

National and International Work Experience

Code: 103775
ECTS Credits: 12

2024/2025

Degree	Type	Year
2502904 Hotel Management	OT	4

Contact

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Teachers

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

Teaching groups languages

You can view this information at the [end](#) of this document.

Prerequisites

An optional subject designed in the context of the coaching support offered throughout the Degree to pursue the student's career objective. *Work Placement II* must be passed to be eligible for an enrollment. *Pràctiques Externes* must be passed to request enrollment. It can be coursed together with *Pràctiques de Restauració*.

Objectives and Contextualisation

1. To approach the student to the real labour market situation of the industry.
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 hospitality 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 hospitality and catering industry. All areas of the business are considered: from guest services, management of departments *back of the house*. and/or the operations and/or promotion of a specific product. If needed, the

university 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*), and 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.).

Activities and Methodology

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, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15
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	2, 3, 4, 10, 12
Tutor sessions	10	0.4	4, 11, 12, 15
Type: Autonomous			
Internship Memorandum report	10	0.4	1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13

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.

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.

Assessment

Continous Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Attendance and participation	20%	10	0.4	2, 7, 9, 10, 11, 12, 13, 14
Company tutor evaluation	40%	5	0.2	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15
Memorandum report or Intra-empneurship project	40%	5	0.2	1, 2, 3, 4, 5, 6, 7, 9, 10, 11, 12, 13, 15

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 20% of the total grade.
- The Memo report will represent 40%.
- The Tutor Internship Evaluation tutor constitutes 40%.

The grade for the subject will be NOT EVALUABLE when the student attends less than half of the assessment activities and/or does not attend the final exam.

Important: In order to pass the subject, the three block requirements must be met.

Bibliography

- Erikson, T. (2019). *Surrounded by Idiots: The Four Types of Human Behavior and How to Effectively Communicate with Each in Business (and in Life)*. St. Martin's Essentials.
- Burgay, M: (2022). *How to begin: start doing something that matters*.
- Bariso, J. (2018). *EQ Applied: the real world guide to Emotional Intelligence*
- Baer, J (2016). *Hug your haters to embrace complaints and keep your customers*
- Hsieh, T. (2013). *Delivering hapiness: a path to profits, passion and purpose*.
- Wattkinson, M. (Feb. 2013). *The ten principles behind great customer experiences*
- Covey, S. (2004). *The 7 habits of highly effective people: Powerful lessons in personal change*

- Curtin, S. (Jul. 2012). *Delight Your Customers: 7 Simple Ways to Raise Your Customer Service from Ordinary to Extraordinary*
- Kinni, T. (Versió revisada 2011, Panorama). *Disney y el arte del servicio al cliente.*
- Brown, T. (2009) *Designers think BIG!* https://www.ted.com/talks/tim_brown_designers_think_big
- Michelli J. (Jul. 2008). *The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company*

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.

Language list

Name	Group	Language	Semester	Turn
(TE) Theory	1	Catalan	second semester	morning-mixed
(TE) Theory	2	Catalan	first semester	morning-mixed