

University of Rijeka
FACULTY OF MANAGEMENT IN TOURISM AND HOSPITALITY

RULEBOOK
OF THE PRACTICAL WORK EXPERIENCE ON
FACULTY OF MANAGEMENT IN TOURISM AND HOSPITALITY

Opatija, July 9, 2015.

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Based on Article 47 of the Study Regulations of the Faculty of Tourism and Hospitality Management (consolidated text, CLASS: 602-04/13-01/51, URBROJ: 2156-24-13-05-01, July 8, 2013 ., as amended CLASS: 602-04/'13-01/51 NUMBER: 21 56-24-13-05-02, dated 18. September 2013 and CLASS: 602-04/15-01/07, NUMBER: 2156-24- 15-05-01 dated January 28, 2015), Article 7 of the Rulebook on Student Evaluation of the Faculty of Management in Tourism and Hospitality (refined text CLASS: 003-05/13-01/03, URBROJ: 2156- 24-13-02-02 dated 15. July 2013 and amendments to CLASS 003-05/15-01/01, URBROJ:2156-24-15-05-01 dated January 28, 2015) and Article 29. of the Statute of the Faculty of Management in Tourism and Hospitality (consolidated text CLASS: 003-05/11-01/02, URNO: 2156-24-77-02-01 dated July 1, 2011),The Faculty Council of the Faculty of Management in Tourism and Hospitality, in its 110th regular meeting on June 30, 2015, adopts

RULEBOOK
OF THE PRACTICAL WORK EXPERIENCE ON
FACULTY OF MANAGEMENT IN TOURISM AND HOSPITALITY

1. GENERAL PROVISIONS

Article 1.

- (1) This Ordinance determines the organisation, functioning and obligations of university undergraduate students of the Faculty of Management in Tourism and Hospitality during the course Practical Work Experience. In addition, the Rulebook defines all activities related to the process of assessing the acquired knowledge, skills and competences (learning outcomes) from the same subject.
- (2) Terms used in this Rulebook that have a gender-specific meaning, whether used in the masculine or feminine gender, include the masculine and feminine genders equally.

Article 2.

- (1) The continuous work and success of the student to develop his competencies and comprehensive knowledge and skills will be monitored in the course Practical Work Experience in the context of his/her instrumental, interpersonal and systemic competencies.

2. ORGANIZATION AND PERFORMANCE OF PRACTICAL WORK EXPERIENCE

Article 3.

- (1) Students' Practical Work Experience is part of the implementation plan of undergraduate university studies Business economics in Tourism and Hospitality, where it is managed as a course Practical Work Experience.
- (2) Practical Work Experience from paragraph 1 of this article, is mandatory for all full-time and part-time students of the following study programs:
 - a) Business economics in Tourism and Hospitality:
 - study course: Management in tourism
 - study course: Management in the hotel industry.
 - b) Management of sustainable development.

Article 4.

- (1) Students enroll Practical Work Experience according to the curriculum for the chosen study program, and when enrolling in the semester in which Practical Work Experience is planned.

Article 5.

- (1) Practical Work Experience it is organized and conducted as an integral part of regular classes, as prescribed by the study program.

- (2) Practical Work Experience it is organized and performed during the fourth year of study in the eighth (summer) semester.
- (3) Practical Work Experience it lasts for 350 (three hundred and fifty) hours.
- (4) From the total pool of hours Practical Work Experiences, which is stated in the previous paragraph:

a. For regular students, 300 hours refer to effective work and the remaining hours refer to the performance of other activities related to the successful completion of the Practical Work Experience (medical examination, agreed upon actions related to the execution of Practical Work Experience, writing a report on the completed Practical Work Experience, etc.).

b. For outstanding students, 150 hours relate to actual work and the remaining portion of hours relates to the preparation of a project assignment related to the site of execution of the Practical Work Experience and the completion of other activities related to the successful completion of Practical Work Experience (medical examination, agreed upon actions related to the completion of the Practical Work Experience and fig.).

(5) Practical Work Experience is carried out from the beginning of the summer semester of the academic year in which the student is enrolled in the fourth academic year (eighth semester) until the end of the summer semester of the current academic year.

(6) Exceptionally, if the student could not complete the Practical Work Experience by the end of the summer semester for justified reasons, with the special permission of the Center for Practical Work Experience, this deadline can be extended until the end of the academic year in which the Practical Work Experience was enrolled (until September 30).

3. METHOD OF COLLECTING POINTS FROM THE SUBJECT PRACTICAL WORK EXPERIENCE

Article 6.

- (1) For successfully completed obligations from the case Practical Work Experience, the student acquires 14 ECTS credits.
- (2) ECTS credits are a numerical value added to the course Practical Work Experience, which reflect the student's work required to fulfill all the stipulated obligations while completing the Professional Internship.
- (3) Success in the subject examination Practical Work Experience is expressed with a descriptive rating of "satisfied."

