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TRAINING OF STUDENTS IN THE HOTEL AND RESTAURANT BUSINESS DURING DISTANCE LEARNING

Abstract. The peculiarities of the use of Internet resources in the process of teaching students for hotel and restaurant business in the process of their distance learning are revealed in the researching. Scientific publications were analyzed, in which the introduction of distance learning in general and in the conditions of the COVID-19 pandemic in particular was studied. The potential aspects of using Internet resources in educational process is considered. It includes the following opportunities: search for literature sources according research problem, synchronization of translation work from foreign sources, storage and accumulation of information, organization of communication, graphics, sound effects, distribution, planning, testing and implementation research results.
Students should be introduced to the organization of the educational process and material and technical base of the university in the process of distance learning are investigated in this article. In particular, it proposes to do with the help of created viber groups, introductory meetings in ZOOM, 3-D excursions. The study focuses on the use of Internet environments Moodle, ZOOM, Viber, and also revealed methodological aspects of the use of Internet sites in the process of distance learning of individual educational components of future hotel and restaurant professionals. Aspects of the use of the Internet resources during the introduction of students with the infrastructure of hotel and restaurant enterprises are also substantiated; the peculiarities of the organization of hotel and restaurant enterprise and catering are defined; the classification of hotel and restaurant enterprises, analysis of PR-technologies in the hotel and restaurant business are investigated. Approaches to the formation of knowledge the design of objects of the service sector, and training in graphic and design activities using the following software environments Kompass-3D, AutoCAD and NanoCAD are represented. The authors developed a model of using Internet resources in the process of professional training in hotel and restaurant business, which provides for the grouping of methodological aspects of the use of Internet sites in the process of studying disciplines in hotel and restaurant business. The positive and negative aspects of distance learning technology with the use of Internet resources are outlined.

Keywords: higher education; distance learning; student; Internet resources; hotel-restaurant business.

1.INTRODUCTION

The problem statement. Modern educational trends require new approaches of relevant competencies formation of service professionals. Today there is a need for new points for teachning, in particular, it is advisable to implement and use Internet resources in the training of future service professionals in higher school. There are dynamic changes in hotels and restaurants on the one hand, and student mobility on the other.

The use of websites and mobile applications allows to receive quickly up-to-date information on a particular service issue. At the same time, Internet resources allow to teach students in the process of distance learning, which contributes to the acquisition of knowledge in the conditions of mobility and gives more opportunities for independent work of students. Firstly, types of distance learning depend on information software. Secondly, it depends on the specifics of the subject, didactic purpose, level of preparedness of students etc.

The fact of distance learning in Ukraine becomes more actual due to the threat of the epidemic of the virus COVID-19 from March 12, 2020. Such form of studying continues to this day. Our empirical experience of distance learning, the implementation of our own scientific and methodological developments allows us to reveal and justify the scientific approach to improving distance learning of students in the professional disciplines of hotel and restaurant business.

Analysis of recent studies and publications. The introduction of distance learning has been considered in scientific publications in the following contexts:

- a systematic approach to the organization of educational activities of students in Ukraine and abroad was considered by A. Shevtsov, O. Lastochkina, N. Nykonenko [1], M. Glassman, I. Kuznetcova, Jo. Peri, Yu. Kim [2], V. Sopiha [3];
- development and improvement of some methodological approaches to the implementation of distance learning was carried out by O. Chyzhykova [4], C. Greenhow, S. Galvin [5], H. Havryshchak, A. Uruskyi, Yu. Sokotov, T. Soroka [6; 7];
- the use of certain distance learning tools (Skype, ZOOM, LMS Moodle, YouTube and others) was considered by A. Pokulevska [8], K. Meteshkin, O. Pomortseva, S. Kobzan [9], I. Zaiarna [10];
- features of blended learning research (combination of online and offline) was carried out by H. Tkachuk, N. Stetsenko, V. Stetsenko [11], T. Perry, M. Findon, P. Cordingley [12], C. Muller, T. Mildenberger [13], Ya. Hlynskyi, P. Pukach [14].

The analysis of distance learning in the context of the COVID-19 pandemic was carried out by scientists in various aspects, in particular:

- students' views on online education during the pandemic were investigated by P. Chakraborty, P. Mittal, M. S. Gupta, S. Yadav, A. Arora [15], D. J. Lemay, P. Bazelais, T. Doleck [16];
- features of laboratory and practical work are studied by K. A. A. Gamage, D. I. Wijesuriya, S. Y. Ekanayake, A. E. W. Rennie, C. G. Lambert, N. Gunawardhana [17];
- analysis of the effectiveness of distance learning during the closure of educational institutions because of Covid-19 was carried out by F. Cappelle, V. Chopra, J. Ackers, and P. Gochyyev [18];
- the infuence of quarantine on teachers and the teaching system was studied by T. Pressley, Ch. Ha [19], A. Selvaraj, R. Vishnub, N. KA, N. Benson, A. Jo. Mathew [20] and others.
- Leading scientists have dealt with the problems of training service specialists in higher schools, in particular:

- systemic and conceptual approaches to the training of hotel and restaurant specialists were considered by V. Burak [21], V. Sopiha, T. Soroka [22] and others.
- forms and methods of teaching professional disciplines concerning "Hotel and restaurant business" researched O. Kashynska [23], Yu. Bezruchenkov [24], A. Vindyuk, M. Kollegaev [25] and others.

