

**National and International Work Experience**

Code: 103775  
ECTS Credits: 12

Degree	Type	Year	Semester
2502904 Hotel Management	OT	4	0

**Contact**

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**Use of Languages**

Principal working language: catalan (cat)  
Some groups entirely in English: No  
Some groups entirely in Catalan: Yes  
Some groups entirely in Spanish: No

**Other comments on languages**

Algunes sessions es donaran en anglès segons els perfils dels assistents o els professionals atenent la sessió.

**Prerequisites**

An optional subject in the framework of the coaching support offered throughout the grade to facilitate the design of the student's career objective. The Practicum must have been previously passed to request enrollment.

**Objectives and Contextualisation**

1. To approach the student to the real labour market situation of the sector.
2. To broaden and apply the theoretical knowledge on the various topics covered during the degree.
3. To get the experience and the knowledge from a real professional environment.
4. To facilitate the development of professional skills including team playing, managing emotional intelligence, conflict resolution, creativity and innovation, verbal and writing communication, etc.
5. To meet all the requirements of the practical teaching programme of the degree.

**Competences**

- Apply knowledge in practice
- Be able to search efficiently for the necessary information.
- Be able to self-evaluate knowledge acquired.
- Combine knowledge and skills to carry out the functions of work in hotel and catering companies with professional criteria.
- Demonstrate a business vision, identify clients' needs and progress towards possible changes in environment.

- Demonstrate an orientation and culture of customer service.
- Demonstrate ethical behaviour in social relations and the ability to adapt to different intercultural situations.
- Demonstrate leadership abilities in the management of human resources in hotel and catering companies.
- Demonstrate responsible behaviour towards the environmental, social and cultural surroundings.
- Develop a capacity for independent learning.
- Manage and organise time.
- Manage communication techniques at all levels.
- Plan and manage activities based on quality and sustainability.
- Plan, organise and coordinate work teams creating synergies and knowing how to put yourself in the place of others when negotiating and managing conflicts.
- Take decision in situations of uncertainty, solve problems and be able to evaluate and forecast the consequences of them in the short-, medium- and long term, especially the most immediate ones.

## Learning Outcomes

1. Apply knowledge in practice.
2. Be able to search efficiently for the necessary information.
3. Be able to self-evaluate knowledge acquired.
4. Combine knowledge and skills to carry out the workplace functions in the hotel and catering sector in a professional manner.
5. Demonstrate a business vision, identify clients' needs and progress towards possible changes in environment.
6. Demonstrate an orientation and culture of customer service.
7. Demonstrate ethical behaviour in social relations and the ability to adapt to different intercultural situations.
8. Demonstrate leadership abilities in the management of human resources in hotel and catering companies.
9. Demonstrate responsible behaviour towards the environmental, social and cultural surroundings.
10. Develop a capacity for independent learning.
11. Manage and organise time.
12. Manage communication techniques at all levels.
13. Plan and manage activities based on quality and sustainability.
14. Plan, organise and coordinate work teams creating synergies and knowing how to put yourself in the place of others when negotiating and managing conflicts.
15. Take decision in situations of uncertainty, solve problems and be able to evaluate and forecast the consequences of them in the short-, medium- and long term, especially the most immediate ones.

## Content

The practical training consists of 250 hours training in a company within the tourist sector. The content of this subject includes the internship period (250h), the memorandum report, the completion of the workshops and activities related to this subject, and the attendance to various events and in-class sessions organized during the year (50h) designed with the aim to assess the student on his/her career objectives.

The practical training pursues the student to know the organization, operation and management of companies in the tourist sector, covering the guest attendance, the organization and promotion of tourist products or services, etc. If needed, the EUTDH will offer a wide range of partner companies that will collaborate to achieve these learning goals. To this extent we highlight the *Workshop-Trobada Empreses-Escola* that takes place in February each year, amongst the activities and events the student must complete and attend in order to pass the subject.

With a vision to promote our students to develop their management skills, as we do the previous academic course (Practicum), we also encourage them to act as consultants and develop an intrapreneurship project in any of the organizations where they performed their internship. In case of willing to further develop as consultants in the field, we foster internal synergies with other subjects so that the student has the appropriate

resources within the academic program to develop his/her project management skills (i.e: Bachelor's Degree Final Project, Business Start-Up and Innovation, Management of Operations, Quality and Environment, Hotel Management, etc.).

## Methodology

The course will be taught using three different teaching methodologies:

- a) Learning by doing - practical training at a professional environment, duly monitored and tutored by an expert on the professional field.
- b) Self-assessment and self-analysis tasks encouraged and supported by the University tutor/s (in case of synergies with other subjects) during the development period of the internship or consulting / intrapreneurship project.
- c) Autonomous or group work after being in contact with industry professionals to better understand the business operations and the professional profiles that better match each role and type of company.

Additionally, the student will have to be adapted to the culture of the organization, its internal regulation and values while considering the tutor instructions and the EUTDH main rules.

## Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Authorized secondment in the company: to join a company or business operating at the tourism sector and learn from doing.	250	10	1, 8, 6, 9, 7, 5, 10, 12, 11, 4, 13, 14, 15, 3, 2
Type: Supervised			
Calendar of varied activities and orientation, coaching and assessment in-class sessions to design the student's professional objective and to support the job search.	10	0.4	10, 12, 4, 3, 2
Tutor sessions	10	0.4	12, 11, 4, 15
Type: Autonomous			
Internship Memorandum report	10	0.4	1, 6, 9, 7, 5, 10, 12, 11, 4, 13, 3, 2

## Assessment

The assessment will include:

- a) The company tutor assessment of the student's performance which will include a validation of specific skills required in the workplace (i.e: time management, communication, emotional intelligence, assertiveness, team work, conflict resolution, work under pressure, creativity, proactivity, etc.).
- b) The Internship Memorandum elaborated by the student or the project presentation graded by the commissioner -50%- and the University tutor -50%- (only in case of consulting or intrapreneurship project development internships). This is important to note here that in some cases the consultancy project may be

linked to other subjects related to entrepreneurship where the student is enrolled in. In that later case, the project should normally be assessed and tutored by a University professor during the development period.

c) The ongoing assessment and evaluation of the student performance considers the attendance to classroom sessions and workshops, such as the opening session of the subject, group dynamics and tasks, inspirational and coaching sessions with the academic tutor and any other events organized by the EUTDH (i.e. *Workshop-Trobada Empreses-Escola*).

## Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Attendance and participation	10%	10	0.4	9, 7, 10, 12, 11, 13, 14, 2
Company tutor evaluation	40%	5	0.2	1, 8, 6, 9, 7, 5, 10, 12, 11, 4, 13, 14, 15, 3, 2
Memorandum report or Intra-entrepreneurship project	50%	5	0.2	1, 6, 9, 7, 5, 10, 12, 11, 4, 13, 15, 3, 2

## Bibliography

- Kinni, T. (Versió revisada 2011, Panorama): *Disney y el arte del servicio al cliente*.
- Curtin, S. (Jul. 2012): *Delight Your Customers: 7 Simple Ways to Raise Your Customer Service from Ordinary to Extraordinary* (Anglès)
- Michelli J. (Jul. 2008): *The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company* (Anglès)

Additional learning materials in digital formal, as well as links to websites, will be provided via the Virtual Campus.