

Implementation plan Finished

Study unit	Interaction and Communication (A9268), 5.0
Implementation	MEA1411: 1/2014-2015 (25.08.2014 - 23.12.2014)
Type	FLEXIBLE CUSTOMER SERVICE (A859)
Groups	Primary: MEA214SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	19.05.2014 08:00 - 02.06.2014
Main timing for implementation	
Applicability	For exchange students: No For elective studies: No Open UAS student: No Suitable for virtual UAS: No
Teachers	Antinluoma Sirkka (Other teacher), Harmoinen Päivi (Other teacher), Melkko Valtteri (Other teacher), Pääskyvuori Marjo (Other teacher), Salmenkylä Riku (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	
Implementation method	Optima realization/student group, Other method of implementation, Project/venture/R&D Language: English Virtuality: 1 cr Integration of R&D: 3 cr
Implementation class	
Focus areas	Service business, Student entrepreneurship
Evaluation at the latest	23.01.2015 Storing of graded material ends.: 23.12.2015
Exam days	
Having completed the study unit the student is able to	The student is able to • find and use information in a justified way • communicate using academic tradition • utilize the newest IT technology and methods • produce efficient presentations both face-to-face and virtually • negotiate in a goal-oriented manner in business environments
Previous studies	

Learning events

Date	o'clock/at h	Subject	Content	Status	Teachers
			~~Hi all, Welcome to Degree Programme in Restaurant Entrepreneurship! You are going to have access to Optima workspace. All instructions and material will be available in Optima. Learning process includes: BarLaurea, project working in teams and workshops and individual working*Project working in teams means for instance customer visits, setting up pop-up restaurants and different kind of service projects for customers.*Individual work means for instance book reading, essays writing and other kind of assignments and project work.*Workshops means for instance Hygiene workshop and the test BarLaurea (BL) working means learning in action at different service points.*BL working and		

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				Learning Schedule will be annouced during thefirst week in Optima.Career Planning study unit (Tools for Professional Development)/ Kyvyt.fi (Optima): see separate assignments and schedule in Optima and SoleOPS.The same schedule in the study units A9278 Quality in food services and A9269 Intercultural Approach to Design ThinkingWe wish you an interesting Autumn!BR team coaches Marjo Pääskyvuori, Päivi Harmoinen, Valtteri Melkko and Sirkka Antinluoma		
				~~Mondays weeks 36-518.15-9.45 Basic Finnish 1/Leena Saarikko*****9.45-11.30 Project work in teams or individual work*****12.30-15 Training session / Guidance (013)/Teams and team coaches		Sirkka Antinluoma, Päivi Harmoinen, Marjo Pääskyvuori
				~~Tuesdays weeks 36-51Project work in teams or individual work(013)		
				~~Wednesdays weeks 36-51Barlaurea or project working in teams or workshops or individual working (8-17)12.30-15 Servicekommunikation for Finnish students / Jonna Päällysaho		
				~~Thursdays weeks 36-519.00-10 Project work in teams or individual work*****10-11.30 Basic Finnish 1/Leena Saarikko*****12.30-15 Training session / Guidance (013)/Teams and team coaches		Sirkka Antinluoma, Päivi Harmoinen, Marjo Pääskyvuori
				~~Fridays weeks 36-51Proeck working in teams or individual workingOrientation to Barlaurea working on Wed or Fri, weeks 37 or 38		