



VINCENT POL UNIVERSITY
INTERNSHIP TRAINING PROGRAMME
Tourism Management

after the 2nd or 3rd semester of full-time programmes – 9 weeks (40 days)

since the academic year 2016/2017

TEACHING AND EDUCATIONAL GOALS AND TASKS

The internship should be carried out in travel agencies.

Training is aimed at allowing the students to verify, broaden and deepen their theoretical knowledge obtained in lectures and classes devoted to specialised fields of knowledge and practical skills essential for tourism managers. The ability to use the knowledge one possesses makes 2nd-year students more aware of the need to study diligently in the future course of the programme.

The student is required to familiarize with the rules of functioning, organization and services offered by the given tourist enterprise. During the vocational training, students should become familiar with the functioning of a tourism company under the conditions of market economy, understand and assimilate the nature of the profession consisting in satisfying various needs of customers.

The goal of the training is to enable students to acquire skills and improve their professional, efficient and operative functioning in various positions, which can be realized in hotels of appropriate standard and category. Working in a contemporary tourist and hotel enterprise is of a multi-functional nature and requires impeccable outfit and looks, good manners, as well as swift and flawless operation of modern means of communication, booking systems, and sources of information allowing one to satisfy guests' wishes and needs. An important element in the realization of the training is the implementation and adherence to discipline, work regulations, the rules of health and safety and fire regulations on the part of the students, as well as their development of the sense of responsibility, punctuality, and diligence in performing their duties.

The training programme can be treated as flexible. On account of organisational reasons, certain departures from the order implementation are accepted.

The course of the training and its implementation is supervised by the tutor who assesses the skills mastered by students during the training based on observation and the manner of performing tasks, activities and commands. The document which confirms the completion of the training is the internship record, which should reflect the nature of work performed in different organizational units during the successive training days.

Student must take into account other important criteria such as manners and customers service standard, independence and diligence, interest in one's work, curiosity and initiative, kindness to strangers, communication, adherence to labour discipline (punctuality, presence), teamwork, proficiency in languages. It is vital to instill in the students the sense and notions of discipline, work regulations, the rules of health and safety and fire regulations, as well as the sense of responsibility, punctuality, and diligence in performing their duties.

CONTENT OF INTERNSHIP

1. Operation of tourist companies

- Structure and organization of tourist companies
- Legal bases for the company's activities
- Scope and nature of operation, range of services
- Organization of work, responsibilities at different positions
- Principles of collecting information, methods of providing information, websites
- Market research, methods of gathering information about the market
- Corporate identity
- Rules of creating a tourist product
 - Participating in talks and negotiations with customers

2. Domestic tourism

- Preparing tourist offers,
- Preparing programmes and calculations of domestic events,
- Acquisition and sale of tourist services,
- Documentations and calculations of domestic tourist events,
- Insurance in domestic tourism.

3. Incoming foreign and domestic tourism

- Contracts in incoming tourism,
- Preparing offers for travel agencies,
- Acquisition and sale of tourist services,
- Documentation and billing of incoming tourist events.

4. Foreign outbound tourism

- Agreements with foreign contractors,
- Preparing programmes and calculations of foreign tours,
- Acquisition and sale of foreign tours,
- Documents in foreign outbound tourism,
- Insurance in foreign tourism,
- Learning the rights and duties of travel couriers and guides during tours.

ASSESSMENT CRITERIA

Students should be able to:

- describe organization of work in a travel agency
- create the programs of tourist events
- organize tourist events
- prepare tourist offers
- provide information to tourists
- ensure quality of service and customer satisfaction
- cooperate with tour operators with regard to selling their tourist offers
- prepare contracts with companies offering tourist services
- prepare calculations of tourist events
- solve tourists' problems

Additional criteria of assessment:

- manners and customers service standard
- independence and diligence
- interest in one's work, curiosity and initiative
- kindness, communication
- adherence to labour discipline (punctuality, presence)
- ability to work in a team
- proficiency in a foreign language



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TEACHING AND EDUCATIONAL GOALS AND TASKS

The internship should be carried out in hotels, motels, boarding houses, holiday and excursion homes, hostels, and in the case of catering traineeships, also open-access catering establishments.

