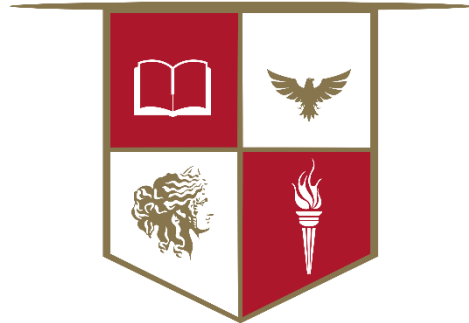


**MESOYIOS
COLLEGE**



Follow-up Report

**“Hotel Management (3 years, 180 ECTS, Higher
Diploma)”**

&

**“Hospitality Operations Management (2 years, 120
ECTS, Diploma)”**

ANNEXES

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Annex 1 - CVs

Academic Personnel Short Profile / Short CV

Institution:	Mesoyios College
Surname:	Kobyłka
Name:	Agata
Rank:	Lecturer
Program of Study:	Hotel, Casino & Resort Management
Scientific Domain: *	Tourism and Recreation, Environmental Protection

**Field of Specialization*

Academic qualifications

(list by highest qualification)

Qualification	Year	Awarding Institution	Department	Thesis title
PhD in Tourism	2019	University of Life Sciences in Lublin	Faculty of Food Science and Biotechnology	Conditions for development and the state of tourism in the communes of the Polish part of the West Polesie Transboundary Biosphere Reserve
Postgraduate studies in Data Analysis	2016	Maria Curie-Skłodowska University	Faculty of Economics	

MSc in Environmental Protection	2012	Maria Curie-Skłodowska University		
BSc in Tourism and Recreation	2013	University of Life Sciences in Lublin	Faculty of Food Science and Biotechnology	

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

Period of employment		Employer	Location	Position
From	To			
2019	2021	University of Life Sciences in Lublin	Poland	Lecturer
2014	2021	Association of Young Scientists	Poland	Organizer of scientific conferences, Editor in the publishing house, Website Administrator
2018	2019	University of Life Sciences in Lublin	Poland	Research Assistant

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
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1	2020	Zarządzanie transportem w turystyce	Hawlana J., Mazurek-Kusiak A., Koproń J.	Instytut Naukowo-Wydawniczy "Spatium"		1-114
2	2020	Żywnienie jako podstawa zdrowego stylu życia	Gortat M.	Wydawnictwo Naukowe SMN		1-168
3	2020	Czyli turystyka oparta na społeczności jako szansa rozwoju obszarów wiejskich	Hawlana J., Mazurek-Kusiak A., Koproń J.	Instytut Naukowo-Wydawniczy „Spatium”		1-141
4	2020	Zdrowy styl życia. Wyzwania XXI wieku	Gortat M.	Wydawnictwo Naukowe SMN		1-223
5	2019	Model of Polish Market of Passenger Air Services in the Conditions of EU Standards	Anna Mazurek-Kusiak et. al.	European Research Studies	Volume XXII Issue 4	417-427
6	2019	Main Determinants of Shaping the Quality of Air Transport Services	Joanna Hawlena et. al.	European Research Studies	Volume XXII Issue 3	168-185
7	2019	Assessment of nutritional behavior of Polish pupils and students	Anna Katarzyna Mazurek-Kusiak, Bogusław Sawicki	British Food Journal		
8	2018	Nauki Przyrodnicze i Medyczne: Najnowsze doniesienia dotyczące nauk medycznych i biotechnologicznych	Bednarski J., Bajda M., Pawlicka M., Bałabuszek K., Mroczek A., Kasprzak K., Wojtunik-Kulesza K., Łuszczewska-Sierakowska I.	Instytut Promocji Kultury i Nauki Dr Jerzy Bednarski		1-159

9	2018	Nauki Przyrodnicze i Medyczne: Postępy w farmakologii i onkologii	Bednarski J., Bajda M., Szopa A., Pawlicka M., Mroczek A., Bałabuszek K.	Instytut Promocji Kultury i Nauki Dr Jerzy Bednarski		1-189
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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	2021	Spring Management Academy in Tourism	Ministry of Education and Science: Social responsibility of science – Popularization of science and promotion of sport	
2	2021	Organization of a scientific conference Forum of Young Naturalists Agriculture-Food-Health	Ministry of Education and Science: Excellent Science - Support for scientific conferences	
3	2018	Outstanding Lublin residents in the times of captivity and regaining independence by Poland	Lublin Local Tourist Organization	
4	2015-2018	Conditions and the state of tourism development in communes territorially related to the Polish part of the Transborder Biosphere Reserve West Polesie	University of Life Sciences in Lublin	
5	2017	Photo of history	Lublin Local Tourist Organization	

