

**BURGAS STATE UNIVERSITY "PROF. DR. ASSEN ZLATAROV"
COLLEGE OF TOURISM**



Approved by:

RECTOR:
/Prof Dr. Sotir Sotirov

QUALIFICATION CHARACTERISTICS

Specialty: **HOTEL AND RESTAURANT MANAGEMENT**

Educational and qualification degree: **PROFESSIONAL BACHELOR**

Professional field: **3.9 TOURISM**

Field of high education: **3. SOCIAL, ECONOMIC AND LEGAL SCIENCES**

Professional qualification: **TOURISM**

Mode of study: **FULL-TIME AND PART-TIME**

Duration of study: **3 YEARS (SIX SEMESTERS) – FULL-TIME &
(SIX SEMESTERS) – PART-TIME**

This qualification characteristics document is an integral part of the curriculum for the acquisition of higher education in **the specialty “Hotel and Restaurant Management”** and defines the professional qualification of a higher education graduate who has obtained the educational and qualification degree **“PROFESSIONAL BACHELOR”** in Field 3 **“Social, Economic and Legal Sciences”**, Professional Field 3.9 **“Tourism”**.

The qualification characteristics of the **“Professional Bachelor”** in the specialty **“Hotel and Restaurant Management”**, who has obtained this educational and qualification degree at the College of Tourism at Burgas State University “Prof. Dr. Assen Zlatarov”, as well as the curriculum that ensures their training, are in compliance with the Ordinance on the State Requirements for the Acquisition of Higher Education for the educational and qualification degrees “Bachelor”, “Master” and “Specialist” (State Gazette, No. 76, 06.08.2002), the provisions of the Higher Education Act (State Gazette, No. 112, 27.12.1995), the Rules for the Organization and Activities of Burgas State University “Prof. Dr. Assen Zlatarov“, and the University’s Academic Regulations.

Objectives of Training, Methods and Means for Their Achievement

The education in the specialty “Hotel and Restaurant Management” is designed for the acquisition of the educational and qualification degree **“Professional Bachelor”** in Professional Field 3 **“Social, Economic and Legal Sciences”**, aimed at the full professional development of graduates in the tourism sector.

The educational process leading to the ‘Professional Bachelor’ degree is conducted in accordance with national standards and the specifics of the professional field. The programme is offered in both full-time and part-time modes of study and has a duration of three years (six semesters).

The main objective of the educational process is the acquisition of in-depth fundamental and specialized professional preparation, valuable knowledge and skills for entrepreneurial and managerial activities in the tourism sector, as well as in related industries and supporting activities, along with a high level of managerial culture and practical skills in the field of the tourism business.

The methods applied to achieve the stated objective combine traditional and modern approaches, including lectures for the delivery of standardized information, multimedia and interactive learning, the development and presentation of course papers, the use of student centers for the evaluation of real-life situations from national and international tourism practice, colloquia, student scientific sessions, and others. A variety of methods, resources and proven best practices are used in the learning process: discussions, computer-based training and presentations, audio-visual aids, practical classes with training based on a specific scenario (in a real learning environment or in a virtual environment), and the completion of independent research tasks.

In pursuit of the defined objectives, the content of the textbooks and materials used in the educational process is systematically updated and supplemented in the context of the current issues of the tourism business, the dynamically changing environment, and the challenges of digital transformation in the tourism sector, as well as the development of professional competencies for a competitive organizational response.

The curriculum is in compliance with *Ordinance No. 21 of 30.09.2004 of the Ministry of Education and Science on the implementation of a system for credit accumulation and*

transfer in higher education institutions, the Higher Education Act, and the Academic Regulations of Burgas State University “Prof. Dr. Assen Zlatarov”.

Assessment System for Knowledge and Training

The assessment and evaluation of knowledge are carried out through continuous assessment and final semester examination. The continuous assessment includes interviews, tests, independent research and thesis defence, as well as multimedia presentations. The final assessment is carried out through an examination specified in the curriculum. Grading is based on a six-point scale with assigned credits. Credits are awarded only upon successful completion of the examination (with a grade higher than “satisfactory” 3.00).

