

APPLICATION SOFTWARE IN THE TRAINING OF STUDENTS FROM VOCATIONAL SCHOOLS IN TOURISM

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ABSTRACT: THE WORK PRESENTS A MODEL PROGRAM FOR THE STUDY OF SPECIALIZED SOFTWARE IN THE SCHOOL OF TOURISM IN THE FORM OF FREELY-SELECTABLE PREPARATION. THE CHOICE OF SOFTWARE IS MADE BASED ON A STUDY OF CONSUMER DESIRES AND SELECTION OF CRITERIA AND INDICATORS FOR THE SELECTION OF SOFTWARE TRAINING.

KEY WORDS: ICT EDUCATION, TOURISM SCHOOL, SOFTWARE, CURRICULUM, SYLLABUS

INTRODUCTION

THE curricula in information technology in vocational schools in tourism include the study of the main applications of the package Microsoft Office. Their underlying educational content provides knowledge and skills, necessary for every modern person, but do not correspond directly with the software used by the hotel administration, catering and entertainment. This situation hinders the realization of students who completed vocational schools in tourism. At the same time the software market offers a number of management products eateries and entertainment places for shelter and rest. [4] [15]

THE purpose of this article is to present the main results of educational research [9] conducted in 2014. It explored the possibilities of specific software for the training of students from vocational schools in tourism. Proposed are indicative annual allocation of hours in optional courses 1 and 2 years, and a range of plan-synopses on the key issues of distribution.

FOR the realization of the intended objective: are respondents in the tourist industry
Ошибка! Источник ссылки не найден.

- analyzed the most popular existing software in the field of hospitality - ELTUR 95 RECEPTION and BARBQ, Microinvest Cocktail hotels Orak Hotel and Restaurant, Calypso Restaurant (in three versions) MITSROS Fidelio Suite 8 and OPERA, YANAKI Hotel, R -Keeper, Clock Clock Evo and Evo Restaurant and Store, Clover, Mistral Restaurant. [6] [7] [13] [14] [17] [18] [19].
- There have been also prepared criterion for selecting a product in terms of functionality, easy and intuitive interface, the popularity of the Bulgarian market price, satisfaction of the finance department of the company, timely maintenance and updating, good feedback from hoteliers and restaurateurs use specific software, etc. [1].

FOLLOWING the set criteria, it was found that all of these software solutions for hotels and cover the main activities in the sector have similar interface and are aimed at increasing productivity and quality of work.

IN the inquiry employers expressed their preferences as shown in Fig.1.

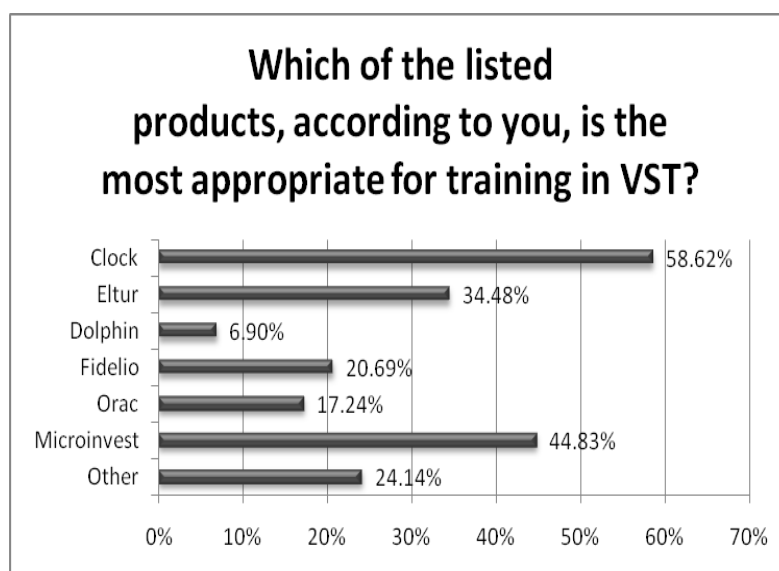


Figure 1. Choice of software for training

SINCE the selection of product for teaching is closely related to the financial capacity of the Vocational School of Tourism, best suited for vocational education have Microinvest Cocktail and Clock Evo.

MICROINVEST company provided free of charge all of its products for the needs of vocational training in schools of tourism. All the rest of those software companies offer demos or full version - at an agreed price.