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

Academic Personnel Short Profile / Short CV

Institution:	Mesoyios College
Surname:	Mazurek-Kusiak
Name:	Anna
Rank:	Assoc. Professor
Program of Study:	Hotel, Casino & Resort Management
Scientific Domain: *	Economics and Finance, Information Technologies, Project Development

**Field of Specialization*

Academic qualifications

(list by highest qualification)

Qualification	Year	Awarding Institution	Department	Thesis title
Habilitated doctor in Economics and Finance	2020	University of Białystok	Faculty of Economics	A model of consumer behavior in the tourism market
PhD in Economics	2006	Maria Curie-Skłodowska University	Faculty of Economics	Direct taxes in agribusiness
MSc in Economics	1999	Maria Curie-Skłodowska University	Faculty of Economics	Tax management in the enterprise
Postgraduate studies in Management of Research	2010	University of Economics and Innovation		

Projects and Development Projects				
Postgraduate studies in Information Technology at School	2003	Maria Curie-Skłodowska University		

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

Period of employment		Employer	Location	Position
From	To			
2014	2021	Wincenty Field University of Social and Natural Sciences	Lublin	Academic Teacher
2009	2020	University of Life Sciences	Lublin	Adjunct
2008	2009	University of Life Sciences	Lublin	Assistant

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	2020	Chapter: Wioski tematyczne jako element zrównoważonego rozwoju obszarów wiejskich na	A. Kasztelan, J. Hawlena	Wydawnictwo Instytutu		151-16

		przykładzie województwa lubelskiego Book: Wybrane aspekty zrównoważonego rozwoju obszarów wiejskich				
2	2020	Zarządzanie transportem w turystyce	Hawlana J., Koproń J., Kobyłka A.	Instytut Naukowo-Wydawniczy		1-141
3	2020	The Gaps in the Quality of Hotel Services in Poland	Bogusław Sawicki	European Research Studies Journal	Volume XXIII, Special Issue 1	1033-1040
4	2020	Determinants of Price Formation for Air Transport Services	Joanna Hawlena	European Research Studies Journal	Volume XXIII, Issue 2	445-455
5	2020	Determinants of the Selection of Travel Agencies on Polish Tourist Services Market		E+M Ekonomie a Management	23(1)	156–166
6	2019	Chapter: Różnice w postrzeganiu jakości usług biur podróży w poszczególnych województwach Polski Wschodniej	T. Studzieniecki, M. Łuczak.	Wydawnictwo Bernardinum Gdańsk-Pelplin		157-168

		Book: Glokalizacja w turystyce Kadry – Zarządzanie - Współpraca				
7	2019	Model of Polish Market of Passenger Air Services in the Conditions of EU Standards	Joanna Hawlena, Agata Kobyłka	European Research Studies Journal	Volume XXII, Issue 4	417 - 427
8	2019	Assessment of nutritional behavior of Polish pupils and students	Agata Kobyłka, Bogusław Sawicki	British Food Journal	Vol. 121 No. 10	2296- 2308
9	2019	Main Determinants of Shaping the Quality of Air Transport Services	Joanna Hawlena, Agata Kobyłka	European Research Studies Journal	Volume XXII, Issue 3	168- 185

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	2019-2020	An empiric model of tourist behavior on the travel agency market	National Science Center	
2	2014-2015	Pole – Hungarian - two nephews - adaptation of Hungarian solutions in the training of tourism industry personnel at the University of Life Sciences in Lublin	National Centre for Research and Development	

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

**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:
1	2014, 2016, 2017, 2019, 2020	5 Awards for scientific activity	the Rector of the University of Life Sciences
2	2015	Award for organizational activity	the Rector of the University of Life Sciences

Academic Personnel Short Profile / Short CV

Surname:	Kołodziej
Name:	Elżbieta
Rank/Position:	Assistant Professor
Scientific Domain: *	Economics, Marketing, Management