The research goal. The purpose of this article is to develop methodological approaches to the use of distance learning tools in the training of students in the speciality 241 "Hotel and Restaurant Business".

The tasks of the article are to reveal the features of teaching students specializing in the hotel and restaurant business during distance learning:

- introduction the students to the organization of educational process and material and technical base of University;
- introduction to the infrastructure of hotel and restaurant enterprises;
- studying of the peculiarities of the organization of hotel and restaurant management and catering;
- analysis of PR-technologies in the hotel and restaurant business;
- design of service facilities by means of information technologies;
- substantiation of methods of graphic and design educational activity.

Exploring the methodological aspects of distance learning technologies for future hotel and restaurant professionals, we should first consider the potential use of Internet resources in educational activities. In particular, we can mention the following possibilities of their use:

1. Search for relevant literature sources according to the research problem:
- in library catalogs of digital format (both educational institutions and universal scientific libraries);
- using Internet browsers: Chrome, Mozilla Firefox, Internet Explorer, etc., various search systems (Meta, Google, Yandex, Search.com, Yahoo.com, Lycos.com, etc.).

2. To work with the electronic version of literary sources for the purpose of abstract summaries, as well as writing essays, abstracts, annotations, structural and logical schemes of presentation of research issues, etc.

3. Synchronization of translation work from foreign sources using translators (PROMT XT), electronic dictionaries (Abby Lingvo 7.0.).

4. Storage, accumulation of information (Flash media, CDs, DVDs, memory cards, hard drives, etc.).

5. Research sequence planning (for example, Microsoft Outlook management system).

6. Organization of communication (SKYPE, ZOOM, Viber, e-mail, Google Meet, etc.).

7. Presentation of graphics, sound effects (Microsoft Media Player, WinAmp, Apollo, WinDVD, programs for viewing images ACD See, PhotoShop, CorelDraw, programs for creating diagrams, drawings and graphics Visio, etc.).

8. Dissemination, testing and implementation of research results (video chats, online conferences, seminars, publications in electronic scientific journals, scientific databases of publications in digital format), etc.

2. RESULTS OF THE RESEARCH

2.1 Implementation of the distance learning in the organization of the educational process

The effective use of Internet resources in the process of distance learning requires the provision of computers with Internet access. Moreover, learning using mobile applications installed in students' gadgets can be possible too. In addition, learning can take place with the

help of variety of messengers (Skype, Viber, WhatsApp, etc.) and special learning platform, such as Moodle.

Distance learning in quarantine conditions changes and sometimes becomes not an auxiliary means of learning, but the main one. Due to the quarantine of2020-2021 academic year, the training of first-year students was completely remote at Ternopil Volodymyr Hnatiuk National Pedagogical University in the first semester. Therefore, not only training sessions, but also instructional meetings. To do this, distance learning tools were used as follows:
  – viber groups "curator with students" were created – where curators gave general instructions to students, and later in the same group solved various educational and organizational issues;
  – "Starostat" groups were also created – where the dean's office informed the elders about the organization of the educational process;
  – a viber group was created for each subject, where all organizational and methodological issues were coordinated in the chat;
  – instructional meetings were held in ZOOM with the Rectorate, the Dean's Office and the curators. To do this, in the creation of a viber group in advance disseminated information and relevant links.

To get inroduced to the material and technical base, specialized laboratories of the university have developed a 3-D tour of the university. This opportunity was demonstrated to students by the university administration during an online meeting at ZOOM. Students also have the opportunity to get inroduced to the assembly hall and various rooms by conducting a 3-D tour at the link http://tnpu.edu.ua/3d.php. At the same link, they can visit the training hotel rooms, food processing laboratory, restaurant service laboratory, service laboratory, engineering equipment laboratory, etc.

At Ternopil Volodymyr Hnatiuk National Pedagogical University distance learning takes place mainly using the Moodle environment. Individual consultations for students can be provided through such Internet services as Viber, Skype, google-meet, etc. Tasks and results of thematic tests can be sent by e-mail. Seminars and workshops can be held in a chat, in the form of forums. Chat sessions are held at a predetermined time with pre-formulated questions.

For distance learning, teaching materials should be presented in a way to optimize students' search for additional educational information. They may also have detailed instructions for studying the material, organizing independent work etc.

