

**Work Placement**

Code: 106068  
ECTS Credits: 12

Degree	Type	Year	Semester
2502904 Hotel Management	OB	3	A

**Contact**

Name: Gemma Sagué Pla

Email: gemma.sague@uab.cat

**Teaching groups languages**

To check the language/s of instruction, you must click on "Methodology" section of the course guide.

**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 requirement 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 is 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 is 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 using three different teaching methodologies:

- Self-evaluation and self-awareness exercises to focus on the student's professional objectives.
- Autonomous work after being in contact with industry professionals, to better understand the business operations and the professional profiles that match each role and type of company within the hospitality industry.
- Learning by doing - practical training at the workplace, duly monitored and tutored by an expert in the field.

In addition, the student will have to adapt to the organization's culture and its values, its internal regulations, policies, and procedures as well as to consider the tutor instructions and the university main guidelines.

Language: The vehicular language will be Catalan, while it will be adapted to the needs of each session.

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

**This subject does not consider the single assessment system.**

The evaluation consists of:

- a) The control and monitoring of student attendance at meetings, gatherings and events assigned by the center.
- b) The control and follow-up of the internship performance and the Tutor Evaluation report.

c) Writing of the Internship Memo Report by the student.

A follow-up by the academic tutor with the student, and/or the company tutor during the internship period may be considered as an additional element.

- The student enrolled in this subject has the obligation to attend the sessions (workshops and other), as well as the seminars, talks and external presentations organized by the institution. For instance, the University-Company Meeting Workshop.  
The student's attendance to the meetings, events and other sessions stipulated by the center has a value of 10% of the total grade.
- The Memo report will represent 50%.
- The Tutor Internship Evaluation tutor constitutes 40%.

IMPORTANT: In order to pass the subject, the requirements for the three blocks mentioned above must be met. It is also necessary to underline that the student will have at his/her disposal the key dates of the course, which will act as **exam dates** for all purposes, and are decisive for the students to be eligible for a final evaluation at a later stage.

## 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

- Reed, J. (2019) The 7 Second CV: How to Land the Interview.
- Bueso, S. (2018) El arte de pedir para conseguir tus objetivos. Saca el pedirólogo y darólogo que llevas dentro.
- Ryan, R. (2016) 50 seconds and you're hired
- García, H. & Miralles, F. (2016): Ikigai, los secretos de Japón para una vida larga y feliz.
- 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.

