

UČNI NAČRT PREDMETA / COURSE SYLLABUS	
Predmet:	PRAKTIČNO USPOSABLJANJE 1
Course title:	PRACTICAL TRAINING 1

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Visokošolski študijski program	Hotelirstvo in turizem	1	2
Higher education programme	Hospitality and tourism	1	2

Vrsta predmeta / Course type Obvezni /Compulsory

Univerzitetna koda predmeta / University course code:

Predavanja Lectures	Seminar Seminar	Sem. vaje Tutorial	Lab. vaje Laboratory work	Teren. vaje Field work	Samost. delo Individ. work	ECTS
					210	7

Nosilec predmeta / Lecturer: dr. Emira Premrov

Jeziki / Languages:	Predavanja / Lectures:	Slovenski / Slovene
	Vaje / Tutorial:	Slovenski / Slovene

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

- Obvezna prisotnost na praktičnem usposabljanju (100%).
- Pred začetkom opravljanja praktičnega usposabljanja študent opravi obveznosti, potrebne za izvajanje praktičnega izobraževanja:
 - preizkus teoretične usposobljenosti za varno delo in požarno varnost v gostinstvu in turizmu.

Prerequisites:

- Compulsory attendance (100%).
- Prior to the commencement of practical training the student has to meet all the obligations, required for practical training:
 - test of theoretical qualification for safe work and fire safety in hospitality and tourism.

Vsebina:

Content (Syllabus outline):

• Delovni procesi v nastanitvenih in gostinskih obratih ter ostalih turističnih podjetjih, • soodvisnost in sodelovanje posameznih oddelkov oziroma enot gostinsko turističnih podjetij, • analize in primerjave različnih izkustvenih reševanj problemov, • predpisi iz varstva pri delu, požarne varnosti, sanitarno tehnični (HACCAP) in drugi predpisi, • različne turistične ponudbe, • načini medkulturnega komuniciranja z gosti, • digitalizacija poslovnih procesov podjetja, • trajnostni pristopi, • komuniciranje z nadrejenimi in podrejenimi sodelavci.	• Work processes in accommodation and hospitality enterprises and other tourist enterprises, • interdependence and cooperation of individual departments or units in hospitality-tourist enterprises, • analyses and comparisons of various problem solving experience, • regulations concerning safety at work, fire safety, rules on hygiene and sanitary requirements (HACCAP) and other regulations, • various tourist offer, • ways of cross-cultural communication with guests, • digital enterprise business process, • sustainable approaches, • communication with superior and subordinate colleagues.
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Temeljni literatura in viri / Readings:

- Dokumentacija za Praktično usposabljanje / Documentation for practical training

Cilji in kompetence:

- Povezovanje študentov s širšim družbenim okoljem,
- spozna razmere na turističnem trgu,
- spoznavanje primerov dobre prakse s področja turizma,
- preverjanje uporabnosti teoretičnega znanja in praktična aplikacija le-tega,
- opravljanje nalog delovnega okolja,
- prilagajanje novim gospodarskim smernicam in zahtevam svetovnega trga,
- spoznavanje poslovanja in trženja hotelsko-turističnih podjetij,
- obvladovanje delovnih procesov v različnih oddelkih nastanitvenih in gostinskih obratov ter drugih turističnih podjetij,
- poznavanje in upoštevanje predpisov varstva pri delu in sanitarno tehničnih predpisov,
- pisno in ustno komuniciranje na različnih ravneh z uporabo strokovne terminologije v več jezikih,

Objectives and competences:

- Integration of students into wider social environment,
- getting to know tourism market situation,
- getting to know good practice in the field of hospitality and tourism,
- checking the applicability of theoretical knowledge and practical application thereof,
- performing the tasks of work environment,
- adaptation to new economic guidelines and requirements of the global market,
- getting to know the operation and marketing of hospitality-tourist enterprises,
- management of work processes in various departments of accommodation and hospitality enterprises and other tourist enterprises,
- awareness of and compliance with regulations concerning safety at work, and rules on hygiene and sanitary requirements,
- written and oral communication at various

- razvijanje kompetenc, kot so kritičnost, samokritičnost, delo v skupini, etičnost in diskretnost,
- spoznavanje možnih napak v delovnih postopkih in pri delu zaradi neupoštevanja predpisov ter način odpravljanja le-teh,
- spoznavanje sistemov komuniciranja z nadrejenimi in podrejenimi sodelavci,
- spoznavanje pomena analize dela,
- spoznavanje priprave ponudb v turizmu.

- levels, using specialist terminology in several languages,
- development of competences such as being critical and self-critical, team work, ethics and discretion,
- getting to know eventual errors at the working process and the work because of disregard of regulations,
- getting to know communication systems with superior and subordinate colleagues
- getting to know meaning of work analysis,
- getting to know tourist offer.

Predvideni študijski rezultati:

Znanje in razumevanje:

Študent

- upošteva dogovorjene postopke in teoretične osnove pri delu,
- opravlja različna strokovna dela v posameznih enotah podjetja,
- prepozna ugotovljene pomanjkljivosti in napake v delovnem procesu,
- je sposoben prepoznati nove smernice in razvojne tendence ter se jim prilagajati,
- je sposoben delati v timu,
- je sposoben ustrezno komunicirati na delovnem mestu na vseh ravneh,
- pozna in pravilno upošteva predpise iz varnosti pri delu, požarne varnosti in sanitarno tehnične predpise,
- pozna poslovanje in trženje hotelsko-turističnih podjetij,
- uporablja digitalna orodja za uspešno poslovanje,
- upošteva trajnostne pristope,
- skrbi za kakovost,
- pisno in ustno komunicira z gosti v različnih jezikih.

Intended learning outcomes:

Knowledge and understanding:

Student:

- follows the agreed procedures and theoretical basis for work,
- does various professional jobs in different units of the enterprise,
- is able to establish shortcomings and errors in work process,
- is able to recognise new guidelines and development trends and adapt to them,
- is able to work in a team,
- is able to communicate at all levels,
- is aware of and complies with regulations concerning safety at work, fire safety, rules on hygiene and sanitary requirements;
- knows the operation and marketing of hospitality-tourist enterprises,
- uses digital tools for business success,
- takes into account sustainable approaches,
- takes care about quality,
- is able to communicate with guests in writing and orally in different languages.

Metode poučevanja in učenja:

- demonstracije,
- delo v skupinah.

Learning and teaching methods:

- presentations,
- work in groups.

Delež (v %) /

Načini ocenjevanja:

Weight (in %) **Assessment:**

Način (pisni izpit, ustno izpraševanje, naloge, projekt) • Mentorjeva ocena študentovega dela na praktičnem usposabljanju v hotelirsko-turističnem podjetju • Mentorjeva – predavateljeva ocena	70% 30%	Type (written examination, oral, coursework, project): • Mentor's assessment of student's work in practical education in hotel-tourist enterprise • Mentor's – lecture's assessment
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