2.2. Methodical aspects of training future specialists in hotel and restaurant business in the conditions of distance learning

Distance learning at Ternopil Volodymyr Hnatiuk National Pedagogical University is used in the process of studying various disciplines and in various fields, including in the preparation of students majoring in "Hotel and restaurant business". Moodle for students hosts:
  – brief theoretical content of the above issues;
  – list of recommended sources;
  – parcels on the sites of those hotel and restaurant enterprises that are recommended for analysis;
  – tasks for laboratory and practical work;
  – recommendations for independent work.

Moreover, the methodological aspects of the use of sites in terms of distance learning will be revealed on the example of individual educational components studied by students majoring in 241 "Hotel and restaurant business" at Ternopil Volodymyr Hnatiuk National Pedagogical University, in particular: *infrastructure of hotel and restaurant enterprise; organization of hotel and restaurant enterprise; organization of catering; PR-technologies in hotel and restaurant*

business; engineering graphics; design of service facilities. We will try to group our recommendations for the study of these disciplines into separate blocks in order to build a pedagogical model of the use of Internet resources in the educational process of future specialists in hotel and restaurant business in terms of distance learning.

When studying the *infrastructure of hotel and restaurant enterprises*, it is advisable to introduce students to the state and prospects of infrastructure development in Ukraine in general, using the website of the Ministry of Infrastructure of Ukraine (https://mtu.gov.ua/). You can remotely display the newest information from this site using the keywords "hotels", "restaurants", etc. Studying the realities and prospects of significant infrastructure developments in Europe that contribute to the development of hotel and restaurant business, it is advisable to demonstrate the latest news from the site of large infrastructure projects (Large Infrastructure Projects - https://www.largeinfraprojects.eu/). The issue of infrastructure from a scientific point of view can be considered remotely using the site of the electronic scientific-practical journal "Market Infrastructure" (http://www.market-infr.od.ua/uk/). Students should be encouraged to use information from this journal for independent, teaching and research work, writing essays, term papers, competitions, etc. We believe that these approaches should be grouped into one block called *"Methodological aspects № 1"*.

In the learning of the *organization of hotel and restaurant enterprise* at the initial stage the general features of activity of these enterprises are considered. The material of educational topics is close to the issues of infrastructure of relevant institutions. Therefore, we propose to use a number of sites in the study of infrastructure and organization of hotels and restaurants. In particular, such Internet resources include sites of well-known hotel brands, for example: the hotel chain "Reikartz Hotel Group" (https://reikartz.com/uk/), the Hilton chain (https://www3.hilton.com/), Hilton Kyiv hotel – Kyiv (https://hilton-kyiv-hotel-kiev.hotelmix.com.ua/), Hotelscan (https://hotelscan.com/uk), Ribas Hotels Group hotel chain (https: //ribashotelsgroup.ua/ua), Premier hotel chain (https://www.phnr.com/ua), as well as hotel booking sites (eg https://www.booking.com). On the one hand, these Internet resources describe the surrounding infrastructure and the infrastructure of the hotels themselves, and on the other hand, the peculiarities of their operation, types of rooms, list of services, etc. are indicated. Therefore, these resources should be used both in the context of studying the infrastructure and when familiarizing with the organization of hotel or restaurant enterprises, and can be demonstrated as a visual aid in lectures, recommend students for analysis during independent work. Such approaches to the use of these sites are grouped in *"Methodological aspects № 2"*.

It should be noted that the study of the *organization of hotel and restaurant enterprise* involves the acquisition of competencies, in particular the ability to:

- selection, lease, arrangement of appropriate premises;
- interior design of hotel, restaurant, animation or support companies;
- organization of the process of serving guests, visitors, customers;
- supply of products for the relevant enterprises;
- organization of warehousing or packaging, kitchen work and complementary processes (tableware, distribution, etc.);
- food processing (vegetables, fruits, fish, meat products, etc.);
- operational planning for the provision of services;
- control over the work of the enterprise as a whole and its individual units;
- development of technological documentation taking into account regulatory requirements;
- organization of leisure in the enterprises of service spheres;
- rationing of personnel in accordance with the requirements of legislation, production needs, social orientation, etc.;

− classification of hotels and restaurants by types and classes.

The formation of these competencies in terms of distance learning has its own organizational and methodological features. Let's try to reveal them on the example of studying the classification of hotel and restaurant companies. In this case, it is advisable to use the Moodle platform, video communication (for example, in ZOOM) and various sites related to hotels and restaurants. The Moodle platform hosts pre-designed practical tasks, grouped theoretical material and additional learning materials.

The study of the classification of hotels should begin during an online video lecture, which demonstrates: the standard "DSTU 4269: 2003 Tourist services. Hotel Classification" (reference is also provided in Moodle), hotel booking sites, hotel chain sites and individual brands.

