

Practicum

Code: 103776
ECTS Credits: 12

| Degree | Type | Year | Semester |
|--------------------------|------|------|----------|
| 2502904 Hotel Management | OB | 3 | 2 |

Contact

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Use of Languages

Principal working language: catalan (cat)
Some groups entirely in English: No
Some groups entirely in Catalan: Yes
Some groups entirely in Spanish: No

Other comments on languages

Algunes sessions es donaran en anglès segons els perfils dels assistents o els professionals atenent la sessió.

Prerequisites

There are no specific requirements.

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 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 training in a company within the tourist sector.

The content of this subject includes the internship period, the completion of the workshops and activities related to this subject, and the attendance to various events and sessions organized during the year. At the end of the internship period, the student will need to deliver the Internship Memorandum to the academic tutor as well as the assessment of the student's performance. The survey will be required too.

The practical training pursues the student to deepen in the organization, operation and management of companies of the tourist sector, covering the guest attendance, the organization and promotion of tourist products or services, etc. If needed, the EUTDH will offer a range of partner companies to achieve these learning goals. To this extent we highlight the Workshop-Trobada Empreses-Escolars that takes place in February each year amongst the activities and events the student must complete and attend in order to pass the subject.

Methodology

The course will be taught using three different teaching methodologies:

a) Learning by doing - practical training at a professional environment, duly monitored and tutored by an expert on the professional field.

b) Self-assessment and self-analysis tasks.

c) Autonomous work after being in contact with industry professionals to better understand the business operations and the professional profiles that better match each role and type of company.

Additionally, the student will have to be adapted to the culture of the organization, its internal regulation and values while considering the tutor instructions and the EUTDH main rules

Activities

| Title | Hours | ECTS | Learning Outcomes |
|---------------------------------|-------|------|---|
| Type: Directed | | | |
| Practical training (in-company) | 250 | 10 | 1, 8, 6, 9, 7, 5, 10, 12, 11, 4, 13, 14, 15, 3, 2 |
| Type: Supervised | | | |
| In-class sessions attendance | 10 | 0.4 | 1, 6, 10, 12, 11, 4, 14, 3, 2 |
| Tutor sessions | 10 | 0.4 | 1, 5, 10, 12, 11, 4, 3 |
| Type: Autonomous | | | |
| Internship memorandum report | 10 | 0.4 | 1, 8, 6, 9, 7, 5, 10, 12, 11, 2 |

Assessment

The assessment will include:

- The company tutor assessment of the student's performance.
- The Internship Memorandum elaborated by the student.
- The ongoing assessment and evaluation of the student performance considers the attendance to classroom sessions and workshops, such as the opening session of the subject, individual interview with the academic tutor, and any other events organized by the EUTDH (i.e. Workshop-Trobada Empreses-Escola

In order to pass the subject "Practicum", the student must get the minimum score of 5 either in the Internship Memorandum, the company tutor assessment and the in-class sessions.

- The Memorandum represents 50% of the final grade and the Tutor evaluation a 40%.
- The rest (10%) is linked to the sessions organized during the course.
- The student enrolled in this subject has the obligation to attend the working sessions (workshops and other familiarization sessions), as well as seminars, talks and external presentations organized by the institution.

Assessment Activities

| Title | Weighting | Hours | ECTS | Learning Outcomes |
|---------------------------------------|-----------|-------|------|--|
| In-class sessions / Events attendance | 10% | 10 | 0.4 | 6, 5, 10, 12, 11, 4, 13, 14, 2 |
| Internship memorandum report | 50% | 5 | 0.2 | 8, 6, 9, 7, 5, 10, 12, 11, 4, 13, 15, 3, 2 |
| Tutor evaluation | 40% | 5 | 0.2 | 1, 8, 6, 9, 7, 5, 10, 11 |

Bibliography

- 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.
- James M. Citrin - The Career Playbook: Essential Advice for Today's Aspiring Young Professional

Additional learning materials in digital format, as well as links to websites, will be provided via the Virtual Campus.