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WORK PACKAG	5.2
WP Type	5.2 Participation of stakeholders in educational process

University of Kragujevac  
Faculty of Hotel Management and Tourism in Vrnjačka Banja

REPORT FROM THE GUEST LECTURE

WHAT SHOULD STUDENT OF HOTEL MANAGEMENT KNOW BEFORE  
HE FINISHES FACULTY?

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Vrnjačka Banja

**Project task:**

**5.2. Participation of stakeholders in educational proces**

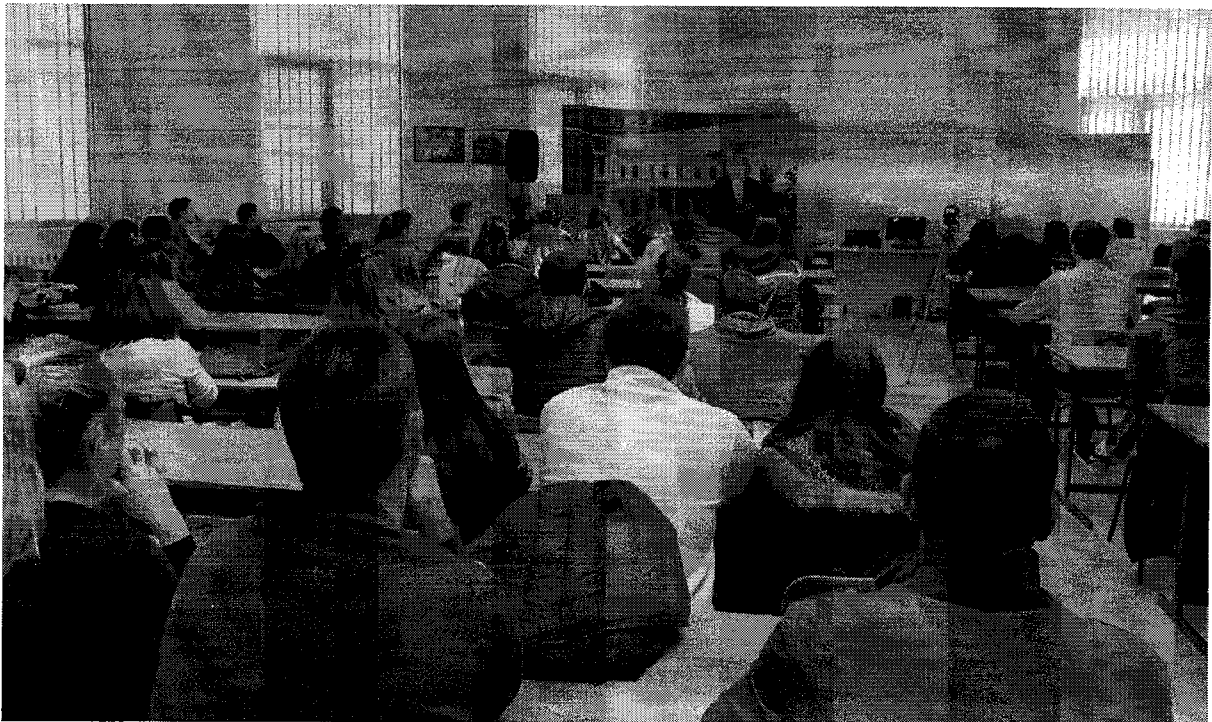
Description of project task:

The participation of stakeholders in the educational process is conducted through guest lectures that are organized for students all the years at the Faculty of Hotel Management and Tourism in Vrnjacka Banja, University of Kragujevac. Guest lectures are organized as part of the courses and the topic of the lecture was harmonized with the content of courses and with the subject of the project. The report contains information about the subject and content of the lectures, as well as about the number and gender structure of participants.

