

For more
information go to

**EASJ.DK/
find-en-praktikant**



TAKE ON A SERVICE, HOSPITALITY AND TOURISM MANAGEMENT

INTERN

– A win-win for students and businesses

WHAT IS AN AP DEGREE IN SERVICE, HOSPITALITY AND TOURISM MANAGEMENT?

The Academic Profession (AP) Degree programme in Service, Hospitality and Tourism Management is an intensive and demanding higher education programme which takes two years to complete and trains the student in the fields of service, hospitality and tourism.

Service, hospitality and tourism graduates typically work within one of their specialities in a travel or tourism agency, at a conference centre, a hotel or at a restaurant.

A service, hospitality and tourism graduate can also work with event planning at a consulting agency or course provider. The skills set acquired in the service, hospitality and tourism programme equips the graduate to

work holistically and practice-based with organisational and financial issues at business level.

WHAT DOES A SERVICE, HOSPITALITY AND TOURISM GRADUATE HAVE TO OFFER?

Service, hospitality and tourism graduates have knowledge about the experience economy, business economics, service management and customer relations. They also have knowledge about organisational theory, management, project management, HR, business development, innovation, service marketing, and, not least, about communication and digital literacy. Throughout the programme, students complete numerous projects on various problems in a range of different business contexts. Service, hospitality and tourism graduates therefore have broad generalist qualifications and are able



DID YOU KNOW THAT SERVICE, HOSPITALITY AND TOURISM GRADUATES ARE NOT ONLY QUALIFIED TO WORK WITHIN HR, ORGANISATIONAL DEVELOPMENT, MANAGEMENT AND MARKETING, THEY CAN ALSO HELP OPTIMISE YOUR SERVICE DESIGN?

CLOSE TO YOU
CLOSE TO A JOB

to quickly acquire new knowledge of more specialised areas.

WHAT'S IN IT FOR YOUR BUSINESS?

Students from ZIBAT possess a broad range of the qualifications demanded by businesses today. ZIBAT students have the most up-to-date knowledge within their field and can therefore look at your business with a fresh pair of eyes. We know from our experience with internship collaboration that internships lead to exciting and fruitful outcomes for everyone involved.

An intern can:

- provide fresh blood, new knowledge and new perspectives on your business;
- help perform day-to-day tasks in your business;
- help perform analyses, development projects, campaigns or design projects which would otherwise not have been prioritised;
- help solve problems facing your business.

WHAT IS EXPECTED OF YOUR BUSINESS?

We expect you to allocate a contact person from your business who can answer any questions the intern may have concerning work assignments and working conditions, and who can represent your business at meetings with the internship supervisor. We also expect the work assignments that you allocate to the intern to be academically relevant, and we expect you to allocate appropriate resources to supervise the intern.

ABOUT THE INTERNSHIP

The internship takes place over three months, corresponding to 13 full weeks, with average working hours of 35.5 hours per week. The student is required to hand in a description of the objective of the internship (learning objectives) for approval, no later than eight days after the start of the internship period.

The overall objective of the internship is that the intern acquires a practice-based understanding of the service industry and that the intern's professional skills are developed. The intern should gain an understanding of the financial basis and organisation of the business. Furthermore, the intern should be able to assess real problems and gather knowledge for performing tasks and functions, as well as be a part of daily operations and development projects. This could be e.g. in the HR, sales, marketing, finance or customer service departments of the business. The student will possess competences within all areas taught in the programme. However, the student will often have some degree of specialisation and special interest in one or more of the areas. The internship is not skills training to fill a specific function in the business, but should be seen rather as a general introduction to

the various functions and management tasks in the business.

The intern is to prepare an individual internship project report on the basis of the internship. The project is to be based on the work performed during and immediately after the internship period.

EXTENDED COLLABORATION

After completion of the internship period, the intern will be required to complete a final exam project. Interns define their own topic for the project. The exam project is a study project and must therefore meet certain formal requirements. The extended collaboration should be seen as an extra opportunity for your business, as well as for the intern, for even more in-depth study; in-depth study which could result in creative and readily applicable solutions, reports etc. for use by your business.

THE PRACTICALITIES

There are no requirements for the size or structure of the business. However, you must be formally registered as a business; either in Denmark or abroad.

The student is responsible for establishing a contract with the business and for filling in the online contract form which, after approval by ZIBAT, will be submitted to the business for final approval. By signing the contract the student agrees that any knowledge gained about the business is to be treated with confidentiality. The same applies for the internship supervisor. An internship supervisor will be allocated to the student, and this supervisor will ensure that all formalities are complied with and will act as the liaison between the student, your business and ZIBAT.

There are a few general terms and conditions for the internship:

- office hours and work assignments for the internship period are agreed between the intern and the business;
- the internship is generally unpaid, as the intern will continue to receive a monthly study grant (SU) from the state during the internship;
- the intern reports to the business if he or she is unable to come to work due to sickness;
- the business can always contact ZIBAT should problems occur during the internship period;
- the intern will be covered by the business' industrial injury insurance and liability insurance.

FURTHER INFORMATION

Find your local internship coordinator here:

www.easj.dk/praktikkoordinatorer