In addition, in a practical lesson in the process of studying the classification of hotels, students in the Moodle environment are offered the following tasks for individual work:

− recall theoretical material on the classification of hotels;
− get introduced to the sites of various hotel enterprises;
− analyze the hotel in accordance with the requirements of the Ukrainian classification (according to the requirements of DSTU 4269: 2003 Tourist services. Classification of hotels (reference to this standard is also provided in the Moodle environment);
− draw up in electronic form the results of the analysis, which should contain a table with the specified components that characterize the hotel;
− write conclusions in which to indicate and justify the class of the hotel, shortcomings and suggestions for ways to improve the activities of this enterprise.

Regarding the study of the classification of restaurant enterprises, in terms of distance learning, we offer the following approach:

− in the online lecture session to explain the general features of the classification of restaurant enterprises by classes and types;
− in a practical lesson on video communication to instruct students on how to perform a practical task presented in the Moodle environment;
− to introduce students to the sites of restaurant chains, restaurant brands and local restaurants;
− demonstrate examples of tasks, sites, standards and other materials appropriate by demonstrating the screen in ZOOM or a similar platform for video conferencing (Skype, Microsoft teams, Google Meet, etc.);
− performing practical tasks, including tasks for independent work, students can send directly to Moodle or to the teacher's e-mail. After checking the tasks, the teacher should motivate the assessment by video link and re-explain the issues where students often made mistakes.

When studying directly the *organization of hotel and restaurant enterprise*, students should be introduced not only to the sites related to the infrastructure of hotel and restaurant facilities, but also to the official rules approved for hotels and restaurants. In particular, the teacher must disclose the essence of the order of the State Tourist Administration of Ukraine No. 19 of 16.03.2004 "On approval of the Rules for the use of hotels and similar means of accommodation and hotel services" (https://zakon.rada.gov.ua/laws/show/z0413 -04), and the order of the Ministry of Economy and European Integration of Ukraine N 219 of 24.07.2002 "On approval of the Rules of operation of establishments (enterprises) of the restaurant industry and other official documents relating to the organization of hotels and restaurants". In addition, you should consider the features of booking hotels from the company "Business Visit". (https://businessvisit.com.ua/uk/goteli/), as well as aspects of taxation, which are posted on the electronic resource of the official publication of the State Fiscal Service "Bulletin of Taxes"

(http://www.visnuk.com.ua/uk/tag/hotels). We will group these features of the use of Internet sites in the block *"Methodological aspects № 3"*.

In addition to sites that are directly related to the organization of hotel and restaurant businesses, it is also advisable to use Internet resources that deal with catering services. As an example we can consider catering from the restaurant Saffron (http://www.shafran-restaurant.com/catering/). On this Internet resource, students have the opportunity to get introduced to the approaches to the organization of catering, view images of different types of outdoor tables and analyze the organization of buffets, banquets, etc. Also, together with students online, you should review the catering service from the company "Restorator Ukraine" (https://uk.restorator.ua). Based on the materials of this resource, you can get current news from the restaurant industry in the "Journal" tab, get introduced to held or planned seminars, webinars, workshops, festivals and competitions in the restaurant business, as well as find and order professional literature. For independent work, students should be recommended to get introduced to the news on the organization and operation of leading restaurant companies in Ukraine and Europe. To do this, we can recommend a review of the PostEat website (https://posteat.ua/), because it is a specialized gastronomic publication for progressive, intelligent people with European values who want to be aware of the main gastropods of the country and the world. On this site, students will be able to learn about the main innovations in high-end restaurant business and catering services. This approach to the use of multifaceted sites in the hotel and restaurant business, which applies not only to catering services, but also to restaurant enterprises in general, we group into the block *"Methodological aspects №4"*.

Catering services can be considered not only in the context of the organization of hotel and restaurant enterprises, but also more narrowly. To do this, use the Internet resources of companies that specialize in catering services. Methodical features of the use of these resources will be revealed below on the examples of several companies.

In the process of explaining students about the peculiarities of the organization of delivery of ready meals in boxes (snacks, desserts and hot dishes) it is advisable to give an example of BOX Catering (https://box-catering.ua/), because it specializes in this. Students will be able to consider on their website the types of delivery from the consumer's side, and the teacher will be able to explain the essence of providing these types of services.

Analyzing the activities of a company that not only delivers ready-made snacks, but also organizes outings in such formats as buffets, banquets, barbecues, weddings, gastronomy, bar catering, cocktails, and coffee breaks, it is appropriate to give an example of such an organization as vipcatering (https://vipcatering.com.ua/). On this Internet resource, students will be able to consider the types and characteristics of more complex, festive on-site service.

Revealing interesting catering cases to students, we can give examples that were organized by Catering Lviv (https://www.cateringlviv.com/). It describes the features of atypical catering tasks, in particular: the organization of a gala dinner at the Hetman Peter Sagaidachny Academy of Land Forces and a buffet dinner at the Opera House for more than a hundred guests for dozens of generals; organization of the official opening of one of the largest spaces for celebration in Western Ukraine Trembita Rooftop; organization of a buffet line and celebration of the anniversary for 130-150 guests, when the exact number of guests is unknown before the event. Information about creative catering services will motivate students to self-study and promote the formation of their creative potential.

