

SYLLABUS

Basic course data			
Academic unit:	Faculty of Tourism and Management		
Course title:	Internship in tourism and hospitality		
level:	Bachelor		
Course status:	Obligatory		
Year of study:	III		
Number of hours per week:	4		
Value on credit - ECTS:	6		
Time / location:			
Course teacher:	Prof.Ass.Dr.Hysen Sogojeva		
Contact details:	hysen.sogojeva@ushaf.net		
Course description			
Course description	<i>The objective of this course is for the student to learn the basic concepts of practice. The course is designed to provide students with knowledge of the importance of practice.</i>		
Course objectives:			
Course objectives:	<i>The purpose of this module is to provide the students with the opportunity to apply the theory learned during their studies into practice in enterprises as hotels, restaurants, bars, travel agencies, etc. as for example in the field of internal logistics of tourist services portfolio of products and services in enterprises, reception and services to customers or clients.</i>		
Learning outcomes:			
Learning outcomes:	<p><i>Upon successful completion of this course, student will be able to:</i></p> <ul style="list-style-type: none"> - <i>analyze the connection between theory and practice</i> - <i>practice their communication skills with customers and clients</i> - <i>understand logistics, capacity management, quality management and other operations aspects in hotels and tourism</i> 		
Contribution to the student's workload (which should correspond to the student's learning outcomes)			
Activity	Hours	Day/week	Total
Lectures/exercises	1	4	4
Practical work	8	15	120
Teacher contacts / consultations	1	1	1
Field exercises			
Kollokfiume,seminare			
Homework			
Student's own study time (at the library or at home)			
Final preparation for the exam	1	4	4
Time spent in assessment (tests, quiz, final exam)	1	2	2

Projects, presentations, etc.			
Homework			131
Teaching methodology:			
	<i>Lectures and prepare students in advance of the internship. Internship implemented in the enterprise.</i>		
Assessment methods:			
	<i>Practical work.....20%</i> <i>Consistency, 15%</i> <i>Engagement 15%</i> <i>Conclusion exam 50%</i> <i>Final exam evaluated with 50% of the grade. The exam consists of questions with possible answers, open-ended questions, and a case study.</i>		
literature			
Basic literature:	1. <i>Manual for practical work</i> 2. <i>Management of Hotel Enterprises and Tourist Trips;</i> 3. <i>Management and Marketing of Tourist Services;</i>		
Additional literature:	4. <i>Customer Relationship Management and Strategic Brand Management;</i>		
Designed lesson plan:			
Week	Lectures and exercises to be held		
Week one:	<i>HOTLES</i> <i>Categorization</i> <i>Catering</i> <i>Management</i>		
Week two:	<i>TOURIST AGENCY</i> <i>Agency function</i> <i>Tour operators</i> <i>Mediation agencies</i>		
Week three:	<i>Divide students into groups to continue the Internship</i>		
Week four:	<i>Practice in a hotel</i>		
Week five:	<i>Practice at the Travel Agency</i>		
Week Six:	<i>Practical in Institutions</i>		
Week seven:	<i>Practice in the Municipality</i>		
Week eight:	<i>Practice in the relevant Ministries</i>		
Week nine:	<i>Demonstration of practical work in hotels</i>		
Week Ten:	<i>Demonstration of practical work in travel agencies</i>		
Week eleven:	<i>Practice about the system of travel ticket reservations</i>		
Week twelve:	<i>Reservation systems-AJATA</i>		
Week Thirteen:	<i>Completion of forms by hotel managers or travel agencies</i>		
Week Fourteen:	<i>Demonstration of practical work in travel agencies, hotels and Institutions</i>		
Week Fifteen:	<i>Evaluation of internship work during this semester</i>		

Academic policies and etiquette:

Regular attendance, calmness and active engagement in dialogue during lectures and exercises is mandatory.