

UČNI NAČRT PREDMETA / COURSE SYLLABUS	
Predmet:	PRAKTIČNO USPOSABLJANJE 2
Course title:	PRACTICAL TRAINING 2

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Visokošolski študijski program	Hotelirstvo in turizem	2	4
Higher education study programme	Hospitality and tourism	2	4

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:

Vaje / Tutorial:

Slovenski / Slovene

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,
 - uspešno opravljeno Praktično usposabljanje v 1. letniku.

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,
 - successfully completed Practical training in the first year of study.

Vsebina:

Content (Syllabus outline):

• Delovni procesi v nastanitvenih obratih in ostalih turističnih podjetjih, • delo in delovne naloge višje zahtevnostne ravni na področju hotelirstva in turizma, • spoznavanje možnosti odpravljanja in preprečevanja napak v delovnih procesih, • predpisi iz varstva pri delu, požarne varnosti, sanitarno tehnični (HACCAP) in drugi predpisi, • oblikovanje turistične ponudbe, • digitalizacija poslovnih procesov podjetja, • načini medkulturnega komuniciranja z gosti, • komuniciranje z nadrejenimi in podrejenimi sodelavci, • kakovost storitev, • funkcije managementa, • sodobni trendi v turizmu pri pripravi turističnih storitev, • trajnostni pristopi, • kazalniki uspeha.	• Work processes in accommodation enterprises and other tourist enterprises, • more demanding work and tasks in the field of hospitality and tourism, • get to know the possibilities of elimination and avoiding errors in work processes, • regulations concerning safety at work, fire safety, rules on hygiene and sanitary requirements (HACCAP) and other regulations, • creating tourist offer, • digital enterprise business process, • ways of cross-cultural communication with guests, • communication with superior and subordinate colleagues, • service quality, • management, • contemporary trends in tourism and tourism services, • sustainable approaches, • key performance indicators.
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- Dokumentacija za Praktično usposabljanje
- Documentation for practical training

Cilji in kompetence:

- preverjanje uporabnosti teoretičnega znanja in praktična aplikacija le-tega,
- opravljanje delovnih nalog višje zahtevnostne ravni,
- razvijanje samoiniciativnosti, kreativnosti, avtonomnosti pri delu,
- skrb za kakovost,
- razvijanje vodilnih sposobnosti in motiviranje sodelavcev,
- analitično obravnavanje vzrokov pojavov, procesov in stanj,
- kritična analiza različnih problemov in sposobnost reševanja le-teh na osnovi novo pridobljenega teoretičnega znanja,
- poznavanje in upoštevanje predpisov varstva pri delu in sanitarno tehničnih

Objectives and competences:

- checking the applicability of theoretical knowledge and practical application thereof,
- performance of more demanding tasks,
- developing self-initiative, creativity, autonomy at work,
- take care about quality,
- development of managerial capabilities and motivation of colleagues,
- analytical dealing with causes of phenomena, processes and situations,
- critical analysis of various problems and the ability to resolve them by applying the newly acquired theoretical knowledge,
- awareness of and compliance with regulations concerning safety at work, and

predpisov, • pisno in ustno komuniciranje na različnih ravneh z uporabo strokovne terminologije v več jezikih, • poznavanje načinov reševanja pritožb, • poznavanje sodobne trende v turizmu pri pripravi turističnih storitev, • poznavanje načinov razvoja novih turističnih proizvodov, • analiziranje ponudb in poznavanje kazalnikov uspeha, • spoznavanje pomena samostojnosti in odgovornosti za kvalitetno izvedbo delovnih nalog.	rules on hygiene and sanitary requirements, • written and oral communication at various levels, using specialist terminology in several languages, • getting to know ways of complaint solving, • getting to know contemporary trends in tourism and tourism services, • getting to know ways of developing new tourist product, • analysis of tourist offer and getting to know key performance indicators, • getting to know the importance of autonomy and responsibility for quality job performance.
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Predvideni študijski rezultati:

Znanje in razumevanje:

Študent

- samostojno opravlja in odgovorno različna strokovna dela v posameznih enotah podjetja;
- organizira delovne procese,
- je sposoben delati v timu in tudi prevzeti vodilno vlogo,
- 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,
- načrtuje, oblikuje in trži ponudbo,
- skrbi za kakovost,
- je sposoben se kritično spoprijeti s problemi v podjetju in poiskati rešitev,
- uporablja digitalna orodja za uspešno poslovanje,
- upošteva trajnostne pristope,
- pisno in ustno komunicira z gosti v različnih jezikih.

Intended learning outcomes:

Knowledge and understanding:

Student:

- does various professional jobs in different units of the enterprise independently and responsibly,
- organises work processes,
- is able to work in a team and also take over the leading role,
- is able to communicate at all levels,
- is aware of and complies with regulations concerning safety at work, fire safety and rules on hygiene and sanitary requirements;
- plans, designs and markets offers,
- takes care about quality,
- is able to deal with problems in the enterprise and find a solution,
- uses digital tools for business success,
- takes into account sustainable approaches,
- 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.

Načini ocenjevanja:

Delež (v %) /

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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