4. CENTER FOR STUDENTS' PRACTICAL WORK EXPERIENCE

Article 7.

(1) It is responsible for the overall organization, execution and control of students' Practical Work Experience Center for Practical Work Experience Faculty of Management in Tourism and Hospitality Opatija.

(2) Center for Practical Work Experience, is an organizational unit of the Faculty established on the basis of the decision of the Faculty Council at the 75th meeting on July 8, 2013.

(3) The head and members of the Center for Professional Practical Experience are appointed by the Faculty Council. The Center shall be represented and its work shall be directed by the head of the Center, who shall organize the implementation of the practice and for this purpose shall

- a) prepare a plan for carrying out Practical Work Experience,
- b) prepare all documentation for Practical Work Experience,

- c) with the respective companies, i.e. other legal entities, ensures a sufficient number of places, appointments and responsible persons (mentors) for carrying out Practical Work Experience,
 - d) assign tasks to each practice participant for performing Practical Work Experience,
 - e) organize records for each student on the dynamics of performing Practical Work Experience, and maintains such records through the Faculty's information system,
 - f) prepare an annual report on the practice completed in the past academic year.
- (3) The Head of the Center shall be assisted in his/her work by the Deputy Head and the Secretary of the Center.

5. PROGRAM CONTENT OF PRACTICAL WORK EXPERIENCE

Article 8.

- (1) The study content of Practical Work Experience is defined for each student by an assignment, the content of which shall be derived from the content and character of the professional study subjects.
- (2) The assignment shall be prepared by the head of Practical Work Experience with the institutes and departments, i.e. the teachers of the professional subjects.
- (3) In the implementation of the defined program content, the head of Practical Work Experience in the planning, organization and execution of Practical Work Experience cooperates with mentors from business entities where students carry out Practical Work Experience.

6. EVALUATION OF PRACTICAL WORK EXPERIENCE

Article 9.

- (1) Upon completion of the Practical Work Experience, the student is required to submit to the director of the Practical Work Experience no later than June 5, a certificate of completed Practical Work Experience, signed by the mentor from the place of Practical Work Experience.
- (2) On the basis of the submitted certificate, the head of the professional internship evaluates the professional internship in such a way that he/she enters the following in the corresponding document of the student: "satisfied".
- (3) In case of partially completed or not completed (not recognised) Practical Work Experience, the student is obliged to complete the course Practical Work Experience enroll in the next academic year.

7. PRACTICAL WORK EXPERIENCE WITH PHYSICAL DISABILITIES

Article 10.

- (1) Practical Work Experience shall be organized according to a special program for students with physical disabilities.
- (2) The Practical Work Experience program for students with physical disabilities shall be determined on a case-by-case basis and adapted to the students' abilities.
- (3) Students with physical disabilities shall submit a written request to the head of Practical Work Experience before being assigned a task, but no later than October 31 of the year in which they enroll in Practical Work Experience.
- (4) The request must be justified and credibly documented.

8. SUPPORTING DOCUMENTATION

Article 11.

- (1) The following documents are an integral part of this Ordinance:
- a) Practical Work Experience program
 - b) forms for the implementation of Practical Work Experience:
 - 1-UZ-SP - referral/assignment for Practical Work Experience
 - 2-ZPP-SP - application for a special Practical Work Experience program
 - 3-EV-SP - record of Practical Work Experience
 - 4-PO-SP - certificate of completed Practical Work Experience.

Article 12.

- (1) This Ordinance enters into force on the eighth day from the date of its publication on the bulletin board or on the Faculty's website, and is applied from the beginning of the 2015/2016 academic year.

CLASS: 003-05/15-01/05

REGISTRATION NUMBER: 2156-24-15-02-01

Opatija, June 30, 2015.

Dean

prof. Ph.D. Dora Smolčić Jurdana v.r.

The Rulebook was proofread and published on the notice board of the Faculty of Tourism and Hospitality Management on July 1, 2015 and will become effective on July 9, 2015.

Secretary of the Faculty

Nada Bogojević, dipl. iur v.r.

FACULTY OF MANAGEMENT IN TOURISM AND HOSPITALITY University undergraduate study - 4th year
- VIII. semester
PRACTICAL WORK EXPERIENCE PROGRAM FOR STUDENTS

I. ADMINISTRATION

1. Organizational structure of the company, basic business data, strategy and business goals.
2. Functions, levels and specificities of management.
3. Planning (creating a business plan).
4. Management (specificities of management in tourism and catering).
5. HR management (Human Resource Management).
6. Business result management (Controlling).
7. Business reporting systems (USALI).
8. Finances and accounting. Relations with commercial banks. Business financing.
9. Integral information system (functions, goals, tasks, components).

