

University	Warsaw School of Tourism and Hospitality Management
Faculty	Tourism and Recreation
Field of study	Tourism and Recreation (<i>enrolment from the academic year 2016/17</i>)
Specialty	1. Organization and animation of physical recreation 2. Organization of hospitality industry and gastronomy 3. Dietetics in tourism and recreation 4. Organization and management of tourist traffic 5. Passenger transport 6. Business tourism
Level of study	- Full-time - Part-time
Degree profile	Professional
STUDENT VOCATIONAL INTERNSHIPS PROGRAM	
Legal basis for internships	
<ol style="list-style-type: none"> 1. The Act of 27 July 2005 - Law on Higher Education (Journal of Laws of 2012, item 572, as amended), 2. Order No. 1/09/2014 of the Rector of the Warsaw School of Tourism and Hospitality Management in Warsaw of 1 September 2014 on the introduction of the Terms and Conditions for vocational student internships at the Warsaw School of Tourism and Hospitality Management in Warsaw, 3. Terms and conditions of study at the Warsaw School of Tourism and Hospitality Management in Warsaw, 4. Education program. 	
Type and duration (number of weeks and hours), year / semester of study	
Duration of internship – 10 weeks, i.e. 300 hours- 2 nd year, 4 th semester	
Place (type of institution, department / departments in which the internships will take place)	
<ul style="list-style-type: none"> ✓ hotels and other hotel facilities ✓ wellness centers ✓ agritourism facilities ✓ conference and business centers ✓ holiday homes ✓ sanatoriums ✓ campsites 	

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- ✓ travel agencies
- ✓ sports clubs
- ✓ kitchens, restaurants
- ✓ transport enterprises for tourist services
- ✓ non-governmental organizations operating in the sphere of tourism and recreation
- ✓ organs of central and local government administration

Goals
(broken down by areas, e.g. theoretical knowledge / practical skills / social competences)

Goals in the area of knowledge:

- knowledge of general principles of organizing and operating tourist agencies, including agencies offering on-line services and other units providing services in the area of tourism and recreation;
- knowledge of the ways to draw up proposals and organize promotional campaigns in facilities providing tourist, recreation and gastronomic services;
- knowledge of the financing rules for tourist, recreational and catering facilities;
- knowledge of customer service standards in the area of tourism and recreation;
- knowledge of nutrition principles in catering facilities;
- knowledge of modern systems ensuring safety of food and nutrition;
- knowledge of the ways of assessing the needs / preferences of customers as to the choice of appropriate forms of recreation, travel and stay organization and modes / means of transport;
- knowledge of the general rules for the organization of congresses and conferences, including creation of budgets or work schedules covering all key elements;
- knowledge of global trends in the aspect of information technologies used during the implementation of recreation and business events;
- awareness of the significance of tourism for local and regional development;
- knowledge of the organization and functioning of facilities operating in the area of tourism and recreation (hotels and hotel-restaurant gastronomy, wellness centers, restaurants, congress centers, agritourism facilities, sanatoriums, camps, fitness clubs, etc.).

Goals in the area of skills:

- organizational skills in the area of tourism and recreation services (including: organization of travel agencies, organization of an information centers, drafting contracts, event calculations, order processing, reception services, etc.);
- ability to schedule and organize tourist, recreational, sports and business events;
- ability to identify and analyze factors affecting the quality of customer service in the area of tourism and recreation;
- ability to recognize and meet customer needs in the area of tourism and recreation;
- ability to apply nutritional recommendations and standards in tourism and recreation;

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- knowledge of transport modes in tourism and recreation, sales and reservation systems for tourist services;
- ability to use in professional work the knowledge of connections and interdependencies between social, political, administrative and economic entities;
- ability to use the knowledge acquired during the studies to identify problems arising in the course of the internship;
- ability to operate basic technical equipment used during organization of business and tourist events;
- ability to broaden one's knowledge and social competences, as well as to use available information techniques;
- ability to work in a team;
- ability to acquire data for the implementation of assigned tasks;
- ability to organize tasks according to the degree of importance and implementation of the set goal.

