

CZECH UNIVERSITY OF LIFE SCIENCES PRAGUE

Faculty of Economics and Management

Evaluation of the Diploma Thesis by Opponent

Thesis Title **Business Process Modeling for the Crowne Plaza Krasnodar Hotel**

Name of the student **Bc. Vladislav Dub, LL.B.**

Thesis supervisor **Ing. Martin Pelikán, Ph.D.**

Department **Department of Information Engineering**

Opponent **Mgr. Ondřej Gryc**

Institution **Ministry of Foreign Affairs**

Position **Former CIO**

| | | | | |
|---|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Evidence of a logical process being used | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The structure of paragraphs and chapters | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Formal presentation of the work, the overall impression | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Formulation of objectives | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Choice of appropriate methods and methodology used | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Professional contribution of the work and its practical usage | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Work with data and information | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Work with scientific literature (quotations, norms) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Clarity and professionalism of expression in the thesis | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Summary and key-words comply with the content of thesis | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fulfillment of objectives | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Thesis topic and thesis significance (relevance) | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Theoretical background of an author | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Comprehensibility of the text and level of language | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Formulation of conclusions | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Evaluation of the work by grade (1, 2, 3, 4) | | | | 2 |

Evaluation: 1 = the best

Date 16/05/2022

.....
Signature of Opponent

Other comments or suggestions:

The author of the thesis introduced very complex topic of business process modeling of the Crowne Plaza Krasnodar hotel. The text is very well structured and gives very deep view into the theory. All the chapters are well structured and the language used is on a very high level.

The practical part starts at chapter 4 and gives detailed characteristics of the hotel such as geographical location, economic activity and others. There are also some attempts to analyze external environmental characteristics of the organization, but this chapter remains mostly theoretical without prime binding to the Krasnodar hotel. There are two documents mentioned in the chapters 4.1.1 and 4.1.2 – Annex A and Appendix B. These two additional documents have not been found within the thesis.

Conclusion chapter gives brief information about the results of the research – compression of the management pyramid and decrease the level of multiple approvals. The conclusions fulfilled the expectations that some processes shall be optimized and will help for better work of the hotel.

On the other hand and there are some remarks which should be mentioned. The list of the literature at the end of the thesis seems to be in good order and some parts of the text are properly identified with the source in the list. But especially within the theoretical part of the thesis the citations shall be used more precisely, otherwise it looks that all the text belongs to the author of the thesis. The situation with two missing annexes shall be mention once again.

It is the situation in the use of resources that ultimately tarnishes the excellent overall of the work.

Questions for thesis defence:

Question 1

There were some recommendations introduced within the thesis and will they be given to the management of the hotel as a potential hints for improving the services in the hotel?

Question 2

Is there any other hotel which can be used to compare the processes set-up with the Krasnodar Crowne Plaza?

Date 16/05/2022

.....
Signature of Opponent