

University Master Degree in Hotel Management

Academic Year: 2019-2020

Teaching guide

Area: Internship

Subject: International Internship

Period: Semester 3

Lecturers:

Ms. Daniela Freund de Klumbis
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Dr. Mónica Cerdán Chiscano

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MODULE: INTERNSHIP AND MASTER THESIS

AREA: INTERNSHIP

SUBJECT: INTERNATIONAL INTERNSHIP

CODE: MHMICP

LANGUAGE: ENGLISH

YEAR: 2

PERIOD: SEMESTER 3

CREDITS: 30 ECTS

1. Subject objectives

The MHM Placement is an organised internship period developed at external companies in the tourism field. The objectives are twofold, on one hand side to give the student the opportunity to acquire professional experience in the industry through the internship project. On the other hand, to develop their communication, decision-making, interpersonal, operational and management skills in a realistic market context. The main assignment fosters integrative thinking of the concepts introduced at the Masters.

2. Competencies developed

Basic

B06 - knowledge and understanding that provide a basis or opportunity for originality in developing and / or applying ideas, often in a research context

B07 - students can apply their knowledge and their ability to solve problems in new or unfamiliar environments within broader (or multidisciplinary) contexts related to their field of study

B08 - students are able to integrate knowledge and handle complexity and formulate judgments based on information that is incomplete or limited, include reflecting on social and ethical responsibilities linked to the application of their knowledge and judgments

B09 - students can communicate their conclusions and the underlying supporting knowledge and rationale to specialists and non-specialists in a clear and unambiguous way.

B10 - students must possess the learning skills that enable them to continue studying in a way that will be largely self-directed or autonomous

General

G01 - be able to search and manage information from sources in order to make decisions that contribute to achieving the objectives of the organization

Transversales

T01 - develop interpersonal skills that allow managing multidisciplinary and multicultural teams

T03 - use English as the language of the hotel industry in developing a career in an international environment

Specific

E01 - Leading the attainment of the objectives of hotel companies through management, considering environmental criteria, socio-cultural, ethical and economic principles to ensure sustainable and responsible tourism accommodation.

E06 - identify the needs and expectations of consumers to plan for the provision of various products and services that allow hoteliers to encourage excellence in customer relations through a process of continuous innovation

E07 - evaluate the operational areas of the different types of accommodation and catering for a full analysis of the production process in terms of excellence and quality of service

E10 - Identifying and using information technology and communications (ICT) in the various fields of hotel management companies, both internally and externally

3. Content

Session 1: Kick-off of the subject. Explanation of pre-assignment period and Professional Talent Forum. Presentation of the Hosco tool.. Related material: CV and Career Drivers

Session 2: Explanation of syllabus and first assignment Workshop Invited lecturer: Jaime Ozores Odgers Berndtson, Director Managing your career: in the know with a top Executive Search expert . Related material: Syllabus PWP presentations

Session 3: Mentoring Interviews. Individual face-to-face interviews at the Executive Search Company Odgers Berndtson: Role-play interview. Individual feedback. Review of career drivers.. Related material: Career Drivers form

Session 4: Individual interviews with Executive Relations for internship assignment.

Session 5: Detailed explanation of syllabus, internship processes and conditions, academic requirements, etc. Meeting with academic tutors . Related material: Syllabus, schedule, assignment guidelines

Session 6: Initial interview with academic tutor.

Session 7: Induction Questionnaire (IQ) and Competencies & Objectives Statement (COS).

Session 8: Self-evaluation student / Company Interview / Student interview.

Session 9: Company Evaluation.

Session 10: Submission Internship Report (IR).

Session 11: Final interview student.

4. Teaching methodology

Practical Exercises.

Role-plays. Mentoring interviews

Supervised Projects. Internship report

Virtual Tutorials.

Plenary Lectures.

