

**旅游管理学院2016—2017（二）学期暑期见习课考查报告**

  **课程名称： 德国YHA暑期见习课程**

**院系 旅游管理学院 专业 旅游管理 年级 16级 姓名 吴宜璇 学号 20161180177**

**德国YHA暑期见习报告**

2017年7月6日到7月18日，我随由学院郭华副院长、吴颖老师带队及YHA的总部负责人尹忱女士、倪灏先生一同前往德国巴伐利亚州国际青年旅舍进行见习活动。在这个过程当中，了解到了巴州的文化、习俗、生活状态与品质，也学习了德国青年旅舍的理念、管理与运营。

在这次的见习学习中，我们一直吃住在各个青年旅舍中，对它的环境和特色自然有了更加全面深刻的认识，所见所闻让我感触颇深。首先我想将我的认识分为国际青年旅舍的外部和内部，主要为对内部的反馈。

外部所指的青年旅舍与外部的联系。德国巴州青年旅舍与州政府教育部所合作，为学生提供户外课程，是学生教育大纲的一部分。而每个旅舍会根据所处位置环境和周边的旅舍共享资源网，包括历史文化资源、自然文化资源、社会资源、人力资源，在这样的交流融合下形成了各自独特又共通的旅舍氛围。

内部所指的是，青年旅舍内的运作、各个场所的环境和人员、设施的设计和装修以及提供的服务等。首先在青年旅舍中住宿，需要提前几个月去预定，旅舍会提前为客人到来做好各方面准备，而旅舍中大多数活动要靠自己双手去完成，比起商业酒店来说或许缺少了那些享受服务，但是也正是因此客人得到更大程度上的自由。这体现的是它的自主性。

其次，青年旅舍中最重要的就是它的公共空间，多数青年旅舍房间内设计简单、物品较少，但是却一定会花费心思去设计他的公共空间，不论是餐厅、会议室、活动室、还是户外都会有别出心裁的装修。根据工作人员说明，这是为了让客人能够从房间里走出来，在公共空间与他人交流，有更多的时间留给身边的人而非“孤独”的自己。这体现了它的共享性。在它提供的设施上，青年旅舍中不会使用一次性产品，提供的食物新鲜健康，所用建筑材质也都做到环保和节约，同时用德国制造品质保证的厨具、床具、娱乐设施等使用期限长久，小小的细节展现了它的高品质与绿色环保、可持续性。

最后，青年旅舍中的设计处处体现着它的人文关怀：进出门和电梯都为照顾残疾人通行所设计得比较宽敞；为残疾人提供的房间尽量做到简约不占用空间、可放的下轮椅且床的高度较低方便起身；卫生间也体积较大，淋浴、洗手池和马桶周边都有扶手；房间门口有紧急呼叫的按钮，如残疾人遇到临时危险可呼叫帮助。设施对儿童也有特别的照顾：许多紧急通道的门设有感应，儿童若尝试跑出去老师会立即得到警铃通知；户外的娱乐设施下铺有块状木屑，平时比较柔软，儿童摔倒后不会受伤，木屑下雨吸水后也会保证儿童的安全。而其他方面，例如饮食，旅舍会提前收集客人与饮食相关的个人信息，准备的食物也会为素食者、信仰者、过敏患者等等提供特别的准备。

在德国国际青年旅舍所接受到的这些理念应用当国内也许会缺乏很多环境和支持，但从另一个思维模式下去寻找发展，也许会发现更多不同的道路。

From July 6th to 18th in 2017, I went to Youth Hostels in Bavaria, Germany to do probational activities under Doctor Guo and Ms. Wu’s leadership with Ms. Yin Chen and Mr. Ni Hao. During this time, we have learned the culture, custom and the way of living in Bavaria, and also some ideas and management in Youth Hostels. We have been living in those hostels and therefore have a deeper and more comprehensive image of their environment and specialities. It is a profound impression to me. Now I’d like to show my opinions devided into the interior and the exterior.

The exterior means the connection with the outside world and conditions. Youth Hostels in Bavaria have cooperations with the education department, so they need to give outdoor courses as the education outline. Besides, hostels will share their resources web according to the location and environment. It includes the resource of history, natural culture, society and manual labour. Such communication and fusion formed a unique and common atmosphere in the youth hostels.

From internal, there are the operation of the youth hostels, the environment and crew members of each places , the design as well as the fitment and the service we provide. Firstly, to stay in youth hostels need to make a reservation several months before your arrival time. Then, they will prepare for you in different ways. And most of time you need to make your bed as well as other things by yourself. Compared with business hotels, it may be less leisure and entertainmental service, but at the same time, customers may have more free time for individual liberty, which shows its autonomy.

Moreover, public room is the most important parts of the youth hostels. Most of the youth hostel will design their rooms in a simple way with less decorations but will absolutely make great progress on its public area. No matter the restaurant , meeting room , activity room or the outside, there must be some unique design. According to the staffs, it helps our customers to go outside and have communicate with others instead of spending more time on theirselves rather than people around , which shows its participation. Also the youth hostels won't provide disposable products. Its fruits are healthy and fresh, the material of buildings are environmental and the same time it uses high-qualified kitchen ware and beds made in Germany, which its use period lasts pretty long. They show the high quality, green environmental protection and sustainability.

Finally, the design of youth hostels show the human care in all respects. The doors of gate and elevator are designed widely to bring convenience to disabled people. Those rooms for disables are wide, too, and have enough space to place the wheelchair and make it easy to get on and off the bed. There's emergency button just near the door, if they have any emergency issue, they can ask for help by pressing the button conveniently. The facility has special care of children. If children try to leave room ,when they go across the door, the warning bell will ringing to make sure that teacher knows. And from outside, there're soft block of woods under the entertainment facilities to make sure that children won't get hurt if they fall down. Also the block of wood may absorb the raindrops to keep safety. On other hands, such as daily diet, the hostel will collect habit information of customers. Also considering of vegetarians, religions and patients with allergic and provide special food.

The idea we learn from Germany youth hostel may lack of environment and support in China ,but in other way ,we may find more different ways to pursue development.