Goals in the area of personal and social competences:

- awareness of the importance of lifelong education, active attitude on the labor market;
- ability to organize one's own work in the workplace, taking into account the health and safety principles;
- ability to work in a team, assume different roles in it and solve problems related to the implementation of a given task;
- ability to work with customers;
- ability to recognize problems associated with the profession related to the area of tourism and recreation and making attempts to solve them;
- showing the need to get involved in working towards accomplishing the goals and tasks of the facility;
- appreciating the value of entrepreneurial thinking and acting; a tendency to take risks related to the action and bear responsibility for one's actions as well as those undertaken by the team;
- ability to formulate and present opinions on selected matters related to tourism and recreation, especially within a given specialty;
- showing respect for the workplace and customers through propriety of behavior and aesthetic clothing;
- awareness of the ethical dimension in professional activity.

Tasks and duties of students taking part in internships

Student's **task** consists in achieving the assumed goals of the internship in all defined areas in order to obtain specific effects.

Students may choose one of the following forms of vocational student internships:

1. completion of vocational student internships in two parts (the total duration of internships - 300 hours):
 - a) general internship for the field of Tourism and Recreation in facilities providing services in the area of tourism and recreation in the amount of

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- minimum 50 and maximum 140 hours (in accordance with the general internship program specified for the field),
- b) specialization internship in facilities associated with the specialty selected by the student in the amount of minimum 160 hours (in accordance with the internship program specified for this specialty);
2. completion of full vocational student internships (300 hours) in facilities related to the specialty selected by the student (in accordance with the internship program specified for this specialty).

Detailed goals broken down by semesters within the allocated number of hours:

1. General internship for the field of Tourism and Recreation (max. 140 hours):

- using in practice the knowledge acquired during the studies;
- gaining practical skills in work related to activities in the area of tourism and recreation;
- getting acquainted with the organization, activity and course of work of a given facility operating in the area of tourism and recreation;
- getting acquainted with the duties and character of work in specific positions in the area of tourism and recreation;
- getting acquainted with marketing and development plans of a given facility providing services in the area of tourism and recreation.

2. Organization and animation of physical recreation specialty:

- gaining practical experience of various forms of physical recreation;
- practical verification of knowledge about places of physical recreation (biological regeneration centers, health resorts, sports and recreation centers, fitness clubs, city squares, etc.);
- knowledge of equipment and devices used for physical recreation and learning how to use the equipment;
- developing the ability to recognize the needs and capabilities of physical recreation participants and select appropriate forms of animation for them;
- improving skills in organizing and managing a recreational event (including ensuring the safety of the event, medical assistance, preparation of the event script, preparation of the opening / closing ceremony, preparation of prizes, diplomas);
- developing skills in event promotion;
- practical development of the ability to draw up a schedule of activities and construct groups of participants;
- knowledge about the forms and methods of physical activation of different age groups.

3. Organization of hospitality industry and gastronomy specialty:

- getting acquainted with the issues related to the functioning of the hotel market;
- getting acquainted with the structure and organization of work in a hotel facility;

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- getting acquainted with the principles of hotel facility management;
- gaining practical experience in the operation of the hotel front office (work organization, documentation, customer service, reservation systems, etc.);
- getting acquainted with the functional and communication system of a hotel facility (residential, commercial, general use sections, etc.);
- gaining practical knowledge of systems and techniques of cleaning a hotel facility;
- participating in cleaning works on the facility premises;
- gaining practical knowledge of the restaurant room, buffet, cocktail-bar, etc. organization;
- gaining practical knowledge of the forms, technique and organization of individual and group guests service as well as occasional, catering and outdoor receptions;
- learning about the ways of furnishing and equipping the kitchen;
- participation in the organization and implementation of kitchen supply of raw materials and food products necessary for the implementation of dietary recommendations;
- participating in the preparation of dishes and learning the techniques of preparing dishes;
- participation in portioning, distribution and serving of meals;
- participation in the arrangement of proper conditions for dining;
- learning the rules of waste management.

4. *Dietetics in tourism and recreation specialty:*

- practical consolidation of knowledge from the area of rational nutrition principles, including nutrition of physically active people, food design, development of conventional and alternative diets, food safety and quality of food products;
- knowledge about the impact of physical activity and healthy nutrition on health;
- getting acquainted with various types of diets developed and used depending on customer's preferences, prophylactic and therapeutic needs as well as the type of their tourist/recreational activity and its intensity;
- getting acquainted with practical methods of assessing the nutritional value of particular types of diets;
- acquiring practical skills in developing menus and introducing specialist diets;
- participating in the development of individual diets;
- gaining practical knowledge of modern technologies of meal preparation;
- participation in portioning, distribution and serving of meals;
- gaining practical knowledge of the operation of catering facilities and ways of preparing dishes.