5. Assessment activities

Regular examination call

• Internship Report (IR) (Dec, 11/2020)

Supervised project (Individual - 20%)

Evaluated competences: CB9, CB10, CG1, CT3, CE1, CE6, CE7, CE10, CB6, CB7, CB8

• Company evaluation

Supervised project (Individual - 80%)

Evaluated competences: CB9, CG1, CT1, CT3, CE1, CE6, CE7, CE10, B6, B7, B8

The above dates apply for internships on full-time starting in July 2020. For internships on part-time starting in December 2019: the internship report is due on June 22, 2020.

Only those students that have accomplished the required length of time established at the agreement (minimum 725 hours) at an acceptable standard of work to the employer and the University, will be graded at the regular call.

The grades will be averaged only if all deliverables are submitted and all evaluation activities are marked 5,0 or higher. If not, the resit conditions are applicable. If the student does not submit a task, the assignment will be graded with a 0 or not apt (in the case of induction form, competencies objectives, self-evaluation, etc.).

At the resit examination call, the grades corresponding to the submitted tasks will be accounted for, though the maximum grade for pieces of work submitted at resit is a 5,0/10.

In the event of a student not achieving an acceptable standard of work the Academic Board of the university will review the specific case (ie. Resit or, when appropriate, look for an alternative placement). In case of a second placement, if a student fails to achieve a satisfactory standard placement, provided

there are no extenuating circumstances, the student will fail the module.

In the event of a student discontinuing the work placement with no previous agreement of HTSI and the company, the Academic Board of the university will review the specific case. Penalties might include maximum grades, failing at the ordinary call, failing the resit call or failing the module.

In case of internships that have a finishing time beyond the schedule outlined at the syllabus, the last weeks will not be taken into account in terms of evaluation (exception: discontinuing with no previous agreement). For those students with placements with a finishing time prior to the end of the semester (earlier starting date), the submission schedule will be adapted, if applicable.

Late submissions: Permission to submit an assignment late may be granted by the Academic Tutor. Permission is dependent upon valid reasons and may be refused. Valid reasons are, for example, an extended illness or unforeseen personal difficulties. If a late submission is approved you will be given written confirmation of the alternative submission date. The maximum extension to any submission deadline is normally two weeks. Unless the reason for lateness makes this impossible, permission for late submission must be sought at least 4 days in advance of the submission deadline. Where late submission is requested on medical grounds, a medical certificate must be provided.

Resit examination call

• Internship Report (CR) (Jan, 14/2021)

Supervised project (Individual - 20%)

Evaluated competences: CB9, CB10, CG1, CT3, CE1, CE6, CE7, CE10, CB6, CB7, CB8

• Company evaluation

Supervised project (Individual - 80%)

Evaluated competences: CB9, CG1, CT1, CT3, CE1, CE6, CE7, CE10, CB6, CB7, CB8

The above dates apply for internships on full-time starting in July 2020. For internships on part-time starting in December 2019: the internship report at retake is due on July 2, 2020.

At the resit examination call, the grades corresponding to the submitted tasks will be accounted for, though the maximum grade for pieces of work submitted at resit is a 5,0/10.

6. Bibliography

Mandatory readings

Handouts of the MHM Master's subjects and specific bibliography related to the department where the placement takes place

7. Lecturer/s

Ms. Daniela Freund de Klumbis (Head lecturer) - daniela.freund@htsi.url.edu

Dr. Gilda María Hernández Maskivker - gilda.hernandez@htsi.url.edu

Dr. Mónica Cerdán Chiscano - monica.cerdan@htsi.url.edu

8. Observations

- * Information on the academic calendar, exam timetables, and room assignment will be posted on the virtual campus and on the faculty's web site once it is available.
- * Academic norms and regulations is an obligation for all the members of the academic community in the faculty.
- * The HTSI's Norms and Guidelines to writing an academic work and Referencing guidelines will apply, unless otherwise specified. All documentation is accessible through the Moodle platform.
- * The student must comply with the conditions established at the placement agreement undersigned by the three parties: HTSI, student and company. The student must comply with the company's policies and HTSI's Norms and regulations.
- * The submitted tasks will be delivered through the Moodle platform on the day stipulated, unless otherwise agreed.
- * All assessments should be named following the format: SURNAME_NAME_CODE.pdf (example: FUREST_MARIA_IF.PDF).