**Field of Specialization*

Academic qualifications

(list by highest qualification)

Qualification	Year	Awarding Institution	Department	Thesis title
PhD in Economics	2007	Warsaw University of Life Sciences	Economics	The role of cooperative banks in the development of rural areas
MA in Management and Marketing	1997	Maria Curie-Skłodowska University	Economics	Evaluation of creditworthiness of an enterprise
Postgraduate Diploma in Mechanisms of functioning of the Euro area	2016	Maria Curie-Skłodowska University	Economics	The importance of the banking union for the stability of the financial sector in the Euro area

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

Period of employment		Employer	Location	Position
From	To			
2008	2021	University of Life Sciences	Lublin, Poland	Assistant Professor
1997	2008	University of Life Sciences	Lublin, Poland	Assistant
2003	2007	University of Social and Natural Sciences	Lublin, Poland	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
1	2001-2004	The role of economic entities, institutions and local communities in sustainable rural and agricultural development		Conference: KBN research project (6P06P13321)		

2	2004	The Future of Cooperatives in a Growing Europe		Conference: Congress of the Research Committee of the International Cooperative Union		
3	2000	Multifunctional rural development using the French experience		Conference: Tempus training program (project JEP-IP-14205-99)		

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	2013	The "Meritorious for Agriculture" distinction	Polish Minister of Agriculture and Rural Development
2	2008	Outstanding doctoral dissertation	Rector of the University of Life Sciences
3	2008	The best research paper in the field of cooperatives in the category of doctoral and postdoctoral dissertations	Winner of the 4th edition of the Competition organized by the National Cooperative Council
4	2007	Diploma of the Council of the Faculty of Economics and Agriculture for an outstanding doctoral dissertation	Warsaw University of Life Sciences

**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	2014	Organizing Committee of the 21st International Congress of the Polish Association of Agricultural and Agribusiness Economists organized under the slogan: "Functioning and development of the food subsystem and rural areas"	Deputy Head
2	2011-2013	Audit Committee of the Polish Association of Agricultural and Agribusiness Economists	Member
3	2009	Organizing Committee of the National Scientific Conference: "Science and didactics in the face of new challenges for the economy and environmental threats" combined with the 65th anniversary of the Faculty of Agrobioengineering, University of Life Sciences	Member
4	2008	Organizing Committee of the 15th International Congress of the Polish Association of Agricultural and Agribusiness Economists, organized under the motto: "Competitiveness in agribusiness"	Head
5	2008	Editorial Committee of the Annals of the Polish Association of Agricultural and Agribusiness Economists, Volume X, Number 6	Member

Annex 2 - Workshops

WORKSHOP FORM

WORKSHOP TRACK	
Workshop title:	Front Office/Reception Procedures & Practices
Purpose/Description:	The aim of this workshop is to equip the students with the necessary skills and knowledge for the Front Office department operations and prepare them to start their internship and/or employment efficiently and competently.
Learning outcomes:	<p>By the end of the workshop, students will be able to:</p> <ul style="list-style-type: none"> • Describe the procedures according to the ISO 9001 system for Front Office/Reception. • Use effective methods of transferring necessary information and instructions to clients, colleagues and partners. • Demonstrate the ability to handle telephone calls correctly depending on the type of call (i.e. incoming / outgoing, radio communication [woki-toki] / paging) by collecting and transferring all the necessary information. • Organize the arrival and departure process of customers and organized groups. • Describe the correct payment process, prepayments and accounting for all facilities and services offered in accordance with the organization's internal regulations and policies. • Describe the complaint handling procedures. • Choose the right complaint solution methods as appropriate.
Duration:	4 hours
Delivery mode:	Physically in in hotel's Front Office/Reception
Focus area:	Front Office/Reception operations best practices
Skill level:	Beginners
Format:	Demonstration and hands-on
Principles:	<ul style="list-style-type: none"> • No intervention with the customers • Dress code • Strict compliance with the organization's regulations
Organized by:	Mr. Akis Ioannides – Lecturer
Workshop facilitator(s):	Alasia Boutique Hotel / Pefkos City Hotel
Link to participant studies:	Students will enrich their knowledge and technical skills regarding the Front Office/Reception operations, which will allow them to adopt their selves to the real life professional practices.

DAILY SCHEDULE FORM

Workshop title: Frond Office/Reception Procedures & Practices

DATE	TIME	TOPIC
Day 1 13/12/2021	10:00	<ul style="list-style-type: none"> • Getting familiar with the reservation department <ul style="list-style-type: none"> ○ Demonstration of the procedures for creating a reservation
	10:30	<ul style="list-style-type: none"> • Demonstration of the procedure of creating a reservation in the software (CRM System)
	11:00	<ul style="list-style-type: none"> • Demonstration of the daily operation of the reception <ul style="list-style-type: none"> ○ Payments ○ Supplying information regarding the other departments ○ Lost and found ○ Wake-up calls
	12:00	<ul style="list-style-type: none"> • Observation and practice specifically for arrivals and departures procedures. <ul style="list-style-type: none"> ○ Check-in and check-out procedures ○ Payment according to the reservation file ○ Special requests of the clients ○ Supplying information regarding the hotel's services and facilities to clients

WORKSHOP FORM

WORKSHOP TRACK	
Workshop title:	Housekeeping Procedures & Practices
Purpose/Description:	The aim of this workshop is to equip the students with the necessary skills and knowledge for the Housekeeping department operations and prepare them to start their internship and/or employment efficiently and competently.
Learning outcomes:	<p>By the end of the workshop, students will be able to:</p> <ul style="list-style-type: none"> • Describe the health & safety procedures according to the ISO and HACCP systems. • Organize and plan their work according to the rooms they should serve. • Use the cleaning materials according to the instructions for use. • Clean the room/bath thoroughly (making the bed, changing linen and towels, replacing the amenities) according to the ISO and HACCP systems and following the procedures of the hotel. • Controlling and describing the maintenance problems of the room. • Implementing the hotel's procedures for lost and found.
Duration:	4 hours
Delivery mode:	Physically in a hotel room simulation laboratory
Focus area:	Housekeeping operations best practices
Skill level:	Beginners
Format:	Demonstration and hands-on
Principles:	N/A
Organized by:	Mr. Akis Ioannides – Lecturer
Workshop facilitator(s):	MEG Ltd Vocational Training Center
Link to participant studies:	Students will enrich their knowledge and technical skills regarding the Housekeeping operations, which will allow them to adopt their selves to the real life professional practices.

DAILY SCHEDULE FORM

Workshop title: Housekeeping Procedures & Practices

DATE	TIME	TOPIC
Day 1 17/12/2021	16:00	<ul style="list-style-type: none"> • Maintaining a safe and healthy work environment (ISO 9001:2015 & HACCP systems)
	16:30	<ul style="list-style-type: none"> • Information about the number of rooms and the type of cleaning <ul style="list-style-type: none"> ○ Arrival ○ Departure ○ Daily
	17:00	<ul style="list-style-type: none"> • Preparation of the trolley with linen and cleaning materials <ul style="list-style-type: none"> ○ Installation and distribution of linen and cleaning materials in the trolley • Cleaning practices <ul style="list-style-type: none"> ○ Change of sheets, towels and making the bed ○ Bathroom and toilet cleaning ○ Carpet and floor cleaning ○ Cleaning and arranging furniture
	19:00	<ul style="list-style-type: none"> • Reporting technical problems and completing appropriate forms <ul style="list-style-type: none"> ○ Detection and recording of technical problems
	19:30	<ul style="list-style-type: none"> • Lost and found procedures <ul style="list-style-type: none"> ○ Lost and found handling procedures