Exploring the organization of various catering services at the client's premises such as weddings, birthdays, children's holidays, romantic dinners, holiday dinners, BBQ parties, tastings, cocktail parties, teambuilding, corporate events, awards ceremonies, official meetings, events, official meetings, events it is advisable to consider the activities of La Famiglia Catering (https://lfc.com.ua/uk/). On the website of this organization, students will be able to consider

approaches to catering services for private, educational and PR-events, as well as the features of corporate catering services.

Therefore, in the conditions of distance learning, students should be shown sites on catering services by means of video communication, to explain the peculiarities of the functioning of individual catering companies. Then it is advisable to offer an independent task for the analysis of such services, using these Internet resources. It is also recommended to search for information about the work of catering companies in the region where students live. These approaches to the teaching of catering in distance learning, we grouped in the block *"Methodological aspects №5"*.

Note that all online resources of hotel and restaurant and catering companies can be viewed from the standpoint of PR. However, when studying *PR-technologies in the hotel and restaurant business*, it is advisable to analyze not the company's own websites, but indirect information (ie from other sources, organizations, customer reviews, etc.). Therefore, when studying PR-technologies in the hotel and restaurant business, it is advisable to show news online that search engines search for the keywords "hotel news", "restaurant news", "hotel promotions", and "restaurant promotions", etc. In particular, it is advisable to analyze the news related to hotels, information about which is posted on the sites Zaxid.net – there are mainly concentrated hotel news in Lviv and western Ukraine in the context of tourism. On the site hromadske.ua/ – news about hotels posted with the tag #hotels. Here the information is presented in political and international contexts, but students will be able to analyze the presence of the names of different hotel or restaurant brands, which will indicate their PR. On the website of the news agency "UNIAN" under the tag #hotels you can analyze with students the changes in the Ukrainian and world hotel business. It is also advisable to recommend future experts to analyze the news in terms of PR and other information sites with relevant tags, such as ttps: //www.jakda.com.ua/tags/goteli/, https://ua.korrespondent.net/tag/12199/, https://lb.ua/tag/8837_restorani. In addition, it is worth considering the presence of different brands on sites specializing in hotel and restaurant news, such as https://reston.ua/ukr/kyiv_news/. Thus, when studying PR technologies in the hotel and restaurant business, students will learn to analyze in the latest news the results of PR activity of various hotels and restaurants. These approaches to the use of Internet resources in the study of PR-technologies in the hotel and restaurant business are compiled by us in the block *"Methodological aspects № 6"*.

Autodesk AutoCAD is successfully used by future hotel and restaurant specialists at Ternopil Volodymyr Hnatiuk National Pedagogical University in the distance learning of the discipline *"Engineering Graphics"*. The developers of this program are constantly working on updating previous versions (once a year), which allows you to improve the graphic documents of electronic format in autocad, adding new features. We can highlight the following advantages in using this environment:
  – large number of operating systems that support AutoCAD LT;
  – sufficient number of tools and functions for graphic design;
  – providing work with cloud services;
  – the ability to synchronize functionality with Excel spreadsheets;
  – availability of layout;
  – ability to work with 3D printers.

In particular, it is very convenient to use AutoCAD LT for the purpose of designing hotel and restaurant equipment, design and architecture when teaching the disciplines "Design of service facilities", "Engineering graphics" in remote form.

The next program for development in order to form the graphic competence of future specialists in hotel and restaurant business at the Ternopil Volodymyr Hnatiuk National Pedagogical University is nanoCAD. This is an extremely easy-to-use version for drawing on

a computer, which is characterized by the presence (availability) of an electronic kulman. In general, this software product is similar to AutoCAD, but the software and mathematical core was developed independently by Nanosoft. Since students of the 1st and 2nd year of study (namely, these courses teach the disciplines we mentioned) are often beginners in graphic design and engineering design, so the means of this software environment can perfectly organize educational graphic activities of graduates in distance learning . In addition, the functional features of nanoCAD meet the standards of CAD (but not implemented some of the partial capabilities of AutoCAD). Students use this software environment to perform 2-dimensional drawings, ie perform projections on one plane of projections. For example, for deleting flat parts, gaskets, etc. A valuable feature of the resource is the support of DWG and DXF drawing formats, which allows you to edit drawings created in nanoCAD in any modern CAD, and the free version makes it possible to use in production, design and architecture for educational or personal purposes. Future hotel and restaurant specialists are also developing project documentation for service facilities through this program. We have combined the above-mentioned Internet resources for use in the study of engineering graphics in the block *“Methodological aspects № 7”*.