5. *Organization and management of tourist traffic specialty:*

- getting acquainted with practical problems related to setting up, running and operating a tourist enterprise, including enterprises offering on-line

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services (permits, scope of company's activity, scope of employees' competences, accountability to clients, financing of projects, etc.);

- getting acquainted with issues related to practical preparation and organization of tourist events (event program, catering, transport, reservations, cost calculation, insurance, etc.);
- generally used methods and techniques of selling tourist events;
- developing basic skills in the area of current marketing activities (creation of tourist offers, cooperation with intermediaries, preparation of promotional campaigns, preparation of advertising materials, cooperation with advertising agencies, participation in fairs, etc.) and creating long-term marketing strategies of the company;
- deepening knowledge about the sources and principles of financing tourism projects;
- practical understanding of the issues related to the creation and use of customer databases, tourist facilities, companies operating in the field of tourism and recreation;
- acquiring the ability to apply legal provisions related to the organization and management of tourist traffic;
- developing the ability to organize and determine the scope of activities of the tourist services office and Tourist Information points;
- developing skills in the area of touring trips (employing tour guides, licenses, scope of responsibilities, etc.).
- getting acquainted with the character of the work of tour guides and tourist agency residents.

6. *Passenger transport specialty:*

- practical broadening of knowledge about the availability of various forms of transport in domestic, regional and international;
- practical broadening of knowledge related to the main directions of domestic and international tourism and possibilities related to communication links;
- developing the ability to choose the means of transport in accordance with the preferences / requirements of customers and calculation of travel costs;
- getting acquainted with the issue of travel insurance;
- learning about the role of transport as an auxiliary service (reaching the destination and return) and transport as a basic tourist service (e.g. traveling by coach combined with sightseeing visited places, "floating hotels");
- knowledge about transport fleet, costs of its maintenance, renting, insurance;
- practical broadening of knowledge about cooperation of travel agencies with transport companies;
- getting acquainted with the types of marketing strategies of transport companies that provide services for tourist traffic.

7. *Business tourism specialty:*

- getting acquainted with various types of business events (congresses, conferences, trainings, conventions, fairs, events, incentive trips, etc.) and their specific characteristics;

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- gaining practical knowledge about the principles of organizing business events;
- gaining practical knowledge about the principles of organizing a conference center;
- getting acquainted with the principles of providing services for business clients, including the scope of services provided by the concierge; broadening knowledge with practical experience;
- enhancing knowledge about organization of business events, taking into account the principle of corporate social responsibility (CSR);
- getting acquainted with the structure of a hotel facility and the specific character of its particular sections;
- acquiring the skills to operate equipment and technical devices used during organization of business events;
- learning about the principles of maintaining order in a hotel facility;
- getting acquainted with the organization of a restaurant room, buffet, cocktail-bar, etc., getting acquainted with the forms, techniques and organization of guest service.

Student's **duties** are set out in §7 of the Terms and Conditions of Vocational Student Internships of the Warsaw School of Tourism & Hospitality Management.

The **student** is obliged to:

- 1) attend internships in accordance with the internship program,
- 2) comply with the Company's work order and discipline,
- 3) comply with the safety and fire protection rules,
- 4) comply with the rules of professional and state secrecy and protect the confidentiality of data in the scope specified by Company,
- 5) comply with the remaining rules and regulations applicable at the premises of the Company,
- 6) comply with the rules for the realization of vocational internships set by the University.

Conditions and basis for obtaining a credit for internships

Conditions for obtaining credit for internships are defined in §8 of the Terms and Conditions of Vocational Student Internships of the Warsaw School of Tourism & Hospitality Management.

Obtaining credit for internships is subject to the following conditions:

- 1) completion of internships within the set deadline;
- 2) submission of the Contract on the organization of internships;
- 3) completion of tasks defined in the internship program;
- 4) submission of the document confirming realization of internships;
- 5) submission of a Daily Report of vocational student internships;

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6) obtaining a positive decision of the Faculty Supervisor of Vocational Student Internships on successful completion of the internships.
Regulations regarding an alternative mode of completing internships, failing to complete internships, dismissal from internships
1. Terms and Conditions of Vocational Student Internships of the Warsaw School of Tourism & Hospitality Management in Warsaw - §8 <i>Conditions for obtaining credit for internships</i> , 2. Resolution No. 59 / NK / 2014 of the Senate of the Warsaw School of Tourism & Hospitality Management in Warsaw of 9 October 2014 on defining the conditions for exempting students from obligatory vocational internships.

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