

Logistics services

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Metodický koncept k efektivní podpoře klíčových odborných kompetencí s využitím cizího jazyka ATCZ62 - CLIL jako výuková strategie na vysoké škole

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Study guide for the course

The aim of the course is to acquaint students with the issue of logistics of services in individual fields of the business. The graduate can describe and explain various forms of offered services as significant elements in the competitiveness of the enterprise and the national economy. The graduated also knows the meaning of the terms logistics object, freight villages and intermodal terminal. At last but not least, the graduate is capable to evaluate the quality of provided services and effectiveness of logistics services as well.

Basic study topics

1. The conception of services, specifics, classification of services and logistics processes
2. Services in the internal market
3. Postal and telecommunication services
4. Educational, cultural and health services
5. Logistics services and logistics services providers
6. Transport and freight forwarding services
7. Storage and material handling
8. Packing, assembly services, completion and special logistics services
9. Financial services in the context of logistics
10. Logistics objects
11. Quality of provided services
12. Effectiveness of logistics services

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Methods of study and communication

Organizational forms of teaching:

- Lecture
- Seminar
- Tutorial
- Consultation

Complex teaching methods:

- Frontal Teaching
- Group Teaching – Cooperation
- Brainstorming
- Critical Thinking
- Individual Work– Individual or Individualized Activity
- E-learning

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