

Work Placement

Code: 106068
ECTS Credits: 12

Degree	Type	Year	Semester
2502904 Hotel Management	OB	3	A

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

Some sessions will be given in English according to the profiles of the attendees or professionals attending the session. Spanish can be occasionally used as a second language, in case of foreign students attending specific understanding needs.

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

There's no specific requirements to enroll.

Objectives and Contextualisation

- To approach the student to the real labour market situation of the sector
- To broaden and apply the theoretical knowledge on the various topics covered during the degree
- To get the experience and the knowledge from a real professional environment
- To facilitate the development of professional skills
- Comply with the conception of the teaching cycle for that subject

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 training begins with a period of self-awareness worked in class in order to find and define specific the professional objectives of the student, the development of competencies as well as their future career goals.

The practical training consists of 250 internship hours performed in a company within the industry (Accommodation, catering or events). The content of this subject includes the internship period, the completion of the memorandum report and the attendance to the workshop, other events and activities organized during the year (25h) with the aim to assess the student on his/her career objectives. After internship period, the student will need to deliver the Internship Memorandum, as well as the tutor performance assessment. The survey will be required too.

The practical training pursues the student to get to know the organization, operations and management basics within the hospitality/catering industry, covering guest services, back office departments management, and/or the organization and/or promotion of products/services. If needed, the EUTDH will offer a wide range of partner companies that cooperate 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.

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.
- c) Autonomous 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 adapt to the culture of the organization and its values, its internal regulation, policies and procedures as well as to consider 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			
In-company practical training	250	10	1, 8, 6, 7, 5, 10, 11, 4, 13, 15, 3, 2
Type: Supervised			
Specific activities, events and in-class sessions attendance	10	0.4	8, 9, 7, 10, 14, 15, 3, 2
Tutor sessions	10	0.4	8, 11, 4, 13, 3
Type: Autonomous			
Internship memorandum report	10	0.4	9, 7, 5, 4, 13, 14, 15, 3, 2

Assessment

The assessment will include:

- a) The company tutor assessment of the student's performance.
- b) The Internship Memorandum elaborated by the student.
- 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, individual interview with the academic tutor, and any other events organized by the EUTDH (i.e. Workshop-Trobada Empreses-Escola).

The subject's tutor may consider the follow up actions and results determined with the company tutor during the student's internship period.

In order to pass the subject, the student must get the minimum score of 5 either on the Internship Memorandum, the company tutor assessment and the in-class sessions.

- The Memorandum represents 50% of the final grade and the Tutor evaluation a 40%.
- The rest (10%) is linked to the sessions organized during the course.

- The student enrolled in this subject has the obligation to attend the in-class working sessions (workshops and other familiarization sessions), as well as seminars, talks and external presentations organized by the institution.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Company tutor assessment	40%	5	0.2	1, 6, 9, 7, 5, 10, 4, 13, 15, 2
Internship memorandum report	50%	5	0.2	1, 6, 9, 5, 10, 12, 4
Specific activities, events and in-class sessions attendance	10%	10	0.4	1, 8, 7, 10, 12, 11, 14, 15, 3, 2

Bibliography

- Valverde, A. (2016): Host, la importancia de un buen servicio de sala.
- Salomon, M. (Updated 2016): The heart of hospitality: Great Hotel and Restaurant Leaders share their secrets
- Kinni, T. (Updated version 2011): Be our guest; perfecting the art of customer service by the Disney Institute.
- Mullins, Laurie J., Dossor, Penny (Jun 2013, 5th Edition): Hospitality Management and Organisational Behaviour.
- Knowles, Tim (Feb 1998, 2nd Edition): Hospitality Management: An Introduction.

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

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.