Systems for the hotel and restaurant business

Company: Microinvest

Product:

- Microinvest Warehouse Pro Restaurant - a system of high-class management of restaurants, offering possibilities of control, and management of sales business premises.
- Microinvest Cocktail - midrange control outlet, restaurant, restaurant or store.
- Microinvest Hotel is for midrange hotels with small amount of beds. The software is dedicated to the management of the activities of the reception. Its configuration includes features for service processes booking of hotel rooms and services, reception, processing, movement and sending guests, automated monitoring obligations to issue payment, maintaining an archive of past events. [7]

Price of software - free

Company: Clock Software

Product:

- Clock Evo screenshot – is an integrated business software solution for management and control of hotels, chains of hotels, resort complexes property management companies, family hotels and management property. Includes multiple modules, maintains the necessary specifications for the action and is flexible enough to adjust to the unique style of each hotel.

Price of software - purchase € 26 per room or rental € 1,50 per month.

- Clock Evo Restaurant and Store - These two modules of ClockEVO organize work in restaurants, kitchen and warehouse to the hotel. Provides fast and quality service. Control over personnel, evaluation and adaptation of the menu, quick and easy tracking and management of inventory in the warehouse, etc.

Price of software - purchase 300 € / POS or rent 12,50 € per month. [6]

BETWEEN the two systems is provided integration.

FOR the selected products are prepared model for organizing and conducting specialized training in information technology in the field of tourism in high school that contains year-thematic distribution of hours in two versions for one-year and two-year course of study with a view to the degree of willingness to professional realization on the part of students, consistent with Regulation №6 the MES (Ministry of Education and Science) [5], [9].

THE detailed breakdown can be seen in [2] [3] [8], a shortened version of a one-year course is presented in Table 1.

Table 1. *Distribution of classes - one year training course*

SOFTWARE IN THE RESTAURANT BUSINESS	SECTION	THEME	No of classes	Total
	I. Getting to know the product	Main Menu. Context menu. Keys.	2	2
		Input, edit and delete operators	1	
		Input, edit and delete objects	1	
	II. Work with the operators objects, products and partners	Input, edit and delete goods	1	5
		Input, edit and delete partners	1	
		Current control	1	
		Delivery	1	
		Sales	1	
	III. Operations	Production and waste	1	4
		Current control	1	
		Entering recipes	1	
		Payment	1	7
		References	1	
	IV. Restaurant mode	Other operations performed	1	
		Summary	1	
		Exercise	1	
		Current control – output level	1	

SOFTWARE IN HOTEL BUSINESS	V. Getting to know the product	Main Menu. Context menu. Keys.	2	2
	VI. Reservations	New reservation.	1	9
		Redaction of reservation.	1	
		Rooming lists and addresses' cards.	1	
		Exercise – addresses' cards.	1	
		Accommodation and sending	2	
		Exercise	2	
		Current control	1	
	VII. Monitoring in Clock	Free rooms. Status of the rooms.	2	7
		Sharing and blocking of rooms	2	
Perspective occupancy		1		
Exercise		1		
Current control		1		
VIII. Cash desk	Deposits and charging	2	5	
	Working with documents. Bills manipulator.	2		
	Exercise	1		
IX. Additional resources	Working time	2	5	
	Work with journals	2		
	Exercise	1		
X. Annual revision	Revision	4	8	
	Exercise	2		
	Current control - output level	2		

IT has been developed methodological tools for teaching topics.

IS strong interdisciplinary connection with the subjects - "Technology of hotel services", "Organization of manufacture and servicing of catering and entertainment", "Organization and operation of the kitchen and the restaurant" by hours of mandatory training of students in the direction of Tourism, catering and catering.

AS technology service is a set of defined rules and requirements for the implementation of operations in a particular sequence to produce high-quality services that meet the needs and expectations of visitors, the study of applied hotel and restaurant software good practice already acquired theoretical knowledge of students special subjects studied in [10] [11]. At the same time use software ensure the creation of better continuity between employees coordination between sectors. This greatly helps to the prosperity of the company, and this would require a well-trained computer literate staff.

THE attached model helps to develop skills to automate work with files and documents; broadening and deepening of practical and applied skills and prepare students in the proficient use of information and communication technologies to solve problems of different nature in

everyday life, professional practice and social sphere; development of skills for teamwork and cooperation; development of thinking as flexibility, combinations, variety and others; formation in student discipline, organization, responsibility and positive attitude towards information technology.

EVERYTHING said here confirms the hypothesis: training for utilization of software products in the hospitality industry can significantly support and enrich learning in secondary school and provides prerequisites for successful realization of the students who completed vocational schools in tourism.

CONCLUSION

IN 2014 in VST "Prof. Dr. Asen Zlatarov" – Burgas, was delivered computer equipment for room in "Hotel" under implementation of the project "School and employers modern vocational education 'national program' modernization of the vocational education system "[12].

A formation of the experimental group on a voluntary basis by 12 students (IX and X classes profile "Hotel", "Restaurant"). The educational part of the experiment will be implemented through two hours sessions per week outside of school hours.

THE received after the course results are an indicator of the effectiveness of crafted content.

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