WORKSHOP FORM

WORKSHOP TRACK	
Workshop title:	Food & Beverage Department Production & Service
Purpose/Description:	The aim of this workshop is to equip the students with the necessary skills and knowledge for the Food and Beverage department operations and prepare them to start their internship and/or employment efficiently and competently.
Learning outcomes:	<p>By the end of the workshop, students will be able to:</p> <ul style="list-style-type: none"> • Describe the health & safety procedures according to the ISO and HACCP systems. • Apply procedures and techniques for efficient and quality customer service. • Organize the work-flow of breakfast, lunch and dinner. • Transfer dishes to the kitchen with a trolley with the correct processes and procedures according to the HACCP. • Transfer leftovers from breakfast, lunch and dinner with a trolley back to the kitchen with the correct processes and procedures according to the HACCP. • Serve dishes using the standards and methods of the hotel. • Organize the preparation (mise en place) of the places for meals with the appropriate equipment, devices and materials depending on the type of meal. • Organize and implement private events according to the needs of the client and the hotel's procedures.
Duration:	12 hours
Delivery mode:	Physically in hotel's restaurant
Focus area:	F&B service best practices
Skill level:	Beginners
Format:	Demonstration and hands-on
Principles:	<ul style="list-style-type: none"> • No intervention with the customers • Dress code • Strict compliance with the organization's regulations
Organized by:	Mr. Akis Ioannides – Lecturer
Workshop facilitator(s):	Pefkos City Hotel
Link to participant studies:	Students will enrich their knowledge and technical skills regarding the Food & Beverage operations, which will allow them to adopt their selves to the real life professional practices.

DAILY SCHEDULE FORM

Workshop title: F&B Department Production & Service

DATE	TIME	TOPIC
Day 1 10/01/2022	09:00	<ul style="list-style-type: none"> • Maintaining a safe and healthy work environment (ISO 9001:2015 & HACCP systems)
	09:30	<ul style="list-style-type: none"> • Buffet preparation for breakfast <ul style="list-style-type: none"> ○ Recho filling ○ Layout ○ Presentation
	10:30	<ul style="list-style-type: none"> • Work-flow of the breakfast area from production (kitchen) – to service – to cleaning <ul style="list-style-type: none"> ○ Continuous recho re-filling according to consumption ○ Servicing the clients <ul style="list-style-type: none"> ▪ Cleaning/replacing/orders
	11:30	<ul style="list-style-type: none"> • Transferring the leftovers back to the kitchen • Closing breakfast procedures (mise en place)
Day 2 11/01/2022	12:00	<ul style="list-style-type: none"> • Maintaining a safe and healthy work environment (ISO 9001:2015 & HACCP systems)
	12:30	<ul style="list-style-type: none"> • Buffet preparation for lunch <ul style="list-style-type: none"> ○ Recho filling ○ Layout ○ Presentation • A la carte service <ul style="list-style-type: none"> ○ Process of taking orders ○ Process of a la carte service
	13:30	<ul style="list-style-type: none"> • Work-flow of the lunch area from production (kitchen) – to service – to cleaning <ul style="list-style-type: none"> ○ Continuous recho re-filling according to consumption ○ Servicing the clients <ul style="list-style-type: none"> ▪ Cleaning/replacing/orders
	14:30	<ul style="list-style-type: none"> • Transferring the leftovers back to the kitchen • Closing lunch procedures (mise en place)
Day 3 12/01/2022	09:00	<ul style="list-style-type: none"> • Maintaining a safe and healthy work environment (ISO 9001:2015 & HACCP systems)
	09:30	<ul style="list-style-type: none"> • Buffet preparation for dinner <ul style="list-style-type: none"> ○ Recho filling ○ Layout

DINNER		<ul style="list-style-type: none"> ○ Presentation ● A la carte service <ul style="list-style-type: none"> ○ Process of taking orders ○ Process of a la carte service
	10:30	<ul style="list-style-type: none"> ● Work-flow of the dinner area from production (kitchen) – to service – to cleaning <ul style="list-style-type: none"> ○ Continuous recho re-filling according to consumption ○ Servicing the clients <ul style="list-style-type: none"> ▪ Cleaning/replacing/orders
	11:30	<ul style="list-style-type: none"> ● Transferring the leftovers back to the kitchen ● Closing dinner procedures (mise en place)
Day 3 13/01/2022	09:00	<ul style="list-style-type: none"> ● Collecting all necessary information regarding the event <ul style="list-style-type: none"> ○ Number of participants ○ Menu ○ Opening time ○ Costing
	09:30	<ul style="list-style-type: none"> ● Ordering supplies for the specific event
PRIVATE EVENTS	10:00	<ul style="list-style-type: none"> ● Preparing the event <ul style="list-style-type: none"> ○ Buffet ○ Layout of the area
	11:00	<ul style="list-style-type: none"> ● Servicing and transferring leftovers back to the kitchen

Annex 3 - Plagiarism detection software licenses

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