The formation of professional competencies of higher education students in the direction of training "Hotel and restaurant business" also involves mastering their graphic activities. That is why the curricula for bachelors in this field provide for the study of the discipline *“Design of service facilities”*, focusing on the features of design and development of design documentation for hotel and restaurant services.

Mastering the course *“Design of service facilities”* provides the formation of higher education in the following competencies:
   – ability to plan and design design architectural and design activities;
   – ability to model service and production processes and provide their hardware design;
   – ability to apply the acquired knowledge to design different types of objects and the ability to use them in professional activities.

This raises the question of the formation of professional knowledge and skills of development of sketches, working designs of architectural objects of various types, design of architectural environment, interiors and exteriors, as well as the creation of graphic design documentation for equipment and facilities of hotels and restaurants farms; mastering theoretical information about modern engineering equipment of hotel and restaurant complexes.

Given the distance form of the educational process, the means of implementing the above aspects will be Internet resources.

At the Ternopil Volodymyr Hnatiuk National Pedagogical University, the educational graphic activity of future specialists in the field of service in the field of training “Hotel and restaurant business” is carried out by means of software environments Kompass-3D, AutoCAD and NanoCAD.

When studying the course *“Design of service facilities”* in the distance of the educational process, future service professionals work in the Moodle environment, where they are offered theoretical material and tasks for laboratory work, as well as using the software environment Kompass-3D (http.kompas.ru). This makes it possible to create drawings that fully comply with the norms of the State Standard. Students design parts, mechanisms and even buildings. Tasks to be performed are selected in such a way that they are directly related to the field of service. Options for deleting hotel and restaurant equipment, appliances, etc. are appropriate. For example, when studying the topic “Assembly drawings. Detailing of a folding unit” future specialists worked on a sketchbook drawing, sketched some of its details, their working drawings, read assembly drawings and developed a specification for them.

The functional features of the mentioned software product allow to support work with many variants of digital drawings. This aspect is very valuable for feedback and communication with users of other design environments.

Students were offered an electronic version of the composite drawing of this device as a basis for making drawings. It was conditionally considered that one of the parts failed (damaged), and there is a need to develop design documentation for further manufacture or replacement.

This CAD is valuable for both professional and educational purposes, given the free version of the program KOMPASS 3D LT (even without taking into account the limitations of some opportunities). It is also worth noting that many domestic companies work with this software environment to create drawings and design documentation of standardized and original parts and components. Applicants for higher education in this specialty had no difficulty working in this environment, as they mastered it while studying engineering graphics in the 1st semester of the first year of study at the University.

It is also necessary to introduce students to the process of automation, preparation of drawings for various purposes in accordance with the current standarts. The potential of KEDRWIN (www.kedrwin.com) allows you to fully automate the process of drawing design:

– machine-building;
– construction;
– general view, etc.

Functional features of this program allow you to perform drawings, projecting details on two or three mutually perpendicular planes. AutoCAD in 2-dimensional simulation format turns into an electronic cul-de-sac with powerful tools for creating design documentation. The program supports work with graphic documents in three formats: DWG (closed format for editing AutoCAD drawings), DWF (format for publishing drawings) and DXF (format for working with AutoCAD drawings in other programs). This computer-aided design system has a lot of potential, but it is worth considering the price aspect of the proposed resources. As Ternopil Volodymyr Hnatiuk National Pedagogical University is an institution of higher pedagogical education, the content of the educational process should of course differ from the essence of the activity of technical or research and design institutions. It is also mandatory to comply with the norms of the workload of higher education students, as stated in the normative and working curricula of disciplines.

What is more, we use in our practice of distance learning process version with limited capabilities of AutoCAD LT. Another important aspect is its free use for educational purposes.

The next resources that we offer for use when studying this course in the online format are the sites http://www.softkey.com and http://www.softlist.com, the means by which you can introduce future professionals to the relevant software in specific educational or practical case. When designing buildings for hotel and restaurant purposes, it is advisable to use the site http://kievlist.com.ua to introduce students to the basic, typical hotel or restaurant complexes, buildings, etc. The above electronic resources are composed by us in the block *"Methodological aspects № 9"*.

