

National and International Work Experience

Code: 103775
ECTS Credits: 12

2025/2026

Degree	Type	Year
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

Optional subject included in the degree curriculum, aimed at supporting the student's career goals and their integration into the labor market. Passing *Pràctiques Externes* is required in order to enroll. It can be taken concurrently with *Pràctiques de Restauració*.

Objectives and Contextualisation

1. To continue bringing students closer to the real working environment of the sector.
2. To contrast, expand, and apply the theoretical knowledge acquired throughout the degree program.
3. To gain experience and insight into the real professional world.
4. To support the development of new professional skills, knowledge, abilities, and attitudes necessary for future career success.
5. To fulfill the educational cycle of the internship program, preparing students for their transition into the professional world.

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 250-hour training placement in a company within the sector. It is preceded by mandatory attendance at training, guidance, and support sessions, and concludes with the submission of an Internship report (50 hours). The aim is to ensure that students make the most of their professional experience, in line with their career goals and future integration into the labor market.

The internship is primarily focused on deepening knowledge of organizational and operational management in the hospitality sector, both nationally and internationally. It includes areas such as customer service,

operations, service management, and/or promotion. Any department related to the management of a lodging establishment may serve as an internship experience.

Students may choose from a wide network 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 *Setmana de la Professionalització*, including the *Workshop Universitat Empresa*, held annually in February. Failure to attend may result in not passing the subject.

To foster the development of management skills, 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 that students have access to the academic resources needed to enhance their managerial competencies (e.g., *Final Degree Project, Business Start-Up and Innovation, Operations, Quality and Environmental Management, 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, 8, 6, 7, 9, 5, 10, 12, 11, 4, 13, 14, 15, 3, 2
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	10, 12, 4, 3, 2
Tutor sessions	10	0.4	12, 11, 4, 15
Type: Autonomous			
Internship Memorandum report	10	0.4	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

Continuous 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%	5	0.2	1, 8, 6, 7, 9, 5, 10, 12, 11, 4, 13, 14, 15, 3, 2
Memorandum report or Intra-empeneurship project	40%	5	0.2	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:

a) 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.

b) 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.

c) 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

- 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.
- Guidara, W (2022) *Unreasonable Hospitality: The Remarkable Power of Giving People More Than They Expect*.
- Burgay, M (2022). *Cómo empezar: comienza a hacer cosas que importen*.
- Solomon, M (2019) *The Heart of Hospitality. Great Hotel and Restaurant Leaders Share Their Secrets*.
- Bariso, J. (2018). *EQ Applied: the real world guide to Emotional Intelligence*.
- Gardetti M.A. & Torres A.L (2016) *Sustainability in Hospitality. How hotels innovative are transforming the industry*.
- Baer, J (2016). *Hug your haters to embrace complaints and keep your customers*.
- Hsieh, T. (2013). *Delivering happiness: a path to profits, passion and purpose*.
- Wattkinson, M. (Feb. 2013). *The ten principles behind great customer experiences*.
- Covey, S. (2014). *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*.
- Gilmore, J. & Pine, J. (2011): *The Experience Economy*, Updated Edition.
- 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

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.

Groups and Languages

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