COURSE OUTLINE

Course Number  
290
Course Title  
Internship in Hotel, Restaurant and Institution Management
Credits  
2

Hours: 
lecture/Lab/Other
Internship Hours
Required: 240 for A.S.

Co- or Pre-requisite
Prerequisites: minimum GPA of 2.0 or permission of program coordinator; eligibility limited to students who have completed a minimum of 24 credits

Implementation
Fall / 2018

Catalog description (2017-2018 Catalog):
Prerequisites: minimum GPA of 2.0 or permission of program coordinator; eligibility usually limited to students in final semester before graduation. Supervised field experience in the operation and management of various departments or functional areas at selected hotels, restaurants, and institutions. Focus on leadership skills, human relations development, service in the hospitality industry, and reducing turnover with teamwork. 1 lecture/240 internship hours

Is course New, Revised, or Modified?
Revised

Required texts/other materials:
None

Revision date:  
Fall 2018

Course coordinator:
Doug Fee, BS 116
609-570-3447
feed@mccc.edu

Objectives:
1) Develop realistic awareness of the roles and responsibilities of a hospitality manager.
2) Unite theory with practice by performing exercises in a wide range of hospitality related skills in the field.
3) Analyze and assess yourself as a present and future hospitality employee and manager.
4) Learn to make a meaningful contribution to your hospitality operation.
5) Learn to work effectively with persons from various environments and cultures.
6) Demonstrate a working knowledge of the skills necessary for success in our industry including goal setting, career planning and customer service skills.

Method of Instruction
This course has two components, a supervised field experiences and a weekly seminar. The seminar will utilize discussions, handouts, exercises, guest speakers and related topics. Students are expected to bring into the discussions their current situations and
work status. Oral presentations may be required during the appropriate week that a topic is covered. Students asked to present their papers to the class will receive 50 bonus points toward their grade.

**Student Evaluation Process:**

1) Each student will be required to prepare a presentation based on the topics given. The presentation should last between 8 and 10 minutes and can utilize powerpoint, video etc. The presentation must be accompanied by an outline of what you are covering that will be submitted to the instructor and it should bolster a position taken by the student in regards to an aspect or overview of the topic. Students must be able to source their material. For example: “what really motivates employees”. **Topics must be sourced utilizing a minimum of three separate sources.**  
**Total 10%**

2) Each student will be evaluated by their employer, using the MCCC “Employer Evaluation” forms. The first evaluation will be due by the third week of class. The second employer evaluation (“Evaluation of Student Intern”) will be due upon completion of the field experience hours. You will not give you any other notice. It is your responsibility to get the evaluation form completed and submitted to the instructor. Proof of hours worked must be documented and the evaluator must sign these forms for them to be accepted by the school. You cannot pass the class unless these assignments are completed; **Total 30% (15% each)**

3) Your participation in class is required. You must read the required handouts, and library research materials. You will be able to earn up to 50 points per class for actual participation. NO credit is given for taking up space. **Total 10%**

4) A written self analysis must be completed by each student and this assignment is due the third meeting of the class. **Total 10%**

5) Job interview paper to be submitted based upon the specifications distributed and accompanied by an up to date resume and cover letter. You are required to turn in a signed business card from the people who interview you. Written report written (12pt font single space 2 page minimum) should compare and contrast the two interviews and include:

- Appointment process
- Length of interview
- Who did the most talking
- Best question response
- Worst question response
- Interviewer skills
- Any notable similarities and differences between the interviews
- Did you get or where you offered a job?
- Interview styles
- Overall impression of how well you did
- Things you would do differently
6.) Written goals must be submitted by class 3. **Total 10%**

7.) **Career Research Paper** Each student will be required to prepare one written paper focusing on a career choice and how to be successful in that career. This career should be one which you are seriously considering. The careers can be related but not duplicated. Career choices should be goals you hope to achieve over the next 3 to 5 years. They can be achieved sooner but to be successful in your career area think of the ‘roadmap’ you would need to follow to not just reach your goals but how to be very successful in that career. Students must be able to source their material to back up their statements. For example you can state that to be a successful general manager at a hotel you need to earn a college degree. Statistics from sourced material need to back up that statement. Written papers must be a minimum of 1500 words. (approx. 3 1/2 pages single space) Please site sources and refrain from cut and paste from the web and expect to get a passing grade. Plagiarism will be reported to the academic standards committee and result in failing this course. Topics must be sourced utilizing a minimum of five separate sources.