Based on the above arguments and facts and grouped methodological approaches in blocks 1-9, we establish in Figure 1 a model of using Internet resources in the training of specialists in hotel and restaurant business (HRB) in the process of distance learning.
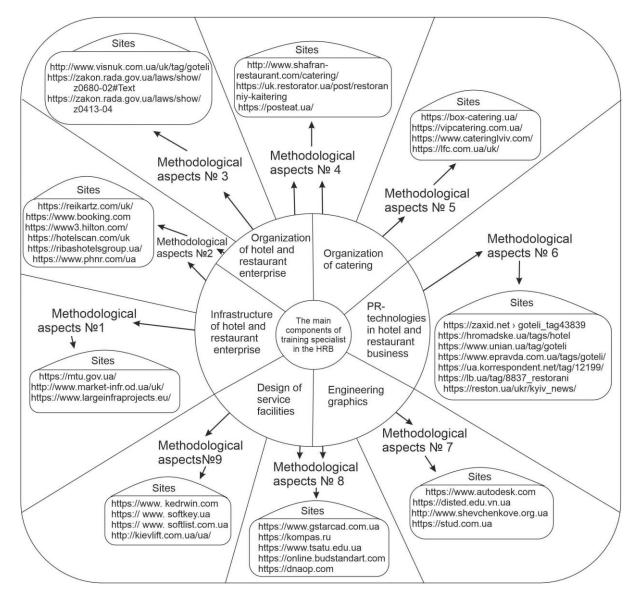
Fig. 1. The use of Internet resources during distance learning of future specialists in hotel and restaurant business (HRB)

As can be seen from the above arguments, outlined methodological aspects and visualized pedagogical model in terms of distance learning, it is advisable to use different Internet resources that resonate with individual educational components. At the same time, we have outlined sites that can be used on a specific educational component or on two adjacent ones. However, we do not talk about these sites as benchmarks for learning. We have given examples of the use of sites related to the issues we have covered, but we believe that our model is open to improvement, it can be supplemented by other sites and other educational components. In our opinion, the creation and use of such a model will contribute to the improvement of methodological recommendations for the study of each discipline of the relevant educational program, will improve the implementation of interdisciplinary links of professional disciplines.

2.3. Main results of the pedagogical experiment

The experimental study was conducted to test the effectiveness of the use of elements of our proposed methodological model for the training of hotel and restaurant professionals in the conditions of distance learning. It involved 48 applicants studying in the specialties 241 "Hotel

and restaurant business" and 015.16 "Vocational education. Sphere of service" (specialization "Hotel and restaurant business") and 4 teachers of Ternopil Volodymyr Hnatiuk National Pedagogical University. Control (CG) and experimental (EG) groups were formed for pedagogical research. The activity of teachers in the experimental group was based on the developed model, while for the control group the teachers taught according to the traditional approach, without using the integrated and systematic use of websites and other methods of our development. During the experiment, all participants in the learning process were on equal terms and control was carried out according to the same evaluation criteria

After studying each professional discipline involved in our experimental study, a final test was conducted. At the same time, the criterion for assessing the quality of mastering the material was chosen the level of knowledge and distributed at high, sufficient and low levels. The high level was given to students who received 90-100 points on a 100-point scale, the medium – 75-89 points, satisfactory – 60-74, low – 59 and below.

Summary results of assessing the knowledge of respondents are presented in table 1

Table 1

Summary data of students' knowledge assessment

Group	Total quantity (%)	Level of knowledge							
		High		Medium		Satisfactory		Low	
		Qty	%	Qty	%	Qty	%	Qty	%
CG	24 (100%)	2	8,3	9	37,5	10	41,7	3	12,5
EG	24 (100%)	4	16,7	14	58,3	6	25	0	0

Analyzing the data, we can say that in the experimental group the number of students with high and medium levels (16.3% and 58.3%, respectively) is greater than similar indicators of students in the control group. Only 8.3% of students have a high and 37.5% – a medium level of knowledge). However, there are more students with satisfactory and low level of knowledge in the control group than in the experimental. The obtained results are also clearly demonstrated in the diagram (Fig. 2).
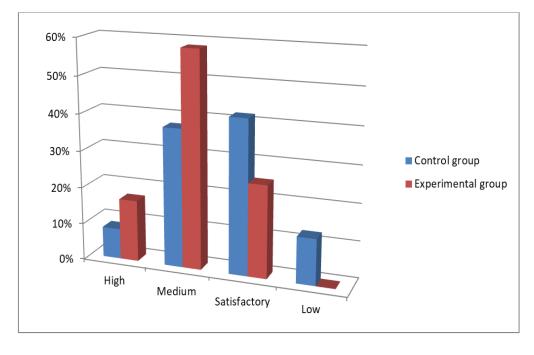

Fig. 2. The results of assessing students' knowledge Control group

Basing on the obtained data, we can say that the proposed method is effective and will improve students' knowledge.

Positive aspects of distance learning technology with the use of Internet resources in the process of training students for hotel and restaurant business are:

– individualization of teaching;
– activation of independent work of students, development of their attention, observation;
– feedback ensures thorough assimilation of the material;
– performance of work in a certain format educates discipline;
– objectivity in determining the level of acquisition of knowledge, skills, abilities.

Negative aspects of technologies of remote form of organization of educational process are:

– performance by the student of tasks according to a template does not promote formation of creative thinking;
– the activity of students according to the algorithm forms only executive abilities, negatively affects the development of creative thinking, which is necessary for the future specialist in hotel and restaurant business;
– the content of questions designed to test knowledge does not always take into account the individual characteristics of each student.