Training is aimed at allowing the students to verify, broaden and deepen their theoretical knowledge obtained in lectures and classes devoted to specialised fields of knowledge and practical skills essential for hotel managers. The ability to use the knowledge one possesses makes 2nd-year students more aware of the need to study diligently in the future course of the programme.

During the vocational training, students should become familiar with the functioning of a hotel company under the conditions of market economy, understand and assimilate the nature of the profession consisting in satisfying various needs of guests, as well as be able to fluently communicate in a foreign language with regard to full service rendered to hotel guests.

The goal of the training is to enable students to acquire skills and improve their professional, efficient and operative functioning in various positions, which can be realized in hotels of appropriate standard and category. Working in a contemporary tourist and hotel enterprise is of a multi-functional nature and requires impeccable outfit and looks, good manners, as well as swift and flawless operation of modern means of communication, booking systems, and sources of information allowing one to satisfy guests' wishes and needs. An important element in the realization of the training is the implementation and adherence to discipline, work regulations, the rules of health and safety and fire regulations on the part of the students, as well as their development of the sense of responsibility, punctuality, and diligence in performing their duties.

The training programme can be treated as flexible. On account of organisational reasons, certain departures from the order implementation are accepted.

The course of the training and its implementation is supervised by the tutor who assesses the skills mastered by students during the training based on observation and the manner of performing tasks, activities and commands. The document which confirms the completion of the training is the internship record, which should reflect the nature of work performed in different organizational units during the successive training days.

Student must take into account other important criteria such as manners and guest service standard, independence and diligence, interest in one's work, curiosity and initiative, kindness to strangers, communication, adherence to labour discipline (punctuality, presence), teamwork, proficiency in languages. Student should be able to fluently communicate in a foreign language with regard to full service rendered to hotel guests and acquire skills as specified in the detailed learning objectives. It is vital to instill in the students the sense and notions of discipline, work regulations, the rules of health and safety and fire regulations, as well as the sense of responsibility, punctuality, and diligence in performing their duties.

CONTENT OF INTERNSHIP

1. Hotel company operation

- The structure, organization and functioning of hotel companies.
- The legal bases for the company's activities.
- The scope and nature of the services provided.
- Advertising, promotion and image of the company.
- The organization of work, responsibilities at different positions.
- Principles of collecting information, methods of providing information, websites.
- Ecological aspects of the hotel's operation.
- Planning, calculation and settlement of events for national and international customers.

2. Reception

- Organization of work in reception area (organization scheme, schedules, rules and working instruction)
- Booking and register systems
- Giving information – IT point, information materials
- Norms of hotel guest service
- Cooperation of reception with other hotel sector
- Guest correspondence – norms of conduct
- Reception of ground-floor service (left luggage, maintain law and order in and in front of hotel)
- Interpersonal communication

3. Accommodation

- Function and communication scheme of hotel, living quarters, utility rooms, open rooms)
- Fittings of different types of living rooms
- Health and Safety regulations
- Cleaning rooms – system, technique and order
- Cleaning tools – household detergents, disinfection, pest control
- Norms of guest services
- Guest regulation
- First aid rules

4. Restaurant

- Work organization in the restaurant

Preparations in dining room

- Work organization in the guest service
- A buffet breakfast table and breakfast serve
- Serve of main meals, appetizers, desserts

5. Kitchen

- Arrangements of kitchen
- Main rules of cleaning dishes
- Maintain order in kitchen, waste management
- Washing-up
- Health and Safety regulations in kitchen
- Fire regulations

ASSESSMENT CRITERIA

Students should be able to:

- hold a conversation with the guest
- respond to any comments, complaints and opinions of the guest
- prepare calculations for dishes and compile a menu
- plan the purchases of ingredients
- properly store products purchased and made
- prepare dishes as ordered
- prepare the dining room in accordance with the order
- settle the account for catering services and collect payments
- segregate waste in accordance with the principles of environmental protection
- maintain order in the workplace
- comply with OSH, fire and hygienic&sanitary regulations
- arrange dining rooms in accordance with the order
- welcome guests and offer seats, the menu and take orders
- deliver orders
- prepare and maintain dining rooms in accordance with standards
- know the system of waiters' settlements

Additional criteria of assessment:

- manners and guest service standard
- independence and diligence
- interest in one's work, curiosity and initiative
- kindness, communication
- adherence to labour discipline (punctuality, presence)
- ability to work in a team
- proficiency in a foreign language