

Implementation plan Finished

Study unit	Tourism Service Development (E0060), 10.0
Implementation	MTE1221: 2/2012-2013 (07.01.2013 - 21.06.2013)
Type	CUSTOMER ORIENTED DEVELOPMENT (E024)
Groups	Primary: MTE10SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	26.11.2012 08:00 - 02.12.2012
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: Yes Suitable for virtual UAS: Yes
Teachers	Kuosmanen Leena (Other teacher)
Campus	Laurea Kerava
Main location for implementation	
Implementation method	Optima realization/student group, Other method of implementation, Project/venture/R&D, Web/virtual Language: English Virtuality: 5 cr Integration of R&D: 5 cr
Implementation class	
Focus areas	
Evaluation at the latest	21.07.2013 Storing of graded material ends.: 21.06.2014
Exam days	
Having completed the study unit the student is able to	The students will be able to: - know the principles of service design - use innovative methods in generating ideas for new services - adopt a people centred, empathetic approach to service development - use customers and users as an essential source of information, innovation and creativity - understand how demand is created in tourism - foresee complex changes and envision new opportunities - utilize information and communications technology in one's subject field - conduct research, development and innovation projects applying the existing knowledge and methods of the field - is capable of creative problem solving and development of working methods - know the prerequisites for profitable and customer-oriented operations
Previous studies	