>th</sup> ed. London: Red Globe Press.

Neville, C. 2016. The complete guide to referencing and avoiding plagiarism. 3<sup>rd</sup> ed. London: McGraw Hill.

Pears, R. and Shields, G., 2019. Cite them right: The essential referencing style. 11<sup>th</sup> ed. London: Red Globe Press.

### Research Handbooks

Bell, J. and Waters, S. 2018. Doing your research project: A guide for first-time researchers. 7<sup>th</sup> ed. London: McGraw Hill.

Cohen, L., Manion, L. and Morrison, K. 2018. Research methods in education. 8<sup>th</sup> ed. Abington: Routledge.

Dawson, C. 2019. Introduction to research methods: 5<sup>th</sup> ed. A practical guide for anyone undertaking a research project. London: Robinson.

Denscombe, M. 2017. The good research guide: For small-scale social research projects. Berkshire: McGraw Hill Education.

Durberry, R. 2017. Research methods for tourism students. Abington: Routledge.

Taylor, S.T., Bogdan, R. and DeVault, M.L. 2016. Introduction to qualitative research methods: A guidebook and resource. 4<sup>th</sup> ed. New Jersey: Wiley.

### Recommended Journals for Tourism & Hospitality

Journal of Hospitality and Tourism Research (JHTR)

<https://journals.sagepub.com/home/jht>

International Journal of Hospitality Management

<https://www.journals.elsevier.com/international-journal-of-hospitality-management>

International Journal of Hospitality and Tourism Administration

<https://www.tandfonline.com/loi/wjht20>

International Hospitality Review

<https://www.emerald.com/insight/publication/issn/2516-8142/vol/33/iss/1>

International Journal of Culture, Tourism & Hospitality Research

<https://www.emerald.com/insight/publication/issn/1750-6182>

International Journal of Contemporary Hospitality Management

<https://www.emerald.com/insight/publication/issn/0959-6119>

Journal of Hospitality and Tourism Education

<https://www.tandfonline.com/toc/uhat20/current>

### Recommended Journals for Research Methods

International Journal of Qualitative Methods

<https://journals.sagepub.com/home/ijq>

Organizational Research Methods

	<a href="https://journals.sagepub.com/loi/orm">https://journals.sagepub.com/loi/orm</a> Qualitative Research <a href="https://journals.sagepub.com/home/qri">https://journals.sagepub.com/home/qri</a> Field Methods <a href="https://journals.sagepub.com/home/fmx">https://journals.sagepub.com/home/fmx</a> Journal of Mixed Methods Research <a href="https://journals.sagepub.com/home/mmr">https://journals.sagepub.com/home/mmr</a> The Qualitative Report <a href="https://nsuworks.nova.edu/tqr/">https://nsuworks.nova.edu/tqr/</a> Qualitative Inquiry <a href="https://journals.sagepub.com/home/qix">https://journals.sagepub.com/home/qix</a>
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### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	DASKALAKI
<b>Name:</b>	Dr EIRINI
<b>Rank/Position:</b>	LECTURER, HEAD OF RESEARCH CENTRE & ACADEMIC DIRECTOR
<b>Program of Study:</b>	HOTEL ADMINISTRATION
<b>Scientific Domain: *</b>	INTERCULTURAL COMMUNICATION

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
PhD Intercultural Communication & Business Strategy in Hospitality	2016	University of Glasgow	School of Education, College of Social Sciences	Communication across cultures? An intercultural approach to customer service in the hotel industry: A study with globally branded hotels in the United Kingdom
MA Intercultural Business Communication	2010	University of Central Lancashire	School of Language and Global Studies	Organisational Communication and Leadership
BA (Hons) Philosophy, Pedagogy & Psychology	2009	National and Kapodistrian University of Athens	School of Philosophy	n/a

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
2019	Present	ACC Akademia College	Deryneia	Head of Research Centre & Academic Director
2017	2018	MKC City College	Larnaca	Curriculum Specialist & External Consultant on Cross-cultural Management
2011	2016	University Glasgow	Glasgow	PhD Researcher

Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
1	2019	Cultural diversity and indicated intercultural implications in the hotel working environment in the United Kingdom: Underpinning the employee's perspectives		Paper accepted to be published in the <i>Journal The Market before Dec. 2019</i>		
2	2019	Cultural communication and exchange. Cultural differences and preservation. The case of popular tradition (dance) in Corsica	Dr Margarita Kefalaki Dr Fotini Diamantidaki	Forthcoming Publication <i>Journal still to be confirmed</i>		
3	2018	Moving from a multicultural society to an intercultural one through an educational initiative: The example of training of intercultural trainers (TOIT) of Young SIETAR (YS)	Nadia Chernyak	Conference Proceedings <a href="http://cocac.san.edu.pl/images/pliki/Book of-Abstracts-Version.pdf">http://cocac.san.edu.pl/images/pliki/Book of-Abstracts-Version.pdf</a>		
4	2015	How diversity training across the hotel industry in the United Kingdom has the potential to promote organisational effectiveness?		Conference Proceedings <a href="https://www.westeastinstitute.com/wp-content/uploads/2015/02/Eirini-Daskalaki.pdf">https://www.westeastinstitute.com/wp-content/uploads/2015/02/Eirini-Daskalaki.pdf</a>		

Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	2019	Communicating across borders	International	Workshop, Technical University of Crete, Language Centre, Chania, <b>Greece</b>	Trainer
2	2019	Diversity and intercultural affairs in the hotel industry in the United Kingdom	Local	2 <sup>nd</sup> CIM Academic Conference, Re-Inventing Tourism, Limassol, <b>Cyprus</b>	Presenter
3	2018	Moving from a multicultural society to an intercultural one through an educational initiative: The example of training of intercultural trainers (TOIT) of Young SIETAR (YS)	International	3 <sup>rd</sup> International Conference on Communicating across Cultures, Revisiting Multiculturalism and Interdisciplinarity in Today's Academic Communication, Polish Association of Applied Linguistics, Warsaw, <b>Poland</b>	Presenter
4	2018	Communicating efficiently across cultures	International	Workshop, 3 <sup>rd</sup> International Conference on Communicating Across Cultures, Revisiting Multiculturalism and Interdisciplinarity in Today's Academic Communication, Polish Association of Applied Linguistics, Warsaw, <b>Poland</b>	Trainer
5	2015	How diversity training across the hotel industry in the United Kingdom has the potential to promote organisational effectiveness?	International	Business and Economics, Conference, West East Institute, Barcelona, <b>Spain</b>	Presenter
6	2013	Intercultural Communication and customer service in the hotel industry in the United Kingdom	International	Touring Consumption, Karlshochschule International University, Karlsruhe, <b>Germany</b>	Presenter
7	2013	Consumer centric marketing in the hotel industry from an intercultural perspective: A paradox or not?	International	Mini-Conference, University of Glasgow, <b>Scotland</b>	Presenter

*\*Specify venue, geographic location etc*



Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	2018	Training of intercultural trainers 2017: Summary of results. Young SIETAR Training & Research Team.	Young SIETAR	Research Coordinator
2	2011-2016	Communication across cultures? An intercultural approach to customer service in the hotel industry: A study with globally branded hotels in the United Kingdom	Privately	PhD Researcher