II. MARKETING AND SALES

1. Elements of the marketing mix.
2. Creation of a marketing plan, budget, SWOT analysis.
3. Types, channels and forms of capacity sales.
4. Types of capacity sales contracts.
5. Sale of MICE services.
6. Global distribution systems and central reservation systems.
7. Public relations (PR), advertising, in-house sales, classical propaganda.
8. Business relations with travel agencies, tourist boards; B2C; B2B.
9. Business with reservations (types of reservations, reservation methods).

III. RECEPTION BUSINESS

1. The role of the reception desk in the hotel industry.
2. Welcome, reception and guest registration.
3. Monitoring the guest's stay, recording (booking) services.
4. Currency exchange, handling guest complaints, unusual events, guest security.
5. Issuing and collecting invoices, method of payment for services, guest check-out and departure.
6. Billing, business reports.
7. Documentation basis of the reception business.
8. Computerization of the reception business.
9. Management of personnel in reception (specificities, characteristics, required characteristics of employees, positions).

IV. HOTEL HOUSEKEEPING

1. Planning, organizing, and controlling operations.
2. Coordination and cooperation with other departments.
3. Cleaning and maintenance procedures.
4. Staff engagement and supervision of personnel.
5. Helpful books in hotel housekeeping.
6. Communication with guests (resolving objections, conflict situations, guest requests).
7. Information technologies in hotel management (smart room systems).
8. Contemporary trends in cleaning technology for rooms and public areas of the hotel facility.

V. PURCHASE

1. Procurement planning.
2. Inventory management.
3. Organizational forms of procurement, distribution of goods and materials.
4. B2B; JIT (Just in time).
5. Supplier relationship management (Supplier Relationship Management).
6. Material flow management (Supply Chain Management).
7. Storage of goods and materials.
8. Inventory of warehouses and sales points.
9. Performance indicators of the purchasing function.

VI. FOOD AND BEVERAGE DEPARTMENT

1. System and method of serving.
2. Elements of offer and sale.
3. Planning and organization of work in the kitchen and dining room (restaurant).
4. Calculations and standards.
5. Personnel schedule, positions, calculation of working hours, specifics of work.
6. Organization of appropriate meals.
7. Equipment, small inventory, restaurant linen.
8. Operation of other catering units in the hotel.
9. Application of information technology.
10. Specifics and required characteristics of service personnel in the food and beverage department.

VII. ACCOUNTING SERVICE

VIII. MAINTENANCE SERVICE

1. Investment maintenance (methodology of creating an investment maintenance plan).
2. Current, daily and occasional maintenance of the hotel.
3. Modern systems for maintaining catering facilities (protection and safety of guests, staff and company property).

REFERAL - ASSIGNMENT
For a short-term practice

According to the curriculum, full-time 4th year students of the University Undergraduate Study programme at the Faculty of Tourism and Hospitality Management in Opatija are required to complete a professional internship of _____ hours.

With this referral we refer a full-time/part-time student to the internship site

With this referral, we refer a **full-time/part-time student to the internship**

registration number: _____

who are enrolled in the 4th year of university undergraduate study:

- a) Business economics in tourism and hospitality
- b) Sustainable development management

The internship will be conducted in _____ and starts on the day _____.

Content of the assignment:

1. Introduction of students to the formal legal form of the company.
2. Introduction to the organizational structure, subject and content of the activity.
3. Practical work and introduction to jobs, tasks and technical and technological processes in certain areas of work of the company according to the "Internship Program" of the students of the Faculty of Tourism and Hospitality Management.

For our part, the head of the professional internship is responsible for the organization and supervision of the professional internship.

We thank you in advance for your efforts in organizing and carrying out this professional internship.

Faculty of Management
in tourism and hospitality
Head of the Center for Student Traineeships

Vlado Galičić, Ph.D., Full professor

REQUEST
FOR A SPECIAL INTERNSHIP PROGRAM

Student _____,

registration number (_____), enrolled in the 4th year of university undergraduate study programme (evilto circulate)

- a) Business economics in tourism and hospitality
- b) Sustainable development management

I request the "Center for Professional Practice" of the Faculty of Tourism and Hospitality Management to allow the implementation of professional practice according to a special programme for people with physical disabilities

For this purpose, I enclose the following documents:

To this end, I attach the following documentation:

1. _____
2. _____
3. _____

Applicant (student)

In Opatija _____

Remark:

The application for a special program of professional practice shall be submitted to the "Center for Professional Practice" at the time of enrollment for the academic year in which the "professional practice" is required, no later than October 31 of the current year.

CONFIRMATION

certifying that a **FULL-TIME /PART-TIME STUDENT**

(Name and surname of the student; registration number)

4th year student of the Faculty of Tourism and Hospitality Management, completed a professional internship lasting _____ hours.

Signature of the responsible person

(seal and signature)

(place and date)