

## Work Placement I

Code: 104967  
ECTS Credits: 12

2024/2025

Degree	Type	Year
2500894 Tourism	OB	2

### Contact

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### Teachers

Gemma Sagué Pla

### Teaching groups languages

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

### Prerequisites

There's no specific requirements to enroll.

### Objectives and Contextualisation

- To approach the student to the reality of the industry
- 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 the competences acquired to the placement workplace.
- Behave ethically and adapt to different intercultural contexts.
- Behave responsibly towards the environment.
- Develop a capacity for independent learning.
- Display a customer service orientation.
- Have a business vision, pinpoint the customer's needs and pre-empt possible changes in the environment.
- Manage human resources in tourism organisations.
- Plan and manage activities on the basis of quality and sustainability.

- Plan, organise and coordinate a work team, creating synergies and showing empathy.
- Self-assess the knowledge acquired.
- Take decisions in situations of uncertainty, taking into account potential consequences of these decisions in the short, medium and long term.
- Use ICT tools (reservations software, travel agency and hotel management packages, etc.) in tourism management, planning and products.
- Use communication techniques at all levels.

## Learning Outcomes

1. Apply the competences acquired to the placement workplace.
2. Behave ethically and adapt to different intercultural contexts.
3. Behave responsibly towards the environment.
4. Develop a capacity for independent learning.
5. Display a customer service orientation.
6. Have a business vision, pinpoint the customer's needs and pre-empt possible changes in the environment.
7. Manage human resources in tourism organisations.
8. Plan and manage activities on the basis of quality and sustainability.
9. Plan, organise and coordinate a work team, creating synergies and showing empathy.
10. Self-assess the knowledge acquired.
11. Take decisions in situations of uncertainty, taking into account potential consequences of these decisions in the short, medium and long term.
12. Use communication techniques at all levels.
13. Use the software and other communication tools needed in professional practice.

## 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 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. The student will be offered a wide range of partner companies to achieve his/ her 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.

## Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Practical training in companies	250	10	1, 2, 3, 4, 5, 6, 9, 10, 11, 12, 13

Type: Supervised			
Attendance events/activities classroom	10	0.4	1, 2, 3, 4, 5, 8, 9, 10, 12
Tutoring	10	0.4	2, 4, 5, 9, 11, 13
Type: Autonomous			
Internship Memorandum report	10	0.4	1, 2, 4, 5, 8, 10, 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.

Language:

Grado de Turismo: Spanish

Bachelor degree in Tourism: English

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 events/activities classroom	20%	10	0.4	1, 2, 3, 4, 5, 6, 7, 8, 9, 11, 12, 13
Company tutor evaluation	40%	5	0.2	1, 5, 6, 7, 9, 10, 12
Internship Memorandum	40%	5	0.2	1, 4, 10, 12

**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 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.

## Bibliography

- ALONSO ALMEIDA, M<sup>a</sup> del Mar, RODRÍGUEZ ANTÓN, José Miguel (coord.) (2011): *Turismo y género*. Madrid. Síntesi
- *El empoderamiento de las mujeres y el turismo: Informe OMT/ consulta junio 2022*
- García, H. & Miralles, F. (2016): *Ikigai, los secretos de Japón para una vida larga y feliz*.
- 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*.
- Reed, J. (2019). *The 7 second CV: How to and the interview*. Virgin Books.
- Rustico, Mariangela. (2022). *El currículum que triunfa*. Parkstone International.
- Ryan, R. (2016) *50 seconds and you're hired*
- Schultze, H (2019): *Excellence wins: a no-nonsense guide to becoming the best in a world of compromise*.
- Additional learning materials in digital format, as well as links to websites, will be provided via the Virtual Campus.

## Software

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## Language list

Name	Group	Language	Semester	Turn
(TE) Theory	1	Spanish	annual	morning-mixed

PROVISIONAL