

Tompkins Cortland Community College
Master Course Syllabus

Course Discipline and Number: HRMG 213

Year: 2018-2019

Course Title: Hospitality Internship

Credit Hours: 3

Attendance Policy: *To maintain good grades, regular attendance in class is necessary. Absence from class is considered a serious matter and absence never excuses a student from class work. It is the responsibility of all instructors to distribute reasonable attendance policies in writing during the first week of class. Students are required to comply with the attendance policy set by each of their instructors. Students are not penalized if they are unable to attend classes or participate in exams on particular days because of religious beliefs, in accordance with Chapter 161, Section 224-a of the Education Law of the State of New York. Students who plan to be absent from classroom activity for religious reasons should discuss the absence in advance with their instructors. See college catalog for more information.*

Services for Students with Disabilities: *It is the College's policy to provide, on an individual basis, appropriate academic adjustments for students with disabilities, which may affect their ability to fully participate in program or course activities or to meet course requirements. Students with disabilities should contact the Coordinator of Access and Equity Services, to discuss their particular need for accommodations. All course materials are available in alternate formats upon request.*

Course Description

Through employment, mentorship and self-directed studies at a hospitality related organization, Hotel Restaurant and Management majors enhance their understanding of leadership, teamwork, communication, necessary industry skills, and diversity. Each student must complete (three credits), before graduation, a minimum of 150 hours (10 hours per week for 15 weeks) of acceptable and appropriate employment at an approved organization. Six credits may be earned by completing a work experience minimum of 270 hours (18 hours per week for 15 weeks). Prerequisites: Prior completion or concurrent enrollment in MATH 090 and RDNG 116 if required by placement testing; approval by faculty advisor and Hotel and Restaurant Management Program Chair. 3 Cr. (9 Lab.) Fall, spring, and summer semesters.

Course Context/Audience

In this required course for the Hotel and Restaurant Management degree program, the Employer/Industry Mentor provides the instruction and learning environment, while a member of the TC3 faculty monitors and evaluates student learning. A student request must be submitted in the semester prior to enrollment. Other required materials include a cover letter, resume, interviewing and company research material, mentor agreement and employer agreement.

Basic Skills/Entry Level Expectations

Writing: WC College level writing skills are required. See course co-requisites or pre-requisites.

Math: M1 Taking MATH 090 (if needed) – Course requires limited use of very basic mathematical skills.

Reading: R3 Course may be taken concurrently with RDNG 116.

Course Goals

1. Have the experience of working for a company within their chosen field of interest. They will explore corporate culture, mission, employee training, and philosophy of customer service.
2. Develop their knowledge of fundamental topics such as leadership, communication, management, and marketing through experiential learning.
3. Develop transferable skills such as personal responsibility, time management, problem solving, teamwork, communication, and professionalism.
4. Develop skills necessary for transitioning from classroom to workforce.

Course Objectives/Topics

Objective/Topic	% Course
Use of learned resume development and job search	100%
Interviewing for an internship position	
Researching organizational structure, company history, and position in the marketplace	
Orientation to position and learning job responsibilities	
Human Resources and communication with employer, co-workers	
Operational structure, daily routines, events, performing duties as assigned by faculty and employer	
Customer Service	
Use of tools, equipment and procedures of the position	
Following safety standards of the organization	
Demonstration of learning by journaling	
Career assessment	
Problem solving and complaint handling	
Evaluation of self, employment, and experience	
Behavior modification and transitioning	
Community Service	
Professional development/Association networking	

General Education Goals - Critical Thinking & Social/Global Awareness

CRITICAL THINKING OUTCOMES	HOW DOES THE COURSE ADDRESS THE OUTCOMES (Include required or recommended instructional resources, strategies, learning activities, assignments, etc., that must or could be used to address the goal/outcomes)
<p>Students will be able to</p> <ul style="list-style-type: none"> ➤ develop meaningful questions to address problems or issues. ➤ gather, interpret, and evaluate relevant sources of information. ➤ reach informed conclusions and solutions. ➤ consider analytically the viewpoints of self and others. 	<p>HRMG 213 offers each student the ability to adopt skills used in classroom and apply to "real-world" situations. Practical application of writing and speaking will be introduced in daily business environment.</p> <p>Students develop this ability within the industry environment, through journaling, daily operations, and communicating with faculty mentor.</p>

SOCIAL/GLOBAL AWARENESS OUTCOMES	HOW DOES THE COURSE ADDRESS THE OUTCOMES (Include required or recommended instructional resources, strategies, learning activities, assignments, etc., that must or could be used to address the goal/outcomes)
<ul style="list-style-type: none"> ➤ Students will begin to understand how their lives are shaped by the complex world in which they live. ➤ Students will understand that their actions have social, economic and environmental consequences. 	<p>Students develop this ability within the industry environment, through journaling, daily operations, and communicating with faculty mentor.</p>

Instructional Methods

The following learning activities will be used to measure success of completion for this course:

Introduction to internship with TC3 Faculty, volunteering for a community activity, discussion, student project, written assignment, completion of a journal, media, student-advisor conferences, directed readings, employer evaluation, student written summary, time sheet, and other instructional methods as outlined in individual course outline. Most operations in the business world follow written or informal rules of dress and conduct. It is expected that students participating in HRMG 213 follow these rules. In addition, all rules associated with conduct at TC3 are expected.