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	2019-Present	Cyprus Institute of Marketing, The Cyprus Centre for Business Research	Postdoctoral Fellow	Communing and collaborating with other members of the Cyprus Centre for Business Research Participating in meetings with the Director and other members of the Research Centre Work independently to develop a strong academic network regionally and internationally and seek potential research collaborations Provide ideas and recommendations in regards to the promotion of the Research Centre and discuss regularly with the fellows about future plans and research Promote the mission and objectives of the Cyprus Centre for Business Research and of CIM
2	2019-Present	(JEICOM) ISSN: 2654-0746 (listed in the National Library of Greece) <a href="https://doi.org/10.34097/jeicom">https://doi.org/10.34097/jeicom</a>  Journal of Education, Innovation and Communication	Editorial Team Member	Provide guidelines to authors for preparing and submitting manuscripts Oversee data acceptance process See proposals and the opportunity to comment Review database contents and identify gaps/areas for improvement Identify new data to be added

3	2018-Present	Cultures Conference	Founder, Conference Organizer & Program Chair	<p>1<sup>st</sup> Cultures Conference Communication across Cultures: Challenges &amp; Prospects in the Global Context (29/09/2018)</p> <p>Under the Auspices of the Cultural Centre of Chania &amp; the Region of Crete-Regional Unit of Chania</p> <p>Responsibility for vision, leadership, marketing, sponsorship and administration of conference</p> <p>Selecting the organising and scientific committee</p> <p>Advertising and promoting the event in academic institutions, research institutes, business schools and organisations</p> <p>Constructing and distributing the call for papers</p> <p>Overseeing the review progress</p> <p>Providing updates to the organising and scientific committee and authors</p> <p>Communicating the review results to authors</p> <p>Creating the conference programme, conference proceedings and peer review papers for journal publication</p>
4	2018-Present	Young SIETAR	Board Member-Research Coordinator	<p>Leading and moderating the research team, which includes organising meetings and document archiving</p> <p>Provision of intercultural research content and opportunities for members of Young SIETAR</p> <p>Updating and maintaining information related to research on the Young SIETAR website</p> <p>Initiation and/or support of new events/workshops/ideas for projects related to intercultural research</p> <p>Working together with the other content board members (training and communication) in coordinating overlapping projects</p> <p>Participation in the running of the organisation by providing feedback on and contributing to general board issues (e.g. strategy, improvements to the organisation and election of new board members)</p> <p>Running the training effectiveness study of training of intercultural trainers in Barcelona (TOIT 2017): research design, data collection and analysis</p>

				Running the training effectiveness study of training of intercultural trainers in Ukraine (TOIT 2019): research design, data collection and analysis
5	2017-Present	Freelancer	Independent Consultant, Researcher & Trainer	Consultancy, research and delivery of workshops on intercultural communication, cross-cultural communication and management

**Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected.  
(max total 10) (Optional Entry)**

Ref. Number	Date	Title	Awarded by:
1	2006	Received Hellenic State Scholarship Foundation for Academic Performance and Conduct	State Scholarship Foundation

**Other Achievements. List the five (5) more recent and other five (5) selected.  
(max total 10) (Optional Entry)**

Ref. Number	Date	Title	Key Activities:
1	2017	Certificate Training of Intercultural Trainers (TOIT)	Young SIETAR
2	2009	Certificate of Practice of French Language	Sorbonne University IV



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	KOLONGOU
<b>Name:</b>	EFSTATHIOS
<b>Rank/Position:</b>	LECTURER, ACADEMIC DIRECTOR
<b>Program of Study:</b>	HOTEL MANAGEMENT, BUSINESS ADMINISTRATION
<b>Scientific Domain: *</b>	TOURISM AND HOSPITALITY MANAGEMENT

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
BACHELOR IN ADMINISTRATION OF TOURISM ENTERPRISES	2000	TECHNOLOGICAL INSTITUTE OF PATRA	TOURISM ENTERPRISES	RESEARCH ON CYPRUS TOURISM

NOTE: CANDIDATE MASTER IN OCCUPATIONAL SAFETY AND HEALTH (MASTER OF SCIENCE) EUROPEAN UNIVERSITY CYPRUS,  
THE SCHOOL OF SCIENCES, 2018.

**Employment history in Academic Institutions/Research Centers – List by the three (3) most recent**

Period of employment		Employer	Location	Position
From	To			
2018	2019	ACC AKADEMIA COLLEGE	DERYNEIA	LECTURER
2017	2018	LARNACA COLLEGE	LARNAKA	LECTURER
2016	2018	PLATO INSTITUTE	LIMASSOL	LECTURER

**Key refereed journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)**

Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
N/A	N/A	N/A	N/A	N/A	N/A	N/A

**Exhibitions (where applicable). List the five (5) more recent and other five (5) selected.  
(max total 10)**

Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	2014	CYPRUS GASTRONOMIA/HORECA EXCHIBITION	LOCAL	STATE FAIR NICOSIA, CYPRUS	EUROTEL ORGANISATIONAL REPRESENTATION
2	2004-2013	CYPRUS HOTELS ASSOCIATION EXHIBITION	LOCAL	HILTON PARK, NICOSIA CYPRUS	EUROTEL ORGANISATIONAL REPRESENTATION

*\*Specify venue, geographic location etc*

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	N/A	N/A	N/A	N/A

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	2019	ACC AKADEMIA COLLEGE	MEMBER OF THE COUNCIL	COLLEGE GOVERNANCE AND DECISIONS
2	2018 -2019	ACC AKADEMIA COLLEGE	MEMBER OF THE GREEN OFFICE ENVIROMENTAL COMMITTEE	ADMINISTRATION DECISIONS OF THE COMMITTEE
3	2018-2019	NEW FAMAGUSTA HOTEL	ACADEMIC CONSULTING IN HOSPITALITY	CONSULTING AND VOCATIONAL TRAINING
4	2017-2019	NAPA MERMAID HOTEL	ACADEMIC CONSULTING IN HOSPITALITY	CONSULTING AND VOCATIONAL TRAINING
5	2004-2010	HOLIDAY INN	ACADEMIC CONSULTING IN HOSPITALITY	CONSULTING AND VOCATIONAL TRAINING

**Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected.  
(max total 10) (Optional Entry)**

<b>Ref. Number</b>	<b>Date</b>	<b>Title</b>	<b>Awarded by:</b>
N/A	N/A	N/A	N/A

**Other Achievements. List the five (5) more recent and other five (5) selected.  
(max total 10) (Optional Entry)**

<b>Ref. Number</b>	<b>Date</b>	<b>Title</b>	<b>Key Activities:</b>
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	KOUIIS
<b>Name:</b>	YIANNIS (JOHN)
<b>Rank:</b>	INSTRUCTOR
<b>Program of Study:</b>	HOTEL ADMINISTRATION
<b>Scientific Domain: *</b>	BUSINESS ADMINISTRATION, HOTEL ADMINISTRATION

*\*Field of Specialization*

### Academic qualifications (list by highest qualification)

Qualification	Year	Awarding Institution	Department	Thesis title
MASTER – HOTEL ADMINISTRATION	1991	CORNELL UNIVERSITY, NEW YORK	HOTEL ADMINISTRATION	PERSONNEL RECRUITMENT AND EVALUATION CRITERIA
BACHELOR – BUSINESS ADMINISTRATION	1986	UNIVERSITY OF NEW ORLEANS	HOTEL AND TOURISM ADMINISTRATION	N/A

### Employment history – List by the three (3) most recent

Period of employment		Employer	Location	Position
From	To			
1993	2019	INTERCOLLEGE	NICOSIA, LIMASSOL, LARNACA	SENIOR LECTURER
2009	2013	CYPRUS TOURISM ORGANIZATION	NICOSIA	DIRECTOR OF ADMINISTRATION
2006	2009	SECONDARY TECHNICAL AND VOCATIONAL EDUCATION	AGROS, LIMASSOL, LARNACA	INSTRUCTOR



Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
N/A	N/A	N/A	N/A	N/A	N/A	N/A

Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	MAY 2008	TOURISM EXHIBITION	INTERNATIONAL	SHANGHAI, CHINA	REPRESENTED CYPRUS TOURISM ORGANIZATION
2	MARCH 2008	TOURISM EXHIBITION	INTERNATIONAL	KIEV, UKRAINE	REPRESENTED CYPRUS TOURISM ORGANIZATION
3	MARCH 2007	TOURISM EXHIBITION	INTERNATIONAL	MOSCOW, RUSSIA	REPRESENTED CYPRUS TOURISM ORGANIZATION
4	MARCH 2006	TOURISM EXHIBITION	INTERNATIONAL	BERLIN, GERMANY	REPRESENTED CYPRUS TOURISM ORGANIZATION
5	FEBRUARY 2005	TOURISM EXHIBITION	INTERNATIONAL	BUDAPEST, HUNGARY	REPRESENTED CYPRUS TOURISM ORGANIZATION

*\*Specify venue, geographic location etc*

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	2006	PERSONNEL MOTIVATION AND PRODUCTIVITY IN HOTELS IN CYPRUS		TOTAL RESPONSIBILITY – PERSONAL PROJECT
2	2006	BENCHMARKING FOR HOTEL OPERATIONS IN CYPRUS		RESEARCH TEAM MEMBER
3	2002	EFFECTS OF CULTURAL AND FAMILY BACKGROUND ON STUDENTS' PERFORMANCE IN CYPRUS		SCIENTIFIC/PROJECT COORDINATOR
4	2000	HIV/AIDS – DEVELOPMENTS IN CYPRUS		SCIENTIFIC/PROJECT COORDINATOR
5	1992	PERSONNEL RECRUITMENT AND EVALUATION CRITERIA		TOTAL RESPONSIBILITY – PERSONAL PROJECT
6	1991	OPERATIONAL AND FINANCIAL ANALYSIS FOR ATLANTIC CITY CASINOS		TOTAL RESPONSIBILITY – PERSONAL PROJECT

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	2003 – 2008	CYPRUS TOURISM ORGANIZATION	MEMBER OF THE BOARD OF DIRECTORS	TOURISM DEVELOPMENT AND PROMOTION FOR CYPRUS
2	1996 – 2001	MUNICIPAL AUTHORITY OF LYSI	MUNICIPAL COUNCILLOR	CULTURAL ACTIVITIES

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)			
Ref. Number	Date	Title	Awarded by:
N/A	N/A	N/A	N/A

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10)			
Ref. Number	Date	Title	Key Activities:
1	APRIL 2011	COMMONWEALTH SUMMIT ON TOURISM, ABUJA, NIGERIA	REPRESENTED CYPRUS



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	CHARALAMBOUS
<b>Name:</b>	ELEFThERIOS
<b>Rank/Position:</b>	SENIOR LECTURER, BUSINESS PROGRAMME CO ORDINATOR
<b>Program of Study:</b>	BUSINESS ADMINISTRATION, HOTEL MANAGEMENT
<b>Scientific Domain: *</b>	MANAGEMENT

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
MASTER OF PUBLIC ADMINISTRATION	2011	THE OPEN UNIVERSITY, UK	SCHOOL OF PUBLIC ADMINISTRATION	N/A
PROFESSIONAL DIPLOMA IN MANAGEMENT	2009	THE OPEN UNIVERSITY, UK	SCHOOL OF PUBLIC ADMINISTRATION	N/A
BACHELOR OF ADMINISTRATIVE STUDIES	1996	YORK UNIVERSITY, CANADA	SCHOOL OF ADMINISTRATIVE STUDIES	RESEARCH IN FINANCIAL ASSETS

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
2018	2019	ACC AKADEMIA COLLEGE	DERYNEIA	SENIOR LECTURER, BUSINESS PROGRAMME COORDINATOR
2011	2018	MKC CITY COLLEGE	LARNAKA	LECTURER, BUSINESS PROGRAMME COORDINATOR
1998	2000	KIMON COLLEGE	LARNAKA	BUSINESS LECTURER

Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher/Conference	Vol.	Pages
N/A	N/A	N/A	N/A	N/A	N/A	N/A

Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
N/A	N/A	N/A	N/A	N/A	N/A

*\*Specify venue, geographic location etc*

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	10/04/2017	HOTEL SERVICE QUALITY	MKC CITY COLLEGE	HEAD OF THE PROJECT

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	2018 - 2019	ACC AKADEMIA COLLEGE	MEMBER OF THE COUNCIL	COLLEGE GOVERNANCE AND DECISIONS
2	2018 -2019	ACC AKADEMIA COLLEGE	MEMBER OF THE GREEN OFFICE ENVIROMENTAL COMMITTEE	ADMINISTRATION DECISIONS OF THE COMMITTEE
3	2012 - 2018	MKC CITY COLLEGE	MEMBER OF THE ACADEMIC AND FINANCE COMMITTEES	ACADEMIC AND FINANCIAL PLANNING
4	2011-2018	MKC CITY COLLEGE	MEMBER OF THE ADMINISTRATIVE COMMITTEE	ADMINISTRATIVE AND PLANNING
5	1998-2000	KIMON COLLEGE	MEMBER OF THE ACADEMIC COMMITTEE	DEVELOPMENT OF ACADEMIC PROGRAMMES

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
N/A	N/A	N/A	N/A

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	Constantinou
<b>Name:</b>	Nicolas
<b>Rank/Position:</b>	Lecturer
<b>Program of Study:</b>	Hotel Administration
<b>Scientific Domain: *</b>	Business & Hotel Management

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
Master of Science Strategic Hotel Management	2017-2018	University of Surrey	School of tourism & hospitality management	Productivity and Flexibility in two hotels (Statistical analysis)
Bachelor of Arts Business Studies	2014-2017	Leeds Beckett university	School of business management	Business Consultancy Project for ESL (Group project)

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
N/A	N/A	N/A	N/A	N/A

**Key refereed journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)**

Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
N/A	N/A	N/A	N/A	N/A	N/A	N/A

**Exhibitions (where applicable). List the five (5) more recent and other five (5) selected.  
(max total 10)**

Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
N/A	N/A	N/A	N/A	N/A	N/A

*\*Specify venue, geographic location etc*

**Research Projects. List the five (5) more recent and other five (5) selected  
(max total 10)**

Ref. Number	Date	Title	Funded by	Project Role*
N/A	N/A	N/A	N/A	N/A

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

**Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees.  
List the five (5) more recent (Optional Entry)**

Ref. Number	Period	Organization	Title of Position or Service	Key Activities
N/A	N/A	N/A	N/A	N/A



**Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected.  
(max total 10) (Optional Entry)**

Ref. Number	Date	Title	Awarded by:
1	04/01/2019	60-hour Food management course for Managers	Cyprus Culinary Academy
2	17/11/2018	IBA - Cy.b.a 40-hour Bartending course	Cyprus Bartenders Association
3	28/03/2019	Hotel online marketing (1 ECTS)	Uclan Cyprus University
4	01/02/2019	Hospitality and tourism analytics seminar	University of Nicosia
5	14/01/2019	3 hours Bols liquors & spirits masterclass	Cyprus Bartenders Association – KEO Plc
6	24/11/2019	Diploma - 3 <sup>rd</sup> Pancyprian cocktail competition with xinisteri wine – 10 <sup>th</sup> place	Cyprus Bartenders Association
7	29/05/2019	Certificate - German language sessions, level b	Cyprus Ministry of Education
8	2013-2014	International Foundation Year	Leeds Beckett University

**Other Achievements. List the five (5) more recent and other five (5) selected.  
(max total 10) (Optional Entry)**

Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	ZORPA
<b>Name:</b>	STELLA
<b>Rank/Position:</b>	ENGLISH LANGUAGE LECTURER
<b>Program of Study:</b>	HOTEL ADMINISTRATION
<b>Scientific Domain: *</b>	ENGLISH LANGUAGE

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
PhD Candidate	2019	Saint Louis University	Curriculum and Instruction	Learning English through Multiple Intelligences
Master in Educational Leadership	2016	Open University of Cyprus and Saint Louis University (Joint Degree)	Educational Leadership and Curriculum Development	-
Bachelor	1998	National University of Athens	English Language and Literature	-

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
2006	PRESENT	N.S.Smart Learning LTD	Derynia	English Language Teacher
2017	PRESENT	Envitech LTD	Paralimni	Managing Director

Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
N/A	N/A	N/A	N/A	N/A	N/A	N/A

Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	16/5/2019	A2 Key and B1 Preliminary EXAM CHANGES	Local	Paralimni (Xenion High School)	Presenter
2	21/1/2019	IELTS workshop	Local	Nicosia	Trainer and Presenter
3	24/1/2019	IELTS workshop	Local	Nicosia	Trainer and Presenter on behalf of the British Council Cyprus
4	7/2/2019	IELTS workshop	Local	Limassol	Trainer and Presenter on behalf of the British Council Cyprus
5	3/10/2018	YLE EXAM CHANGES	Local	UCLan University	Presenter on behalf of the British Council Cyprus
6	23/2/2015 – 27/2/2015	TRAIN THE TRAINER (IELTS)	International	Vienna	Participant and Presenter
7	2016	Workshop for Teachers new to IELTS	Local	Nicosia	Trainer and Presenter on behalf of the British Council Cyprus
8	2017	Workshops for Teachers new to IELTS	Local	Nicosia, Limassol, Pafos	Trainer and Presenter on behalf of the British Council Cyprus

9	2018	Workshops for Teachers (IELTS)	Local	Nicosia	Trainer and Presenter on behalf of the British Council Cyprus
10	2016	Active Learning Strategies for Young Learners	Local	Nicosia, University of Cyprus	Presenter (last year students of the Department of English Language and Literature)

*\*Specify venue, geographic location etc*

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	1/7/2018 – 31/12/2022	LIFE17 CCM/GR/000087, INNOVATIVE TECHNOLOGIES FOR CLIMATE CHANGE MITIGATION BY MEDITERRANEAN AGRICULTURAL SECTOR-ClimaMed	European Union	Researcher
2	1/10/2016- 31/12/2019	LIFE15 ENV/IT/000509 BOOSTING REGULARITY ADVANTAGES VIS A VIS EMAS REGISTRATION - BRAVER	European Union	Researcher

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	2015-Today	British Council Cyprus	Trainer, Presenter, Participant	Train teachers, Present changes concerning exams, Take part in meetings concerning exam changes or any other matters that concern YLE, Key, Preliminary and IELTS

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
N/A	N/A	N/A	N/A

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	MICHAIL
<b>Name:</b>	CHRISTOS
<b>Rank/Position:</b>	LECTURER
<b>Program of Study:</b>	HOTEL ADMINISTRATION
<b>Scientific Domain: *</b>	FOREIGN LANGUAGES

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
MASTER OF ARTS PEDAGOGIES IN RUSSIAN LANGUAGE, GERMAN LANGUAGE, ENGLISH LANGUAGE	1994	THE KIEV STATE PEDAGOGICAL INSTITUTE OF FOREIGN LANGUAGES, UKRAINE	SCHOOL OF FOREIGN LANGUAGES	STUDY OF EFFECT AND INTEGRATION OF ANCIENT GREEK AND ANCIENT ROMAN INTO RUSSIAN LANGUAGE
BACHELOR OF ARTS PEDAGOGIES IN RUSSIAN LANGUAGE, GERMAN LANGUAGE, ENGLISH LANGUAGE	1994	THE KIEV STATE PEDAGOGICAL INSTITUTE OF FOREIGN LANGUAGES, UKRAINE	SCHOOL OF FOREIGN LANGUAGES	N/A

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
2009	2019	MINISTRY OF EDUCATION AND CULTURE- STATE INSTITUTES OF FURTHER EDUCATION	PARALIMNI	LECTURER
2001	2003	CYPRUS INSITUTE OF RURAL DEVELOPMENT	SOTIRA	MANAGING DIRECTOR
1999	2001	KIMON COLLEGE	LARNAKA	LECTURER

Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
N/A	N/A	N/A	N/A	N/A	N/A	N/A

Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	2006	PROMOTION OF AGRICULTURE PRODUCTS FOR 3 <sup>RD</sup> WORLD COUNTRIES	INTERNATIONAL	BUCHAREST, ROMANIA	CYPRUS REPRESENTATION
2	2007	PROMOTION OF AGRICULTURE PRODUCTS FOR 3 <sup>RD</sup> COUNTRIES	INTERNATIONAL	MOSCOW, RUSSIA	CYPRUS REPRESENTATION

*\*Specify venue, geographic location etc*

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	2006-2008	PROMOTION OF AGRICULTURAL PRODUCTS IN THIRD COUNTRIES	EU	PROJECT PARTNER
2	2006-2008	LABEL AGRI WASTE	EU	PROJECT PARTNER
3	2006	DEVELOPING STRATEGIES 2006	EU	PROJECT PARTNER
4	2005	TRY AN AGRICULTURAL LIFE FOR A WHILE	EU	PROJECT PARTNER
5	2005	DISCOVERING CULTURES	EU	PROJECT PARTNER
6	2005	CULTURAL CHALLENGE	EU	PROJECT PARTNER

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
N/A	N/A	N/A	N/A	N/A

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
N/A	N/A	N/A	N/A

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	TSAPPARILA
<b>Name:</b>	ELENA
<b>Rank/Position:</b>	GERMAN TEACHER
<b>Program of Study:</b>	HOTEL ADMINISTRATION
<b>Scientific Domain: *</b>	GERMAN LANGUAGE AND LITERATURE

*\*Field of Specialization*

### Academic qualifications (list by highest qualification)

Qualification	Year	Awarding Institution	Department	Thesis title
MA in Interpreting and Translation	2005	University of Leeds	School of Modern Languages	
BA in German Language and Literature	2003	Aristotle University of Thessaloniki	School of German Language and Literature	

### Employment history in Academic Institutions/Research Centers– List by the three (3) most recent

Period of employment		Employer	Location	Position
From	To			
September 2010	Today	State Institutes of Further Education	Paralimni Lyceum	German Teacher
September 2012	Today	Adult Education Centres	Paralimni Gymnasium	German Teacher
September 2009	June 2012	Xenion High School	Xenion High School, Paralimni	German Teacher



**Key refereed journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)**

Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
N/A	N/A	N/A	N/A	N/A	N/A	N/A

**Exhibitions (where applicable). List the five (5) more recent and other five (5) selected.  
(max total 10)**

Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
N/A	N/A	N/A	N/A	N/A	N/A

*\*Specify venue, geographic location etc*

**Research Projects. List the five (5) more recent and other five (5) selected  
(max total 10)**

Ref. Number	Date	Title	Funded by	Project Role*
N/A	N/A	N/A	N/A	N/A

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

**Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees.  
List the five (5) more recent (Optional Entry)**

Ref. Number	Period	Organization	Title of Position or Service	Key Activities
N/A	N/A	N/A	N/A	N/A

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
N/A	N/A	N/A	N/A

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC Akademia College
<b>Surname:</b>	Anastasiou
<b>Name:</b>	Zafeiro
<b>Rank/Position:</b>	Lecturer and Student Support/Welfare – Counsellor
<b>Program of Study:</b>	Hotel Administration
<b>Scientific Domain: *</b>	Guidance Counsellor/Educational Psychologist

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
MSc Educational Psychology	2016	University of Nicosia	Social and Humanities	Factors affecting career choice in young students
GCDF Diploma	2012	European Board of Certified Counsellors		/
BSc Psychology	2011	University of Bradford	Social Sciences	Menopause and how it is constructed in the media
Accounting and Finance Certificate	2008	University of Bradford	School of Management	/

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
2017	Today	Atlantis College	Liopetri, Famagusta	Psychology teacher & Guidance Counsellor

**Key refereed journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)**

Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
N/A	N/A	N/A	N/A	N/A	N/A	N/A

**Exhibitions (where applicable). List the five (5) more recent and other five (5) selected.  
(max total 10)**

Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	18/01/19	5 <sup>th</sup> European Conference on Counselling and Career Guidance	University of Nicosia	Nicosia	Observer
2	01/11/17	4 <sup>th</sup> European Conference on Counselling and Career Guidance	University of Nicosia	Nicosia	Observer
3	10/03/16	Vocational Guidance: Stereotypes, Tools & Choices	University of Nicosia	Nicosia	Observer
4	25/10/16	3 <sup>rd</sup> European Conference on Counselling and Career Guidance	University of Nicosia	Nicosia	Observer
5	27/20/15	2 <sup>nd</sup> European Conference on Counselling and Career Guidance	University of Nicosia	Nicosia	Observer
6	24/04/15	European Conference on Counselling and Career Guidance	University of Nicosia	Nicosia	Observer

*\*Specify venue, geographic location etc*

**Research Projects. List the five (5) more recent and other five (5) selected  
(max total 10)**

Ref. Number	Date	Title	Funded by	Project Role*
1	April 2016	Factors affecting young students in their career choice	University of Nicosia	Researcher
2	May 2011	Menopause and how it is constructed in the media sources	University of Bradford	Researcher

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	01/2019 – today	SKE Sotiras	Secretary	Compose educational plan for SKE (kindergarten)

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
N/A	N/A	N/A	N/A

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	Koutsofta
<b>Name:</b>	Panagiota
<b>Rank/Position:</b>	LECTURER
<b>Program of Study:</b>	HOTEL ADMINISTRATION
<b>Scientific Domain: *</b>	SUSTAINABILITY & ENVIRONMENTAL SCIENCE

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
MSc Education for Environment and Sustainable Development	2015-16	Frederick University	Department of Education	
MSc Biodiversity and Conservation	2008-09	University of Leeds	Department of Biology	The population and distribution of vulnerable species <i>Vini peruviana</i> (Blue Lorikket) on Aitutaki Island, the Cook Islands, Aitutaki, Cook Islands
BSc Environmental Science	2002-07	Aegean University	Department of Environment	Dynamics of Biodiversity at the land / water ecotone, Lesvos Island, Greece

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
04/2010	06/2019	Terra Cypria-the Cyprus Conservation Foundation	Limassol	Policy and Communication Officer

Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
1	2006	Marine Biodiversity and Ecosystem functioning	Stylianou S.	EU network of excellence, Kavala, Greece		
2	2006	Temporal and inter habitat variations of substratum, vegetation and substratum macroinvertebrates attributes across costal wetland systems, North East Aegean, Greece	Dikou A., Evaggelatou K., Dinapoya V., Lambrianidis E., Agiannidis C., Perakis N., Siguero A., Stylianou S., Bazos Y., Latrou G. and Troumbis A.			

Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
N/A	N/A	N/A	N/A	N/A	N/A

\*Specify venue, geographic location etc

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	2017	AgroLIFE - To promote and enable the long term conservation of High Nature Value Farmlands in Cyprus	Life+	Communication Officer
2	2015	BIOforLIFE - An awareness-raising campaign in Cyprus for appreciating biodiversity in our life	Life+	Project coordinator
3	2009	The population and distribution of vulnerable species Vini peruviana on Aitutaki island, the Cook islands, S. Pacific Ocean		Project coordinator
4	2009	Flower preferences of butterfly's species in three different habitats in Urra Field Station, Spain		Project coordinator
5	2006	European Union Research Programme "Pythagoras 2006" Dynamics of Biodiversity at the land / water ecotone, Lesvos Island, Greece		Researcher

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
N/A	N/A	N/A	N/A	N/A

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
N/A	N/A	N/A	N/A



Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC Akademia College
<b>Surname:</b>	Photiou
<b>Name:</b>	Costas
<b>Rank/Position:</b>	Lecturer/Associate Researcher
<b>Program of Study:</b>	Hotel Management, Business Administration
<b>Scientific Domain: *</b>	Human Resource Management

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
PhD	2019	Newcastle University Business School	Faculty of Humanities and Social Sciences	How the Line of Sight (LOS) Concept Enhances Our Understanding of the Impact of HR practices on Employee Outcomes – An Investigation Conducted Within the Cypriot Banking Sector
MBA	2010	Kingston University Business School	Faculty of Humanities and Social Sciences	The relationship between job satisfaction and personal and work related characteristics: The case of Piraeus Bank (Cyprus) Ltd
BA (Hons)	1994	The Philips College	Faculty of Humanities and Social Sciences	

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
N/A	N/A	N/A	N/A	N/A

Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher/Conference	Vol.	Pages
1	2019	A multi-level, longitudinal study of strategy alignment, employee retention and branch level performance: Exploring the mediating role of happiness and relational wellbeing	Scurry Tracy, Procter Stephen	Annual Meeting of the British Academy of Management, Birmingham, UK		
2	2015	Motivation enhancing HR-practices and organizational commitment: What happens during turbulent economic times	Scurry Tracy	Annual Meeting of the Dutch HRM Network Conference, Utrecht, Netherlands.		
3	2015	Supervisor-subordinate communication, support and strategic impact: engaging employees with work through 'Line of Sight'	Scurry Tracy	Academy of Management Annual Meeting, Theme: Opening Governance, Vancouver, BC, Canada		
4	2014	Employee 'Line of Sight': the key to unlocking human capital potential?	Scurry Tracy, Smith Mark	Business Leadership Review	12 (1)	6-22
5	2014	Strategy, front line HRM, employee well-being and performance: Bridging the gap through 'Line of Sight'	Scurry Tracy, Smith Mark	Joint event between the BAM HRM SIG and the ESRC Seminar Series: Sustaining Employee Wellbeing in the 21st Century. MMU Business School, Manchester, UK		

6	2014	My experiences of participating at academic events		Grenoble Ecole De Management Doctoral School News. Grenoble Ecole De Management, France	14	1
7	2013	The moderating role of Human Capability in the HRM and performance relationship	Scurry Tracy, Smith Mark	The Association of MBAs' DBA Symposium: "Impact & Practice". Kingston University Business School, London, UK		
8	2013	Antecedents and moderators of employee 'line of sight' to the strategic objectives of the organization: Testing and building the theory	Scurry Tracy	Proceedings of the Annual Meeting of the British Academy of Management, Liverpool, UK		
9	2013	Human resource management and performance: The moderating role of human capital and social capital	Scurry Tracy	Annual Meeting of the Dutch HRM Network Conference, Leuven, Belgium.		
10	2013	HRM and performance outcomes: The moderating role of human capital and social capital		Doctoral Consortium of the Dutch HRM network Conference, Leuven, Belgium.		

Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	2014	HRM, employee well-being and organizational performance: Bridging the gap through 'Line of sight'	International	Newcastle University Business School	Presenter
2	2011	Research advice on how to conduct the MBA dissertation	Local	Institute of Banking Studies, Nicosia	Presenter

*\*Specify venue, geographic location etc*

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
N/A	N/A	N/A	N/A	N/A

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	2015 – today	Academy of Management Conference	Reviewer	Review of conference papers and Symposium submissions
2	2019	British Academy of Management	Reviewer	Review of conference papers

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
N/A	N/A	N/A	N/A

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	PHILIPPOU
<b>Name:</b>	ANASTASIOS
<b>Rank/Position:</b>	LECTURER, CAREER OFFICER
<b>Program of Study:</b>	HOTEL MANAGEMENT
<b>Scientific Domain: *</b>	TOURISM AND HOSPITALITY MANAGEMENT

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
DIPLOMA IN HOTEL AND TOURIST ADMINISTRATION	1990	INTERNATIONAL SCHOOL OF TOURISM, BRUSSELS, BELGIUM	SCHOOL OF TOURISM	N/A

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
2018	2019	ACC AKADEMIA COLLEGE	DERYNEIA	LECTURER, CAREER OFFICER
2016	2018	MKC CITY COLLEGE	LARNAKA	LECTURER
2015	2016	MKC CITY COLLEGE	LARNAKA	LECTURER

Key <u>refereed</u> journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)						
Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
N/A	N/A	N/A	N/A	N/A	N/A	N/A

Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	24/11/2011	EIBTM WORLD 2018 BARCELONA	INTERNATIONAL	FIRA BARCELONA SPAIN	COLUMBIA BEACH HOTEL AND RESORT CONFERENCE AND INCENTIVES SALES MANAGER
2	20/02/1999	SALON DES VACANCES BRUXELLES -BELGIUM	INTERNATIONAL	HOLIDAY LOUNGE EXPO BRUXELLES - BELGIUM	CORAL BEACH HOTEL AND RESORT SALES AND MARKETING MANAGER
3	10/02/1998	IMTM INTERNATIONAL MEDITERRANEAN TOURISM FAIR	INTERNATIONAL	TEL AVIV CONVENTION CE NTER TELAVIV ISRAEL	CORAL BEACH HOTEL AND RESORT SALES AND MARKETING MANAGER
4	20/05/1997	ATM ARABIAN TRAVEL MARKET	INTERNATIONAL	DUBAI INTERNATIONAL EXHIBITION AND CONVENTION CENTRE DUBAI, UAE	PALM BEACH HOTEL AND BUNGALOWS SALES AND MARKETING MANAGER
5	19/03/1997	UITT UKRAINE INTERNATIONAL TRAVEL AND TOURISM	INTERNATIONAL	VENUE IEC, KIEV UKRAINE	PALM BEACH HOTEL AND BUNGALOWS SALES AND MARKETING MANAGER
6	13/03/1997	MIIT MOSCOW INTERNATIONAL TRAVEL & TOURISM	INTERNATIONAL	CROCUS EXPO MOSCOW, RUSSIA	PALM BEACH HOTEL AND BUNGALOWS SALES AND MARKETING MANAGER
7	10/01/1997	VAKANTIEBEURS UTRECHT TRAVEL EXHIBITION	INTERNATIONAL	VENUE JAARBEURS ULTRECHT HOLLAND	PALM BEACH HOTEL AND BUNGALOWS SALES AND MARKETING MANAGER



8	12/03/1994	INTERNATIONALE TOURISMUS-BÖRSE ITB	INTERNATIONAL	MESSE BERLIN GERMANY	LONDA BEACH HOTEL AND SUITES SALES MANAGER OF
9	02/11/1994	WORLD TRAVEL MARKET	INTERNATIONAL	EARLS COURT LONDON, UK	LONDA BEACH HOTEL AND SUITES SALES MANAGER
10	20/04/1992	THE UNIVERSAL EXPOSITION OF SEVILLE	INTERNATIONAL	LA ISLA DE LA CARTUJA, SEVILLE, SPAIN	HOST VIP ORGANISER

*\*Specify venue, geographic location etc*

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
1	10/04/2017	HOTEL SERVICE QUALITY	MKC CITY COLLEGE	HOTEL COORDINATOR

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	2018 - 2019	ACC AKADEMIA COLLEGE	MEMBER OF THE GREEN OFFICE ENVIROMENTAL COMMITTEE	ADMINISTRATION DECISIONS OF THE COMMITTEE
2	2016 - 2018	MKC CITY COLLEGE	MEMBER OF THE GREEN OFFICE ENVIROMENTAL COMMITTEE	ADMINISTRATION DECISIONS OF THE COMMITTEE
3	2016	MKC CITY COLLEGE	MEMBER OF THE HOTEL MANAGEMENT PROFESSIONAL DEPARTMENT	DEVELOPMENT OF HOTEL NETWORK AND THE COLLEGE
4	2013-2015	PELICAN CLUB MOSCOW	EDUCATIONAL AND HOTEL CONSULTANT	DEVELOPMENT OF EDUCATIONAL PROGRAMMES IN GREECE AND CYPRUS
5	1990-1992	EUROPEAN UNION BRUSSELS	CONSULTANT IN EUROPEAN UNION	ORGANIZING EXHIBITION FOR SMALL AND MEDIUM ENTREPRISES

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
N/A	N/A	N/A	N/A

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC Akademia College
<b>Surname:</b>	Paraskeva
<b>Name:</b>	Marilena
<b>Rank/Position:</b>	Associate Researcher
<b>Program of Study:</b>	
<b>Scientific Domain: *</b>	Linguistics

*\*Field of Specialization*

### Academic qualifications (list by highest qualification)

Qualification	Year	Awarding Institution	Department	Thesis title
PhD	2012 (December)	Birkbeck College, University of London	Applied Linguistics & Communication	Code-switching among London Greek-Cypriots: A Study of Question-Response Pairs
MSc	2007	King's College London	Philosophy	A Dynamic Syntax Account of Object Clitics in Cypriot Greek
BA	2006	National and Kapodistrian University of Athens	Greek Philology	The 'Language' of Greek-Cypriot Youth

### Employment history in Academic Institutions/Research Centers – List by the three (3) most recent

Period of employment		Employer	Location	Position
From	To			
January 2017	today	University of Cyprus	Cyprus	Special Scientist (part-time) (Department of Education Sciences & School of Modern Greek)
September 2014	today	European University Cyprus	Cyprus	Scientific Collaborator (part-time) (Department of Humanities)
January 2014	August 2014	University Cyprus	Cyprus	Post-doctoral researcher (Department of English Studies)

**Key refereed journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)**

Ref. Number	Year	Title	Other authors	Journal and Publisher/Conference	Vol.	Pages
1	2013	Code-switching and pausing: An interdisciplinary study.	Penelope Gardner-Chloros & Lisa McEntee-Atalianis	International Journal of Multilingualism	10(1)	1-26
2	2010	Code-switching in London Greek-Cypriots: A Conversation Analysis account.	-	Newcastle Working Papers in Linguistics	16	108-122
3	2009	A beginner's guide to language and gender. Allyson Jule (2008) (book review)	-	Sociolinguistic Studies	3(1)	109-113

**Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)**

Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
N/A	N/A	N/A	N/A	N/A	N/A

*\*Specify venue, geographic location etc*

**Research Projects. List the five (5) more recent and other five (5) selected (max total 10)**

Ref. Number	Date	Title	Funded by	Project Role*
1	January 2014-August 2014	Young Researchers (University of Cyprus post-doctoral internal scholarship program)	University of Cyprus	Research team member and researcher