Qualification Standard – Competences of Students Graduating with the Educational and Qualification Degree “Professional Bachelor”

Graduates of the specialty “Hotel and Restaurant Management” acquire intellectual, cognitive, managerial, and practical competences for carrying out activities in the field of the tourism business. The knowledge and skills required for successful professional performance include knowledge and skills acquired through general theoretical training (general skills), specialized training (specific skills), as well as professional training (transferable knowledge and key competences). The specialist who has graduated in “Hotel and Restaurant Management”, with the educational and qualification degree “Professional Bachelor”, must possess the following specific skills, expertise, and professional competences:

- To possess and apply the acquired basic theoretical knowledge and skills;
- To possess and apply the acquired specialized and profiling professional knowledge and skills, continuously improving and aligning the level of professional competence with the needs of the tourism business;
- To apply the acquired professional knowledge and practical skills for a successful career in the field of hotel and restaurant management, and to cope with the contemporary digital and smart challenges in the hospitality industry;
- To apply various standards in practice when making competitive decisions;
- To develop skills for further self-learning and self-improvement, for the development of critical and analytical thinking, and for openness to non-standard and innovative models and technologies for the management of tourism activities.

Graduates of this specialty are familiar with the theoretical aspects of tourism, the technological equipment of hotels and restaurants, and they master and apply food safety standards, as well as service technology in both restaurant and hotel operations. The graduates of the specialty possess a broad range of knowledge in tourism marketing, commodity science, and sensory analysis of food and beverages, fundamentals of management, documentation and record-keeping in the tourism business, micro- and macroeconomics, in-depth knowledge of hotel and restaurant economics, pricing and pricing policy in tourism, as well as food technology and design.

They are capable of managing personnel and working effectively in teams. They are proficient in the use of communication and information technologies, software products, as well as innovative technologies and applications in tourism.

They are familiar with business ethics and communication in tourism. The students are capable of organizing events and catering services and have in-depth knowledge of healthy and balanced nutrition. They possess communication skills in two foreign languages, which

enables them to overcome linguistic and cultural barriers and to develop a successful professional career.

Career Opportunities:

Specialists who have graduated in “**Hotel and Restaurant Management**”, with the educational and qualification degree “Professional Bachelor”, may pursue professional careers as:

- experts and managers in the hotel and restaurant industry,
- front office manager,
- restaurant dining hall coordinator,
- marketing manager,
- sales manager,
- bar manager,
- restaurant manager,
- hotel manager and other positions in tourism companies, establishments and complexes, tour operator and travel agency companies, leisure and entertainment centers, commercial and transport hubs,
- employee in the “Customer Relations” department in a tourism establishment,
- employee in the “Complaints” department,
- owners of tourism businesses.

According to the National Classification of Occupations and Positions (NCOP 2011), graduates of the Bachelor's degree programme in Tourism may pursue careers under various occupational codes. Some of the most common occupations are presented in Table 1.

Table №1

Code		Job Title
1349	5020	Manager, Tourism
141		Hotel and Restaurant Managers
1411		Hotel Managers
1411	3001	Manager, Hotel Department
1411	3002	Hotel Manager
1412		Restaurant Managers
1412	3006	Manager, Restaurant
1412	3009	Manager, Restaurant Department
2631	6021	Economist, Tourism
4221		Travel Agency Consultants and Staff
4221	3001	Consultant, Passenger Transport
4221	3003	Travel Coordinator
4221	5004	Specialist, Tourism
4221	2007	Officer, Travel Agency /Bureau /
4221	2008	Officer, Reservations
4221	3010	Travel Agent

Opportunities for Further Qualification:

Graduates who have obtained the educational and qualification degree “Professional Bachelor” in the specialty “**Hotel and Restaurant Management**” may:

- Continue their education at the educational and scientific degree “Master” in the same professional field “Tourism”;
- Participate in various forms of lifelong learning and competence development.

This qualification profile was adopted at a meeting of the College Council of the College of Tourism, Protocol No. 24 of 07.07.2026, and approved at a meeting of the Academic Council, Protocol No. 64 of 28.07.26