

**Research Topics**  
**Second Year- Hotel Management-English Section**

**Customer Service Skills**

**Dr. Mohammed Farouk**

١	<b>Importance of Providing Great Customer Service</b> أهمية تقديم خدمة عملاء رائعة	1
٢	<b>Characteristics of Great Customer Service</b> سمات وخصائص خدمة العملاء الرائعة	2
٣	<b>Critical skills Every Customer Service Agent Should be Trained for</b> المهارات الأساسية الواجب تدريب موظفي خدمة العملاء عليها	3
٤	<b>Best Practices/Tips for Customer Service/Support via Email</b> أفضل الممارسات والنصائح لتقديم خدمة ودعم العملاء من خلال البريد الإلكتروني	4
٥	<b>Best Practices/Tips for Customer Service/Support via Live Chat</b> أفضل الممارسات والنصائح لتقديم خدمة ودعم العملاء من خلال الدردشة المباشرة	5
٦	<b>Best Practices/Tips for Customer Service/Support via Social Media</b> أفضل الممارسات والنصائح لتقديم خدمة ودعم العملاء من خلال وسائل التواصل الاجتماعي	6
٧	<b>Best Practices/Tips for Customer Service/Support via Phone</b> أفضل الممارسات والنصائح لتقديم خدمة ودعم العملاء من خلال الهاتف	7
٨	<b>Building (Customer-First) Company Culture</b> بناء ثقافة (العميل أولاً) للشركة	8
٩	<b>On boarding New Customer Service Employees</b> تأهيل موظفين جدد بخدمة العملاء	9
١٠	<b>Guidelines for Handling Customers Complaints</b> إرشادات التعامل مع شكاوى العملاء	10

**Specialized English Language 2**

**Dr. Ahmed Abo Elnasr**

1. Different Types of Hotels
2. Different Departments in a Hotel.
3. Front Office Department of a Hotel
4. Food and Beverage Department of a Hotel
5. Reservation process and types in a Five Star Hotel
6. Distance Learning: Causes, Advantages and Disadvantages
7. Hotel Room Types and Type of Accommodation
8. New trends in Hotel Types
9. Why did you choose the field of Hotel to specialized in it?
10. The Importance of Learning Foreign languages for your career.

- 1- Kitchen Code of Ethics**
- 2- Human resources working in food production**
- 3- Hygiene and sanitation rules in food production areas**
- 4- Tools and Equipment utilized in Hot kitchen Areas**
- 5- Basics of cold kitchen “Garde manger” food items**
- 6- Basics of cooking methods**
- 7- Basics of meat, poultry and fish cuts**
- 8- Baker’s essential equipment**
- 9- Middle East desserts: types and recipes**
- 10- Bread as main bakery products: types and recipes**

- 1- Safety and security and risk management in resorts.**
- 2- Facilities planning and design in resort**
- 3- Major recreational activities and facilities available in resorts .**
- 4- Competencies for resort opening, staffing and human resources.**
- 5- Impact of artificial intelligence on resort management**
- 6- Challenges and strategies for resort management**
- 7- Condominium development**
- 8- Impact of resort service quality on the loyalty of customers .**
- 9- New trends in resort management**
- 10- Smart Hotels**

- 1- Personal Hygiene in hospitality
- 2- Sanitation in hotels
- 3- Food safety
- 4- Types of microbus, parasites and fungi
- 5- HACCP SYSTEM
- 6- Preventing Contamination at Food
- 7- Safety in work
- 8- Food poisoning
- 9- Cooking Potentially Hazardous Foods
- 10- Cleaning and Sanitizing Food Contact Surfaces

1. Tourism and hotel statistics functions.
2. Statistics and its relationship to tourism and hospitality.
3. Solving tourism and hotel problems by using the statistical method.
4. Statistical samples and how to use them in the field of hospitality and hotels.
5. Methods of displaying statistical data in the field of hotels.
6. Ways to collect statistical data in the field of tourism and hotels.
7. Measures of statistical centralization and how to use them in hotels.
8. Statistical dispersion measures and how they are used in hotels.
9. Statistical assumptions and how to use them in the field of hotels
10. Technological means and how to use them in tourist statistics.

- 1. Service staff personal Appearance , Hygiene and Grooming.**
- 2. Job description for service staff and restaurant organization chart.**
- 3. Types of restaurant establishments.**
- 4. Types of Service and table settings used in restaurants .**
- 5. How to arrange the restaurant before the guests arrive.**
- 6. Initiating the service in restaurants.**
- 7. Serving the meal in restaurants.**
- 8. Safety, sanitation, and emergency procedures in restaurants.**
- 9. Handling restaurant service by using technology.**
- 10.Serving wine and bar service.**