

TOTEUTUSSUUNNITELMA Valmis

Opintojakso	Wellness in the Service Sector (A0086), 5.0
Toteutus	MPA1011: 1/2010-2011 (30.08.2010 - 20.12.2010)
Tyyppi	AMMATILLISEN KASVUN KÄYNNISTYMINEN (A011)
Ryhmät	Ensisijainen: MPA10SN Muut:
Projektissa mukana	
Luennoitsijat	
Osallistujamäärät	Minimi: Maksimi:
Ilmoittautumisaika	24.05.2010 08:00 - 06.06.2010
Pääsääntöinen toteutusajankohta	
Soveltuvuus	Vaihto-opiskelijoille: Kyllä Vapaasti valittaviin: Kyllä Avoimen opisk: Kyllä Soveltuu virtuaali-AMK:n opintoihin: Kyllä
Opettajat	Antinluoma Sirkka (Vastuupettaja), Mantere Päivi (Muu opettaja)
Kampus	Laurea Leppävaara
Pääsääntöinen toteutuspaikka	
Toteutustapa	Optimatoteutus/opiskelijaryhmä, Projekt/Hanke/T&K, Verkko/virtuaali Kieli: englanti Virtuaalisuus: 2 op T&k-integraatio: 2 op
Toteutusluokka	
Painoalat	
Arviointi viimeistään	20.01.2011 Suoritusmateriaalin arkistointi päättyy: 20.12.2011
Tenttipäivät	
Opintojakson suoritettuaan opiskelija osaa	*Support the well-being of customers *Promote well-being in their own areas of expertise through their own actions
Edeltävät opinnot	
Osaamistavoitteet	Students became familiar with customer behaviour and bying process. They understand how customers behave as consumers and create value from the point of view of wellness.
Keskeinen sisältö	*Consumer well-being *Well-being tourism *Food, nutrition and well-being
Ohjaus ja viestintä	Working during the study unit is based on interaction and cooperation. Most important omunication channel is Optima.
Arviointikriteerit ja arviointimenetelmät	Excellent 5 • Apply professional concepts expertly. • Comply with occupational safety instructions responsibly and independently. • Justify activities using research knowledge. • Work independently and take initiatives in line with objectives. Operations are often flexible, systematic, development-oriented, creative and active. • Select the appropriate techniques and models for activities, and justify the choices. • Act in customer-oriented ways and according to the situation. • Promote group activities. • Able to critically apply ethical principles in the subject field in one's conduct and tasks. Good 3-4 • Apply professional concepts systematically. • Apply occupational safety instructions in their activities.

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	- Justify, compare and analyse their activities using general guidelines. - Able to cope independently in different tasks in each operating environment. - Apply acquired techniques and models diversely. - Act professionally in customer situations. - Work in a group in line with objectives. - Justify their activities in accordance with ethical principles. Satisfactory 1-2: - Apply most important/individual and appropriate professional concepts, and indicate their familiarity with the knowledge base. - Act safely, although activities are often schematic/ experimental/ fumbling/ self-involved. - Comply with rules and instructions, and justify their activities using provided instructions. - Act appropriately under guidance. - Use acquired techniques and models. - Take customers into account in their actions. - Act as group members. - Act in accordance with ethical principles
Projekti/hanke (nimi)	Wellness in Service Sector: Institutional households (myyntinimi...), Nuuksio URBAN Parks

Oppimistapahtumat

Pvm	Klo	H	Aihe	Sisältö	Tila	Opettajat
02.11.2010	9-16	7	introduction, orientation			
03.11.2010	13-16	3	intercultural management			
09.11.2010	9-16	7	wellness, customer behavior			
16.11.2010	9-16	7	wellness in hospitality business	Vesa A. Heikkinen guest lecturer		
23.11.2010	9-16	7	food, nutrition and well-being			
07.12.2010	9-16	7	analysing interviews, reporting			
14.12.2010	9-16	7	workshop, feedback			
30.11.2010	9-16	7	interviews, collecting feedback			