**Pedagogical Appendix to the   
Student Training Period Joint Agreement  
TOURISM Section**

Since the completion of the tasks and missions entrusted to the student during the training period will be assessed by an oral examination, this appendix aims to specify the precise nature of the tasks and missions to which the student will be assigned, in order to give the student the greatest chance of success.

Article 1

In accordance with paragraph 2 of the joint agreement outlining the arrangement between:

Name: …………………………………………………. Position :….……………………………………

Company: ………………………………………………………………………….....................................................................

Address:………………………………………………………………………………………………….………………………….…………………….……………..............................................................................................................................................

Phone: ……………………………………... Fax: ………………….………………………….

Email: ……………………………………………………………………………………………

and **GASTON BERGER BUSINESS SCHOOL**

**Avenue Gaston Berger BP 69**

**59016 LILLE CEDEX** **represented by Mr DESPLANCKE, Head of the School,**

this appendix is drawn up for the training period to be completed with the above-mentioned organisation by:

**Surname: ……………………………………….…. First name: ……………………………………………………………**

**Dates of training period: from……………………...………….to……………….………………………….…(inclusive)**

**(Maximum time spent on the premises**: 105 hours for 3 weeks, 140 hours for 4 weeks and 175 hours for 5 weeks)

**Teaching staff in charge:** Mrs BALCEREK – Mrs DELATTRE – Mrs POLART

Article 2 In line with the framework of the BTS Tourisme Course Content, the host organisation intends to entrust the student with the following tasks:

|  |  |  |
| --- | --- | --- |
|  | **Field of expertise** | **Tasks entrusted to the student** |
| 1 | **Reception, Sales and Customer Support, in French or other languages**  Welcoming customers face to face or on the phone, drawing up quotes, building customer loyalty, business development…) |  |
| 2 | **Greeting and accompanying tourists**  **Escorting groups**  (welcoming the tour group and advising them of the itinerary and arrangements, providing information about places visited, solving problems and dealing with emergencies) |  |
| 3 | **Design and promotion of tourism products and services**  Researching and putting together tourist services, creating cost estimates, determination of selling price, submitting offers…) |  |
| 4 | **Monitoring, processing and exchanging tourist information**  (using databases, professional sites and GDS systems, processing surveys, implementing communication operations…) |  |

Article 3 The tasks entrusted to the students may be altered during the training course, in consultation with the teachers in charge, for the mutual well-being of the host organisation and the student’s training, with due consideration to the latter.

|  |  |  |
| --- | --- | --- |
| Date and signature  of the student (if over 18) or Legal Representative | Date and signature  of the Managing Director or Company Tutor | Date and signature of the Teacher in charge |