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	December 2017	<i>Studies in Second Language Learning and Teaching</i> (scientific journal)	Formal peer review	Invited peer reviewer of articles
2	May 2017	<i>International Journal of Bilingualism</i> (scientific journal)	Formal peer review	Invited peer reviewer of articles
3	January 2015	<i>Multilingua: Journal of Cross-Cultural &amp; Interlanguage Communications</i> (scientific journal)	Formal peer review	Ad-hoc peer reviewer of articles
4	June 2009	Birkbeck College, University of London	Abstracts reviewer	Abstracts reviewer for the 2nd Bloomsbury Student Conference in Applied Linguistics, Birkbeck College, University of London

Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
1	2008	Exceptional award by in recognition of the student's research progress and contribution to the activities run by the Department of Applied Linguistics and Communication	Birkbeck College, University of London
2	2004	Honorary scholarship for second year's academic performance from	IKY (Greek National Scholarship Foundation), Athens, Greece

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
N/A	N/A	N/A	N/A



### Academic Personnel Short Profile / Short CV

<b>Institution:</b>	ACC AKADEMIA COLLEGE
<b>Surname:</b>	Constantinou Matsiou
<b>Name:</b>	Katerina
<b>Rank/Position:</b>	School Administration and Librarian
<b>Program of Study:</b>	
<b>Scientific Domain: *</b>	

*\*Field of Specialization*

Academic qualifications (list by highest qualification)				
Qualification	Year	Awarding Institution	Department	Thesis title
Postgraduate Teaching Linguistics	2016	University of Cyprus	Social Sciences and Education Sciences	Postgraduate Degree
Studies in Greek Civilization	2012	Open University of Cyprus	School of Humanities and Social Sciences	Degree
Secretarial Studies	1988	Kimón College	Secretarial Studies	Diploma
High School	1987	Paralimni High School	Classic	Apolytirio

Employment history in Academic Institutions/Research Centers – List by the three (3) most recent				
Period of employment		Employer	Location	Position
From	To			
28/8/2019	Today	Evening Gymnasium High School Kokkinochoria /Ministry of Education and Culture	Frenaros, Famagusta	School Administration Department
25/8/2014	27/8/2019	Kokkinochoria Gymnasium/Ministry of Education and Culture	Frenaros, Famagusta	School Administration Department/Library
22/10/2007	24/8/2014	Paralimni High School /Ministry of Education and Culture	Paralimni, Famagusta	School Administration Department/Library

**Key refereed journal papers, monographs, books, conference publications etc. List the five (5) more recent and other five (5) selected –(max total 10)**

Ref. Number	Year	Title	Other authors	Journal and Publisher/ Conference	Vol.	Pages
1	Athens 2019	Cyprus Literary New Year	Publication in a collective work	Hellenic Cultural Association of Cypriots of Greece	Volume IV	
2	Limassol 2017	Spiritual Horizons-Basement of Speech Art and Culture, Poetry Anthology	Collected edition	Publisher Athos Chatzimatthaiou		
3	Athens 2016	Cyprus Literary New Year	Publication in a collective work	Hellenic Cultural Association of Cypriots of Greece	Volume II	
4	Thessaloniki 2016	Union of Northern Greek Writers, Human Values	Publication in a collective work	Echedoros Editorial		
5	Limassol 2014	Throisima, Anthology of Haikou of Cypriot Poets,	Publication in a collective work: Tassos Aristotelous	Issue of Themes Magazine		
6	Nicosia 2014	List of Cypriots who wrote haiku poetry	Publication in a collective work: Konstantinos S. Gialoukas	Reprinted Bulletin of the Association of Greek Philologists of Cyprus Stasinos	Volume ID	
7	Thessaloniki 2014	The Greek Language, The Light of the Universe	Publication in collective work	The Amphitheater of Hellenism		
8	Autumn 2012	Akti - Literary magazine	Collective edition	Nikos Orphanidis	92	Autumn 2012
9	Spring 2011	Anef – Literacy magazine	Collective edition	Ntina Katsouri	40	Spring 2011
10	2010	Spiritual Cyprus - Literacy magazine	Collective Edition	Kypros Xrysanthou	424	2010

Exhibitions (where applicable). List the five (5) more recent and other five (5) selected. (max total 10)					
Ref. Number	Date	Topic	International / Local	Location*	Role in Exhibition
1	3 <sup>rd</sup> April 2017	Workshop on Student Religious Tours "Companions to the sacred pilgrimages of our country. From the past to the present and looking to the future"	Local	Agia Napa	Composed verses
2	April 2017	Paralimni High School Event "Honoring Tradition"	Local	Paralimni	Poet
3	15 – 20 of July 2014	Remember '74 the invasion exists	Local	Nicosia	Poet

*\*Specify venue, geographic location etc*

Research Projects. List the five (5) more recent and other five (5) selected (max total 10)				
Ref. Number	Date	Title	Funded by	Project Role*
N/A	N/A	N/A	N/A	N/A

*\*Project Role: i.e. Scientific/Project Coordinator, Research Team Member, Researcher, Assistant Researcher, other*

Academic Consulting Services and/or Participation in Councils / Boards/ Editorial Committees. List the five (5) more recent (Optional Entry)				
Ref. Number	Period	Organization	Title of Position or Service	Key Activities
1	October 2012	Mecepus, Nicosia	Mediterranean public speaking centre	Series of public speaking seminars
2	8/7/2013 – 19/7/2013	Leonardo Da Vinci - Mobility Programme – Vicenza, Italy	Mobility for training: Open University of Cyprus Graduates Trained for the Labour Market	Training School Secretariat Programme / Instituto Technico "A. Fusinieri"



3	28 - 30 January 2010	Delphi Greece	1st International Conference of the Program "Studies in Greek Civilization" of the Open University of Cyprus on "The Use and Acquisition of Ancient Myths in Antiquity, Byzantium, and Modern History, Literature and Art"	Conference
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Awards / International Recognition (where applicable). List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Awarded by:
1	June 2019 Athens	9th World Literary Contest 2018 for Short Story in Cypriot Dialect And 9th World Literary Contest 2018 for Poetry in Cypriot Dialect	EPOK: Award  1st Prize
2	May, 2019 Athena	14th Pan-Hellenic Short Story and Poetry	Competition Ideopnoon Honorable Mention in Short Story and Poetry
3	March, 2017 Athens	7th World Short Story Literary Competition, "Short Story in the Cypriot Dialect - Humanity of the People" And 7th World Literary Poetry Competition, "Poetry in Cypriot Dialect - Ode to Humanity",	EPOK: 1st Prize  1st Prize
4	January, 2016 Athens	6th World Poetry Literature Contest, "Poetry - Easter Waiting" And 6th World Poetry Literature Contest, "Poetry - Hymn to Cyprus on Air, the Blessed Land"	EPOK: 1st Prize  2nd Prize
5	November, 2014 Athens	5th World Poetry Literature Competition, Political Satire And 5th World Poetry Literary Competition, "Woman Poetry ... Traditional"	EPOK: 1st Prize  1st Prize
6	May, 2014 Thessaloniki	4th World Poetry Competition, The Word Greek, Light of the Universe	Amphitheater of Hellenism: Praise

7	April, 2014 Limassol	3rd Panhellenic Literary Competition, "Cypriot Native"	Spiritual Companion: 3rd Praise
8	May, 2013 Athens	Panhellenic Poetry Competition, "Icarus"	Aviation Academy of Greece: Honorary Participation
9	2013 Kefallinia & Ithaca	1st International Poetry Competition, "The Magic of Sailing in Odyssey's Rota"	UNESCO: Praise
10	2012 Volos	1st Pan-Hellenic Poetry Competition, on the topic of "Refugee"	Conservation and Promotion Association of Eastern Romelia (North Thrace): 2nd Praise

