

**National and International Work Experience**

Code: 103775  
ECTS Credits: 12

| Degree                   | Type | Year | Semester |
|--------------------------|------|------|----------|
| 2502904 Hotel Management | OT   | 4    | 0        |

The proposed teaching and assessment methodology that appear in the guide may be subject to changes as a result of the restrictions to face-to-face class attendance imposed by the health authorities.

**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.

**External teachers**

Es comptarà amb la col·laboració d'altres professionals de la indústria per inspirar als alumnes en la definició del seu objectiu professional.

**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 *Pràctiques Externes* subject 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 cover all the requirements of the practical program set within 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 internship in a company within the tourist industry either from a national or international scope. The content of this subject includes the internship period (250h), the completion of the memorandum report and the attendance to the workshop, other events and activities organized during the year (50h) with the aim to assess the student on his/her career objectives.

It pursues the student to get to know the organization, operations, and management basics within the catering industry, covering guest attendance, operations and/or the management of its services. If needed, the EUTDH

will offer a wide range of partner companies that cooperate with us for the students to achieve their goals. To this extend, we highlight the *Workshop-Trobada Empreses-Escola* that takes place in February every year, amongst the activities and events that the student must attend in order to pass the subject.

As we do in the previous academic course (*Pràctiques Externes*), with a view to promoting our students' development of their managerial skills, we also encourage them to act as consultants and develop an intrapreneurship project in any of the organizations where they perform their internship. In case of interest 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.

Annotation: Within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

## 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*).

Continuous assessment based on the monitoring of the internship stay by the EUTDH tutor.

## 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-emprenurship project | 50%       | 5     | 0.2  | 1, 6, 9, 7, 5, 10, 12, 11, 4, 13, 15, 3, 2        |

## Bibliography

- Watkinson, M. (Feb. 2013): *The ten principles behind customer experiences* (Anglès).
- 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 format, as well as links to websites, will be provided via the Virtual Campus.

<https://www.forbes.com/sites/forbesrealestatecouncil/2021/03/15/one-year-after-pandemic-hit-the-hospitality-indu>

## Software

There will be no specific programs required to follow the subject, other than the usual programs necessary to follow the courses throughout the Degree: Moodle and Microsoft Office Package.