

**COURSE: Quality management of tourist services and customer attention**

**DEGREE: Tourism**

**YEAR: 3**

**TERM: 2**

WEEKLY PLANNING								
WEEK	SESSION	DESCRIPTION	TEACHING (mark X)		SPECIAL ROOM FOR SESSION (computer classroom, audio-visual classroom...)	WEEKLY PROGRAMMING FOR STUDENT		
			L E C T U R E S	S E M I N A R S		DESCRIPTION	CLASS HOURS	HOMEWORK HOURS (Max. Estim. 6,5h)
1	1	Topic 1		X		Preparation of the exercises	1.5	6.5
	2	Topic 1	X			Study the session's contents.	1.5	
2	3	Topic 1		X		Preparation of the exercises	1.5	6.5
	4	Topic 2	X			Study the session's contents.	1.5	
3	5	Topic 2		X		Preparation of the exercises	1.5	6.5
	6	Topic 2	X			Study the session's contents.	1.5	
4	7	Topic 2		X		Preparation of the exercises	1.5	6.5
	8	Topic 2	X			Study the session's contents.	1.5	
5	9	Topic 2		X		Preparation of the exercises	1.5	6.5
	10	Topic 2	X			Study the session's contents.	1.5	
6	11	Topic 2		X		Preparation of the exercises	1.5	6.5
	12	Topic 2	X			Study the session's contents.	1.5	
7	13	Topic 3		X		Preparation of the quiz	1.5	6.5
	14	Topic 3	X			Study the session's contents.	1.5	
8	15	Topic 3		X		Preparation of the exercises	1.5	6.5

WEEKLY PLANNING								
WEEK	SESSION	DESCRIPTION	TEACHING (mark X)		SPECIAL ROOM FOR SESION (computer classroom, audio-visual classroom....)	WEEKLY PROGRAMMING FOR STUDENT		
			L E C T U R E S	S E M I N A R S		DESCRIPTION	CLASS HOURS	HOMEWORK HOURS (Max. Estim. 6,5h)
8	16	Topic 3	X			Study the session's contents.	1.5	0.5
	17	Topic 3		X		Preparation of the exercises	1.5	6.5
	18	Topic 3	X			Study the session's contents.	1.5	
10	19	Topic 4		X		Preparation of the exercises	1.5	6.5
	20	Topic 4	X			Study the session's contents.	1.5	
11	21	Topic 4		X		Preparation of the exercises	1.5	6.5
	22	Topic 5	X			Study the session's contents.	1.5	
12	23	Topic 5		X		Preparation of the exercises	1.5	6.5
	24	Topic 6	X			Study the session's contents.	1.5	
13	25	Topic 6		X		Preparation of the exercises	1.5	6.5
	26	Presentations	X			Preparation of the presentations	1.5	
14	27	Presentations		X		Preparation of the presentations	1.5	6.5
	28	Presentations	X			Preparation of the presentations	1.5	
Subtotal 1							42	91
Total 1 (Hours of class plus student homework)							133	
15		Tutorials, handing in, etc					3.6	-
16		Assessment					3	10
17								
18								
Subtotal 2							6.6	10
Total 2 (Hours of class plus student homework)							17	
TOTAL ( <i>Maximun 150 horas</i> )							150	

WEEKLY PLANNING								
WEEK	SESSION	DESCRIPTION	TEACHING (mark X)		SPECIAL ROOM FOR SESSION (computer classroom, audio-visual classroom...)	WEEKLY PROGRAMMING FOR STUDENT		
			LECTURES	SEMINARS		DESCRIPTION	CLASS HOURS	HOMEWORK HOURS (Max. Estim. 6,5h)