Other Achievements. List the five (5) more recent and other five (5) selected. (max total 10) (Optional Entry)			
Ref. Number	Date	Title	Key Activities:
1	July 29, 2017 Nicosia	"Cypriot Rhymes" - RIK Radio, First Program	Tribute to the poems of the Cypriot dialect
2	April 2017 Sotira municipality	"Tour of the Byzantine town of Sotira municipality "	Contribution to the development of the program
3	April 3, 2017 Ayia Napa Thalassa Museum	"Companions to the sacred pilgrimages of our country. From the past to the present and looking to the future"	Workshop on Student Religious Tours

## **ANNEX E – RESEARCH SKILLS DEVELOPMENT WORKSHOPS**

Following the recommendation of the EEC, a series of workshops were developed for the faculty to further expand their knowledge and understanding in research, ethics, plagiarism and on ways to keep themselves up date with the current literature and trends in the hospitality and tourism industry. By enriching the skillset of the faculty, students will benefit too and engage in research activities (observations, case studies, surveys) as part of their assignments and during lectures with the support of the faculty, in each semester. The programme will be delivered by those lecturers who have different expertise and experiences in research.

The nature of the programme will enrich the theoretical and practical skillset of our faculty and its professional mindset. The workshops are compulsory for all faculty members (full time and part time) non-PhD holders who will be lecturing in the Hotel Administration 2 years Diploma. For PhD holders the workshops attendance is optional.

The total duration of the programme is 24 hours, 3 hours per week, and it will start operating in January until March 2020 for staff who will teach during A' semester. The workshops will continue operating in September until November 2020 for B' semester (faculty who did not teach during the A' semester), January until March 2021 for C' semester (faculty who did not teach during the A' & B' semester) and September until November 2021 for D' semester (faculty who did not teach during the A' B' & C' semester).

On completion of the programme, faculty will receive a certificate of attendance issued by the college.

**Please see below for the workshop content:**

<b>Programme Title</b>	Research Skills Development Workshops for Faculty
<b>Programme Attendance for Faculty</b>	Compulsory for non-PhD holders (optional for PhD holders)
<b>Year/Semester</b>	1/2 Year Semester A/B/C/D
<b>Lecturers</b>	Dr Eirini Daskalaki & Dr Costas Photiou
<b>Programme Purpose &amp; Objectives</b>	The programme is designed to enable faculty to gain a comprehensive knowledge on issues surrounding plagiarism, on research process, to build research skills, and to develop their capacity on how to apply qualitative, quantitative and mixed methods approach. Faculty will become familiar with the role of ethics, values and standards in research.
<b>Learning Outcomes</b>	By the end of these workshops faculty should be able to: <ul style="list-style-type: none"> <li>• Understand the role of ethics in research and data handling process</li> <li>• Become aware of the importance of plagiarism, copyright, permissions and employ the Harvard-style of referencing</li> <li>• Identify recent literature and trends in tourism and hospitality industry</li> <li>• Become familiar with different research designs and methods in qualitative research</li> <li>• Identify the main types of quantitative research designs and methods</li> <li>• Develop their awareness in mixed methods research</li> </ul>
<b>Programme Content</b>	<ol style="list-style-type: none"> <li>1. The Ethics of Research, Originality &amp; Plagiarism</li> <li>2. Find Information on Research, compile a Literature Review &amp; stay ahead of Current Trends</li> <li>3. Research Methods: Introduction to Quantitative Research Methods</li> <li>4. Research Designs: Descriptive &amp; Experimental</li> <li>5. Research Methods: Surveys &amp; Questionnaires</li> <li>6. Research Designs: Action Research, Case Study &amp; Mixed Methods Research</li> <li>7. Research Methods: Introduction to Qualitative Research Methods</li> <li>8. Research Methods: Observation, Focus Groups &amp; Semi-structured Interviews</li> </ol>
<b>Teaching Methodology</b>	The programme is delivered over a combination of lectures, workshops, group discussions and in class-activities.
<b>Bibliography</b>	<b>Research Methods Handbooks</b> Bryman, A. 2017. Social research methods. 5 <sup>th</sup> ed. Oxford: Oxford University Press. Creswell, J.W. and Creswell, D.J. 2018. Research design: Qualitative, quantitative, and mixed methods approaches. London: Routledge.

Decuir-Gunby, J. and Schutz, P.A. 2017. Developing a mixed-methods proposal: A practical guide for beginning researchers. London: Sage.

Israel, M. 2014. Research ethics and integrity for social scientists. 2<sup>nd</sup> ed. London: Sage.

Kara, H. 2018. Research ethics in the real world. Bristol: Policy Press.

Silverman, D. 2017. Doing qualitative research. London: Routledge.

Yin, R.B. 2018. Case study research and applications. 6<sup>th</sup> ed. London: Sage.

### **Hospitality Research Handbooks**

Altinay, L., Paraskevas, A. and Jang, S. 2016. Planning research in hospitality and tourism. 2<sup>nd</sup> ed. London: Routledge.

Hillman, W. and Radel, K. 2018. Qualitative methods in tourism research. Theory and practice. Bristol: Channel View Publications.

Nunkoo, R. 2018. Handbook of research methods for tourism and hospitality management. Cheltenham: Edward Elgar Publishing.

Thomas, R. 2018. Questioning the Assessment of Research Impact: Illusions, Myths and Marginal Sectors. London: Palgrave.

### **Guide for Harvard Referencing**

Mbeteh, A., and Massimiliano-Pellegrini, M. 2017. The ABC of Harvard Referencing for Undergraduates. London: De VICTORS.

### **Recommended Journals for Tourism & Hospitality**

Journal of Hospitality and Tourism Research (JHTR)

<https://journals.sagepub.com/home/jht>

International Journal of Hospitality Management

<https://www.journals.elsevier.com/international-journal-of-hospitality-management>

International Journal of Hospitality and Tourism Administration

<https://www.tandfonline.com/loi/wjht20>

International Hospitality Review

<https://www.emerald.com/insight/publication/issn/2516-8142/vol/33/iss/1>

International Journal of Culture, Tourism & Hospitality Research

<https://www.emerald.com/insight/publication/issn/1750-6182>

International Journal of Contemporary Hospitality Management

<https://www.emerald.com/insight/publication/issn/0959-6119>

Journal of Hospitality and Tourism Education

<https://www.tandfonline.com/toc/uhat20/current>

### **Recommended Journals for Research Methods**

International Journal of Qualitative Methods

<https://journals.sagepub.com/home/ijq>

	<p>Organizational Research Methods <a href="https://journals.sagepub.com/loi/orm">https://journals.sagepub.com/loi/orm</a></p> <p>Qualitative Research <a href="https://journals.sagepub.com/home/qri">https://journals.sagepub.com/home/qri</a></p> <p>Field Methods <a href="https://journals.sagepub.com/home/fmx">https://journals.sagepub.com/home/fmx</a></p> <p>Journal of Mixed Methods Research <a href="https://journals.sagepub.com/home/mmr">https://journals.sagepub.com/home/mmr</a></p> <p>The Qualitative Report <a href="https://nsuworks.nova.edu/tqr/">https://nsuworks.nova.edu/tqr/</a></p> <p>Qualitative Inquiry <a href="https://journals.sagepub.com/home/qix">https://journals.sagepub.com/home/qix</a></p>
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