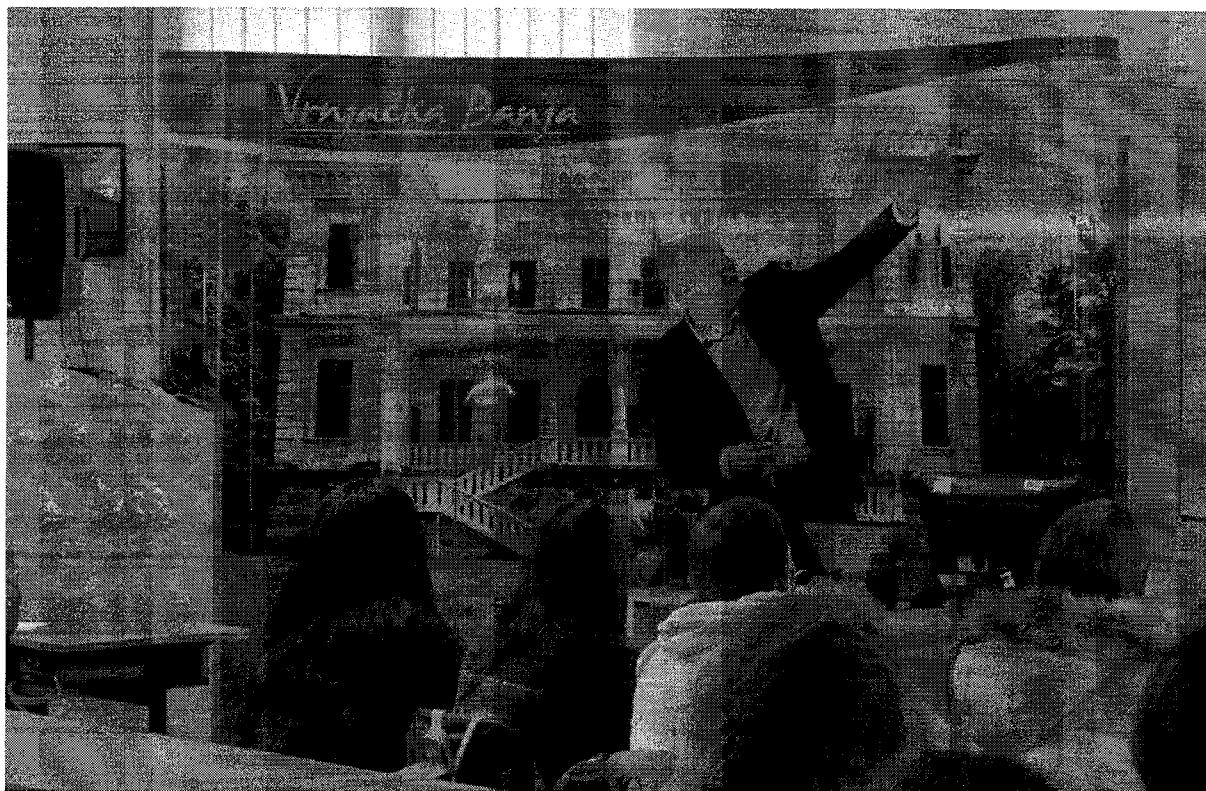
Description of outcomes:

This report is the result of joint work of staff at the Faculty of Hotel Management and Tourism in Vrnjacka Banja University of Kragujevac and stakeholders.

On the Faculty for Hotel Management and Tourism in Vrnjačka Banja, within the TEMPUS project „Modernization and Harmonization of Tourism study programmes in Serbia“ 544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR, there was organized a **guest lecture** on the theme **"What should student of hotel management know before he finishes faculty?"**. The lecture was held by Harry Mitsidis, one of the world's greatest passenger. The lecture was held on 26.04.2016. within the subject Entrepreneurship and Management. Students of all years attended a lecture, a total of 66, including 17 males and 49 females.



At the beginning of the lecture, Harry introduced himself as a traveler who has visited all countries of the world and established a website [www.thebesttravelled.com](http://www.thebesttravelled.com) in 2011, a sort of global social network and online travelers club, where he currently performs the job of executive director. Harry graduated in sociology with a specialization in the field of demography at the St. Antoni Faculty at Oxford University in England and worked as a teacher in various countries. He also writes a monthly column for the Serbian Travel Magazine since 2008.



In the first part of his lecture, Harry pointed out the importance of knowing the world, geography and different cultures that exist, all in order to provide better services to guests. As a culture differs from country to country, it is important to know these differences in order to know which topics of conversation are permitted and desirable and which are not, and how to adjust the offer to guests in order to feel more comfortable. Through illustrative examples, which he shared with the audience, Harry concluded that the food is always nice and relaxed topic to talk about with the guests.



The second part of his lecture is devoted to the importance of the media in today's tourism and hotel industry. He stressed the need to monitor the media, not only from our country but also from the world, as the events of the world affect us indirectly. As an example, he presented the various blogs about travel and tourism, which have already gained great popularity in the world, among which is his blog [www.thebesttravelled.com](http://www.thebesttravelled.com).



The third part of the lecture was theoretical in nature, where he presented the concept of a leader, emotional intelligence and how the journey develops leaders. He pointed out that the journey is not an easy thing and not just a vacation and tourism. The journey is physically exhausting, requires good organization, acceptance of the other, incomprehensible way of life and requires adaptation and tolerance.



In the end, he stressed out to participants that work in tourism means to be an ambassador for your country and that it is necessary to love your country and be proud of what you present to foreigners or domestic tourists. He concluded the lecture with examples of countries where he had good and bad service and why he loves Serbia.

### **SCHEDULE**

Registration lists of participants are given in the attachment.

Modernization and Harmonization of Tourism Study Programs in Serbia, 544543-TEMPUS-1-2013-1-RS-TEMPUS-JPCR



FACULTY OF HOTEL  
MANAGEMENT AND TOURISM  
IN VRNJAČKA BANJA  
UNIVERSITY OF KRAGUJEVAC



TEMPUS

ŠTA STUDENT HOTELIJERSTVA TREBA DA ZNA PRE NEGO ŠTO ZAVRŠI FAKULTET?

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Vrnjačka Banja, 26.04.2016.

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Vrnjačka Banja, 26.04.2016.

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