Required Learning Activities:

a. Orientation to Internship/Introduction: TC3 faculty conducts meeting before students depart for their respective work experience. This meeting prepares them for their upcoming experience. This class provides in-depth information on the course assignments and expectations Approximately 1- 2 hours.

b. Successful Performance in Work Role: Mentor will contact supervisor for performance evaluation.

1. The first contact is a mentor contact by phone or email with the supervisor at week #7 to discuss progress. Midterm Grade of S, U, NS (No-Show) will be assigned.

2. The second contact is an evaluation form sent from instructor during week #13 and to be returned by week #15 by Supervisor/Employer.

c. Learning Reports(each 1-2 pages) will be due after the first two weeks and approximately once per week thereafter for the duration of the Internship. The papers discuss the student's learning from all aspects of the program. Topics may include those as listed on Master Syllabus or may be part of course outline distributed by Department Mentor/Chair.

d. Final Summary Paper will be due during final week of class, this paper should reflect on the student's overall personal and professional development. The following items should be covered:

1. Evaluation of the experience
2. Evaluation of the job title and responsibilities
3. Evaluation of the supervisor
4. Evaluation of the company and culture

e. Individual Learning Activities and writing assignments

Students participate in professional activities as part of their work experience with two selections from the following:

1. Professional Association Meeting of the Industry: To complete this option, student must locate and attend a professional meeting of the industry. Examples include: Toastmasters, Rotary, SHRM, Business After Hours, Local/Regional Innkeepers Association, NYS Restaurant Association, Tavern Owners, Chamber of Commerce...Mentor may assist in selection. Professional dress and conduct is required. Collect business cards and take notes of trends and topics discussed. Write a one page summary of the experience. Include names of contacts that were made.

2. a. Volunteer (Service Learning) Activity, minimum of 4 hours –TC3 encourages participants to become involved in community service. Learning about how you one may contribute to society as a whole is a valuable lesson. The activity may be helping any charitable, non-profit organization in the area. Examples include: Community service agencies, United

Way events, Lions Club, Optimists, Cleaning for the Adopt a Highway, or assisting TC3 departments with community and Alumni/Foundation activities or events. Write a one page summary of the experience and your contribution. Please also include Organization Name, Contact Name and Title.

OR

b. Professional Development Workshop. Minimum of 3 hours- Courses are available on a variety of topics at no cost or reasonable price. Many online options exist through TC3 to take a workshop in professional development. Contact TC3.Biz for a listing of possible courses. In addition, your company may sponsor courses in First Aid, CPR, OSHA or Service Safety. Upon completion of the course make a copy of the certificate received or write a one page summary of the experience and include the Course Name, Instructor Name and Title.

OR

c. Read a professional book about the industry or management/or read 5 articles from industry periodicals: Receive approval from your mentor regarding a related book topic, or some current event articles concerning the industry. Read and Evaluate, then write a 2-3 page summary of your reading.

Methods of Assessment/Evaluation

Method	% Course Grade
Successful completion of orientation, journal of individual learning and service learning activities, volunteering, project, learning reports and/or summary paper.	60%
Work performance as reflected by supervisor’s evaluation	40%

Text(s)

Departmental-developed materials may be used. Other required textbooks or reading will vary. Student may be assigned at least one article or book to read., Latest Edition,

Bibliography

Note: This Master Syllabus includes many of the requirements established by Professor Mimi Ansbro for BUAD 261 Walt Disney College World Program. In her research and development of that material, Professor Ansbro found the following resources helpful:

Capodagli, Bill and Lynn Jackson. The Disney Way: Harnessing the Management Secrets of Disney in Your Company. New York: McGraw-Hill, 2007.

Connellan, Tom. Inside the Magic Kingdom: Seven Keys to Disney’s Success. Atlanta:Bard Press,1996.

Disney Institute. Be Our Guest: Perfecting the Art of Customer Service. Disney Enterprises, 2001.

Miller, Jack E. and Drummond, Karen E. Your Hospitality Field Experience: A Student Workbook. ISBN: 978-0-471-05327-9

Baird, Brian. Internship, Practicum, and Field Placement Handbook: A Guide for the Helping Professions. 5th edition, ?2008, Prentice Hall.

Harris, Kimberly J. Hospitality Management Internship: A Student Workbook. ?2006. Prentice Hall.

Other Learning Resources

Audiovisual
Electronic
www.wdwcollegeprogram.com
http://wdwcollegeinternationalpresentations.com/

<http://career.berkeley.edu/InfolabRes/Resource.asp?ref=Intrn>
Suggested sources from the Berkeley Library for internships and coops

<http://career.berkeley.edu/Article/Archive.stm#intern>
Interviews and examples of past internships held by Berkeley Students
Also holds impressive links to most asked questions.

<http://career.berkeley.edu/Internships/IntHousing.stm#NYChousing>
Housing information for the United States compiled by Berkeley Career Services.

<http://career.berkeley.edu/Guide/Guide.stm>
Career Services Guide to preparing for placement. May be good tool for instructors/advisors.

Other

Attendance at ICHRIE Industry Day where internship ideas were shared via round table discussion with industry leaders from Marriott, White Lodging, Hyatt, and Smith Travel Research.