**Sample Work Experience Agreement**

Based on the German template from [swissuniversities](https://www.swissuniversities.ch/themen/lehre/arbeitswelterfahrung).

Contract partners

|  |  |
| --- | --- |
| **Company:** | **Intern:** |
| Name: | Name: |
| Adress: | Adress: |
| Direct supervisor: | Intended degree programme: Bsc in International Sustainable Tourism |
| Supervisor of the work experience: | Contact Person HSLU Lucerne University of Applied Sciences and Arts: |

Work experience

|  |  |
| --- | --- |
| Title of the work experience: |  |
| Start: |  |
| End: |  |
| Familiarisation period (from - to): |  |
| Interim evaluation (appointment): |  |

Objectives of the work experience:

|  |
| --- |
| The relevant professional association defines the following **minimum requirements** of competencies for passing an work experience in the field of **business administration** and **tourism**.Competence: Advise customers * Are able to deal with customer enquiries in a professional manner in accordance with company guidelines.
* Are able to conduct customer and advisory discussions in a friendly, convincing and goal-oriented manner, making convincing use of product and service knowledge.
* Are able to link customer information and information and data with the operational systems or instruments in a comprehensible and clearly with the operational systems or tools.

Competence: Handle orders* Are able to carry out work on customer orders and with external business partners professionally and independently, using their knowledge of products and services.
* Are able to carry out target/actual comparisons according to specifications, document order and project statuses and keep track of deadlines and costs.
* Are able to receive complaints in a friendly and appropriate manner and to work out and implement appropriate solutions.

Competence: Carry out administrative and organisational activities* Are able to independently and correctly compose e-mails, memos, letters, reports, texts for websites and minutes.
* Are able to manage data and documents securely and comprehensibly with a data backup and archiving system in accordance with legal requirements.
* Are able to prepare meetings and events in a goal-oriented and efficient manner from planning to conclusion.
* Are able to professionally process incoming and outgoing mail for letters and parcels.
* Are able to handle internal communication tasks and requirements in the areas of newsletter, notice board, intranet or in-house newspaper.
* Are able to procure, maintain and manage furniture, office supplies and office equipment.

Competence: Language* Are able to formulate written documents, in particular the dossier, in a differentiated manner, appropriate to the situation and the addressee. Use comprehensible and correct language and make convincing use of the various means of communication and documents.
* Are able to argue orally confidently, convincingly and skilfully at the validation interview.
* Make verbal and non-verbal communication coherent. Are able to structure and present thoughts and explanations in a way that is appropriate to the addressee and the situation.

Competence: Economy and society* Are able to process financial information of a company (taking into account liquidity, profitability and security) in a professional manner.
* Are able to understand the fundamental interrelationships in macroeconomic, political and social issues.
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| **Additional competences** can supplement these minimum requirements; such supplements are to be entered below.Competence X* …
* …

Competence Y* …
* …
 |
| If the relevant professional associations do not specify any binding minimum objectives, the individually agreed competencies for a work experience in the field of study shall be listed below. For example, there are **no minimum requirements for hospitality management.**Competence X* …
* …

Competence Y* …
* …
 |

Areas of application/departments in the company:

|  |  |
| --- | --- |
| From - to: |  |
| From - to: |  |
| From - to: |  |

Signatures:

Supervisor of the work experience: Intern:

Place, date: Place, date:

Signature: Signature: