

## Practical Training in Catering Food Service

Code: 103774  
ECTS Credits: 6

**2025/2026**

Degree	Type	Year
Hotel Management	OT	4

### Contact

Name: Gemma Sagué Pla

Email: gemma.sague@uab.cat

### 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 within the framework of the coaching support provided throughout the degree program. Its aim is to help students define their career goals and facilitate their integration into the labor market.

Passing the *Pràctiques Externes* subject is a prerequisite for enrollment. It can be taken alongside *Pràctiques Nacionals i Internacionals*.

### Objectives and Contextualisation

1. To bring students closer to the real-world labor market in their professional sector.
2. To expand and apply the theoretical knowledge acquired throughout the degree program.
3. To gain experience and insights from a real professional environment.
4. To support the development of key professional skills, including teamwork, emotional intelligence, conflict resolution, creativity and innovation, and both verbal and written communication.
5. To fulfill all the practical training requirements of the degree program.

### 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**

This subject consists of a 125-hour training placement in a company within the sector (the reduced number of hours corresponds to the 6 ECTS credits assigned). It is preceded by mandatory participation in training, guidance, and support sessions, and followed by the submission of a practice report (25 hours). The aim is to ensure students make the most of their professional experience in alignment with their career goals and future integration into the labor market.

The internship is primarily focused on deepening students' understanding of organizational and operational management in the catering or restaurant industry, either nationally or internationally. It covers areas such as customer service, operations, service management, and promotion.

Students may choose from a wide range of partner companies that share the guiding principles and quality standards of the School's Professional Program. In this regard, students enrolled in this subject are required to register for and attend the activities organized during the Professionalization Week, including the University-Industry Workshop, held annually in February. Failure to attend may result in not passing the subject.

In line with the goal of fostering management skills development, as introduced in the previous course (*Pràctiques Externes*), students are encouraged to take on a consulting role and develop intrapreneurship projects within the organizations where they previously completed internships. For those wishing to continue developing as consultants in the sector, the program promotes synergies with other subjects, ensuring students have access to the necessary academic resources to enhance their management skills (e.g., *Final Degree Project, Business Start-Up and Innovation, Management of Operations, Quality and Environment, Hotel Management, etc.*).

## Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
<b>Type: Directed</b>			
Authorized secondment in the company: to join a company or business operating at the tourism sector and learn from doing.	125	5	1, 8, 6, 7, 9, 5, 10, 12, 11, 4, 13, 14, 3, 2
<b>Tutor sessions</b>			
	2.5	0.1	8, 7, 9, 4, 13
<b>Type: Supervised</b>			
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.	5	0.2	10, 12, 4, 3, 2
<b>Type: Autonomous</b>			
Internship memorandum report	2.5	0.1	1, 6, 7, 9, 5, 10, 12, 11, 4, 13, 3, 2

The course will employ a variety of teaching methods:

- a) Experiential learning - Practical training in a professional environment, supervised and mentored by an expert in the field.
- b) Self-assessment tasks - Conducted in the classroom as part of the development of key professional competencies. Activities will include mock job interviews and negotiation exercises, contextualized within recruitment processes led by guest companies offering future career opportunities to students.
- c) Independent work - After engaging with industry professionals who will help students understand operational procedures and professional roles within the sector, students will be encouraged to work

independently-supported by the academic tutor when needed-to define their career objectives post-graduation.

While in the internship, each student is expected to observe the organization's culture and values, and to adhere to the work and conduct standards established by the host establishment where the internship takes place. The internal regulations of the Center's internship program, as well as the instructions provided by the academic tutor, also apply.

**IMPORTANT:** The use of mobile phones, tablets, laptops, or any other digital device is strictly limited to the explicit instructions given by the tutor. Unauthorized use of these devices during the session may result in academic consequences in accordance with the institution's regulations.

**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	7, 9, 10, 12, 11, 13, 14, 2
Company tutor Evaluation	40%	2.5	0.1	1, 8, 6, 7, 9, 5, 10, 12, 11, 4, 13, 15, 3, 2
Memorandum report or Intra-entrepreneurship project	40%	2.5	0.1	1, 6, 7, 9, 5, 10, 12, 11, 4, 13, 15, 3, 2

**Assessment:** This subject does not offer a single final assessment option.

The evaluation is based on the following components:

- Attendance and participation in meetings, workshops, seminars, events, and activities organized by the Center, including those held during the Professionalization Week (such as the University-Industry Workshop). This component accounts for 20% of the final grade.
- Monitoring of the internship and the evaluation report completed by the company tutor, which must be submitted no later than the official exam date (see exam calendar). This component represents 40% of the final grade.
- Internship report written by the student, also to be submitted no later than the official exam date. This report constitutes the remaining 40% of the final grade.

Additional follow-up by the academic tutor with the student and/or the company tutor may be considered during the internship period. The use of this support is encouraged, especially when facing challenges, as it promotes the development of key professional competencies.

The subject will be marked as Not Assessable if the student completes less than half of the assessment activities and/or does not attend the final exam.

### Important:

- To pass the subject, students must pass all three components mentioned above.
- Students will be provided with the key course dates, which serve as official exam dates and are essential for eligibility for final evaluation.

## Bibliography

- American Restaurant Association Reports: <https://restaurant.org/research/reports>
- Erikson, T. (2021). *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.
- Coyle, D. (2019). *The Culture Code: The Secrets of Highly Successful Groups*.
- 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*.
- Fernández Guadaño M. (2016). *Mise en Place: guia para emprender y gestionar un restaurante por Ferran Adrià*. Fundació Caixabank i El BulliFund.
- Benjamin, J. (2015): *Front of the House: Restaurant Manners, Misbehaviours & secrets*.
- Gilmore, J. & Pine, J. (2011): *The Experience Economy*, Updated Edition.
- Brown, T. (2009) *Designers think BIG!* [https://www.ted.com/talks/tim\\_brown\\_designers\\_think\\_big](https://www.ted.com/talks/tim_brown_designers_think_big)
- Allen, J. (2008) *Event Planning: The Ultimate Guide To Successful Meetings, Corporate Events, Fundraising Galas, Conferences, Conventions, Incentives and Other Special Events*, 2nd Edition.
- Meyer. D. (2006): *Setting the table: the transforming power of hospitality in business*.

Additional learning materials in digital formal, as well as links to websites, will be provided via the Moodle.

## 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.

## Groups and Languages

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