

<p style="text-align: center;">Area of study</p> <p style="text-align: center;">43.03.01 “Service Management”</p> <p>Degree: <i>bachelor</i></p> <p>Duration of training: <i>4 years</i></p> <p>Form of training: <i>intramural</i></p> <p>Language of instruction: <i>Russian</i></p> <p>Accreditation: <i>state</i></p>	<p style="text-align: center;">Program description:</p> <p><i>We offer training in organizational, administrative and service activities;</i></p> <p><i>Experience of service enterprise activities planning, organization of a customer contact area, organizational and administrative activities of service enterprises, building of customer relations, choosing of optimal service processes corresponding to the needs of a consumer, providing services to a consumer, estimating of manufacturing and nonmanufacturing costs for maintenance of activity of a service enterprise;</i></p> <p><i>Skills of carrying out examination and (or) diagnostics of service objects, selection of necessary methods and means of service process, selection of resources in respect to consumer requirements, providing services to a consumer taking into account the state social policy and the development of customer relations.</i></p> <p>Basic courses: Foreign Language, Economics and Law, History</p> <p>Special courses: Service Activity, Organization and Planning of Service Enterprise Activities, Sectorial Service, Methods of Service Activities Analysis</p> <p>Research areas: Development of service activity optimization; participation in research and quality management methods implementation, standardization and certification of products and services, customer relations building.</p>	<p><i>Graduates of the program work in consulting companies, event and travel agencies, training and management companies, hotel, restaurant and fitness industry, show business, insurance organizations, real estate agencies and educational organizations.</i></p> <p>Contacts of the program director:</p> <p>Shcherbina Alexey Vladimirovich</p> <p>E-mail: avsherbina@sfedu.ru</p> <p>Tel: + 7 (863) 218-40-00 ext. 13134</p> <div style="text-align: center;">  </div>
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