However, the practice of teaching in higher education proves that the use of distance learning technology allows to achieve systematic management of the educational process, to exercise frontal control and reduce its time, to obtain information about the level of mastery of a particular topic and its individual issues.

Students not only try to give the correct answer, but also justify why this answer is correct. Feedback is enhanced during the learning process. Learning is not limited to questions and answers, the computer program should contain additional information, comments, and accompanying questions that help justify the correct answers.

3. CONCLUSIONS AND PROSPECTS OF FURTHER RESEARCHES

Therefore, we presented a study that is essential for the further development. It is useful for information technologies implementation into distance learning. This is based on our own experience and developed scientific approaches.

The use of Internet resources in the process of training specialists in the hotel and restaurant business allows to use the most up-to-date information, increase student motivation, teach students to use Internet resources of hotel and restaurant companies.

In the conditions of distance learning hotel and restaurant business can be carried out through messengers, video chats, as well as using the Moodle environment. In it students have the opportunity to:

– know about the topics, questions and objectives of the course;
– work out the theoretical information on each topic;
– take tasks for laboratory-practical and individual work;
– perform tasks, while being able to immediately go by parcel to the appropriate standards, sites of enterprises in the service sector or other necessary resources.

Dynamic use of Internet resources in terms of distance learning contributes to:

– formation of a certain model of scientific research in students, which could be used in future professional activities;
– individualization of learning: educational and cognitive activities are organized taking into account the individual characteristics, abilities and capabilities of students;

- formation of specific practical skills and abilities of educational and cognitive activities, namely the ability to observe, independently formulate and solve problems, learn self-control and self-evaluation;
- implementation of the principle of self-study, students could determine their real capabilities, evaluate and outline plans for their improvement.

The model of use of Internet resources developed by us in the process of professional training in hotel and restaurant business involves grouping of methodological aspects of the use of Internet sites in different disciplines. It provides for the use of the same sites in related disciplines in different contexts. Such approach will help to improve the quality of distance learning in general, as well as improve the quality of teaching of each discipline using relevant and necessary information from the Internet. The created model is open to improvement by supplementing it with various educational components, Internet sites and methodological recommendations, so it will allow to constantly improve the quality and content of distance learning in the hotel and restaurant business.

In further research it is necessary to supplement the created model with other educational components of general and professional training. It is advisable to develop more detailed guidelines for the use of Internet resources in each discipline in distance learning, as well as to reveal the features of their use in the offline learning.

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ПІДГОТОВКА СТУДЕНТІВ З ГОТЕЛЬНО-РЕСТОРАННОЇ СПРАВИ В УМОВАХ ДИСТАНЦІЙНОГО НАВЧАННЯ

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Анотація. У статті розкрито особливості використання інтернет-ресурсів під час підготовки студентів з готельно-ресторанної справи в умовах дистанційного навчання. Проаналізовано наукові публікації, у яких досліджувалось впровадження дистанційного навчання загалом та в умовах пандемії COVID-19 зокрема. Розглянуто потенціал застосування інтернет-ресурсів у навчальній діяльності, зокрема такі їх можливості: пошук літературних джерел з питань досліджуваної проблеми, синхронізація перекладу з іншомовних джерел, зберігання та накопичення інформації, організація комунікації, відтворення графіки, звукових ефектів, розповсюдження, планування, апробація та впровадження результатів досліджень.
У роботі окреслено підходи до ознайомлення студентів з організацією навчального процесу та матеріально-технічною базою університету в умовах дистанційного навчання, зокрема за допомогою створених вайбер-груп, настановчих зустрічей в ZOOM, проведення 3-D екскурсій. У дослідженні акцентовано увагу на використанні Інтернет-середовищ Moodle, ZOOM, Viber, а також розкрито методичні аспекти використання інтернет-сайтів в умовах дистанційного навчання на прикладі окремих освітніх компонентів майбутніх фахівців готельно-ресторанної справи. Обґрунтовано аспекти використання інтернет-ресурсів під час ознайомлення студентів з інфраструктурою готельно-ресторанних підприємств; вивчення особливостей організації готельно-ресторанного господарства та кейтерингу, класифікації готельних і ресторанних підприємств; аналізу PR-технологій у готельно-ресторанному бізнесі. Розкрито підходи до формування знань з проєктування об'єктів сфери послуг, навчання графічної та конструкторської діяльності засобами таких програмних середовищ: Компас-3D, AutoCAD і NanoCAD. Авторами розроблена модель використання інтернет-ресурсів під час фахової підготовки з готельно-ресторанної справи, яка передбачає згрупування методичних аспектів щодо використання інтернет-сайтів під час вивченні дисциплін з готельно-ресторанної справи.Окреслено позитивні і негативні сторони технології дистанційного навчання з використанням інтернет-ресурсів.

Ключові слова: вища освіта; дистанційне навчання; студент; інтернет-ресурси; готельно-ресторанна справа.

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