**Assignment is due class 5**

The following information must be included in your papers:

- Career Title
- Educational requirements / recommendations (what effect does this have on salaries)
- Salary ranges and geographic effects for NJ and at least two other locations (NYC or Philadelphia or an area you would consider moving to)
- How competitive is this field
- What skill sets are required (both mental and physical)
- What should be on the resume for someone in this position (professional growth and progression of increased responsibility)
- Professional associations that should be joined / which ones would have the most impact on your career and how can they help
- How many hours are required each week and what is a typical day like in this career once you reach this career goal
- How do you define success and how is success typically defined at this level (title and salary)
- A minimum of five different sources must be used
- The word count must be accurate and clearly listed on your source page

**Total 20%**

**Grade Scale:**

<table>
<thead>
<tr>
<th>Grade Scale</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% - 93%</td>
<td>= A</td>
</tr>
<tr>
<td>92% - 90%</td>
<td>= A-</td>
</tr>
<tr>
<td>89% - 87%</td>
<td>= B+</td>
</tr>
<tr>
<td>86% - 83%</td>
<td>= B</td>
</tr>
</tbody>
</table>

MCCC Course Outline; Approved by the Curriculum Committee 12/6/07
82% - 80% = B-
79% - 77% = C+
76% - 70% = C
69% - 60% = D
59% - 0% = F

**Student Obligations:**
1) The minimum field experience is 240 hours for any Certificate Program or Associates Degree Program; student’s anticipating entering the Bachelor of Science degree program must complete 800 hours. You must complete this requirement to pass the course. If proof of hours is not submitted within the specified time period a grade of F will be entered on your transcript. The final responsibility for acquiring an internship/work experience is the student’s'. The Instructor and MCCC are not responsible for any student unable to acquire an internship position.

2) You are responsible for any required interviews with prospective employers.

3) You must follow the policies and procedures of the facility in which you are employed.

4) You must follow all facility rules and regulations; and any local, state and federal laws.

5) You are required to notify your employer, based on their policies, if absences from your work schedule become necessary. Excess absences from the internship site will affect your final grade.

6) Maintain a weekly work hour’s log. (use provided form). And make note of any questions and situations which you would like to address in class.

7) You will be withdrawn from the field work site if documented evidence shows that you are unacceptable in the hospitality operation for reasons of performance of duties, insubordination, illegal unethical behavior or disregarding any facility, state local or federal work rules or law.

**Reasonable Accommodations for Students with Documented Disabilities**

Mercer County Community College is committed to supporting all students in their academic and co-curricular endeavors. Each semester, a significant number of students document disabilities, which may require learning, sight, hearing, manual, speech or mobility accommodations to ensure access to academic and co-curricular activities. The college provides services and reasonable accommodations to all students who need and have a legal entitlement to such accommodations.

For more information regarding accommodations, you may visit the Office of Academic Support Services in LB 218 or contact them at 609.570.3422 or stinsona@mccc.edu.
Schedule for HOS 290

This class will deal with the issues of hospitality industry skills, human relations in the work place, turnover, teamwork, leadership, ethical issues and service; as well as other issues. Absences are not an excuse for coming to class unprepared. Please be sure to come to class with all the necessary materials. This class is considered to be a part of your work experience and accordingly you are required to notify the instructor if you will not be able to attend class.

Session 1  Introduction & Course overview
           Who moved my cheese?
           Goal setting and Achievement
Assignments:
           Goal setting / Due class 2
           Job Interview / Due class 3
           Career presentation / Due class 4

Session 2  Customer service  FISH
           Fear of failure
           Goal assignment due / discussion
Assignments:
           Resume update / Dues class 5
           What motivates you?

Session 3  Motivation  Employee evaluation #1 due
           Interview assignment due
Assignments:
           Self-Analysis assignment / Due class 4
           Elevator talk presentation / Due class 5

Session 4  Time management
           Hospitality Topic Presentations day
           Self-Analysis assignment due

Session 5  Networking & Interviewing skills
           Resume and elevator talk presentation due
           Employee evaluation #2 due
HOS 290 Paper Topics

- The difference between a manager and a leader?
- What are some leadership issues that confront us?
- What are some of the dimensions of diversity and how do they affect you at your workplace?
- Fear of Failure
- What are the advantages and disadvantages of diversity and which aspects in particular should your workplace be aware of?
- What is an effective leader?
- How can you be a leader and not a manager or a manager and not a leader or both a leader and a manager?
- What traits do you think are most important in the influencing subordinates?
- Why does it make sense to continue your education as your career continues?
- Many have heard the expression “power corrupts, but absolute power corrupts absolutely”. What does this mean and what implications does it have for managers?
- How might Companies reduce stress in the hospitality workplace?
- Communication is critical to managers, what are some of the inadequacies of the various types of communication?
- What are the general types of situations in which ethics are important to managers, and can ethics be managed by companies? If so how?
- Business ethics and how the effect on employees. Paper can include examples of when actions in a company are legal and unethical, illegal but ethical and both illegal and unethical?
- Job security steps that can be taken to stay employed and enhance your career
- Other topics as approved by the instructor