PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

PRACTICUM II
HSP 2900

Class Hours: 0.0
Credit Hours: 2.0
Laboratory Hours: 6.0
Date Revised: Spring 02

This course is not designed for transfer credit.

Catalog Course Description:
This course is a supervised work experience requiring a minimum of 400 hours in a hospitality management training capacity. Individual conferences are arranged instead of regular class attendance.

Entry Level Standards:
Must be able to read, write, speak, and reason at the college level; a minimum 2.5 GPA or Program Head approval

Prerequisite:
HSP 1900

Corequisites:
HSP 2210 or HSP 2260 or HSP 2300

Textbook(s) and Other Reference Materials Basic to the Course:
None required. Handouts will be provided.

Procedures:
The practicum work schedule will be determined by the student and the employing supervisor to assure a minimum of 400 working hours. The student is expected to observe all standards of legal ethics and confidentiality and comply with all of the host’s business policies. The intern’s supervisor will evaluate the intern, indicating the tasks completed and rating the intern’s performance. Worked hours must be verified. A site visit by the Internship Coordinator will take place towards the end of the intern’s completed hours. A term report will be submitted by the intern at the end of the semester.

II. Course Objectives*:
A. Demonstrate a working knowledge of the various duties expected of an entry-level management trainee. I, II, VII, VIII
B. Understand the various duties of several different management positions. I, III, V, VII, VIII
C. Exhibit the ability to professionally perform in a leadership capacity. I, VIII
D. Demonstrate how various management techniques are utilized in the daily course of events within a hospitality organization. I, II, III, VII, VIII

E. Expose the student to the planning, organizing, leading and controlling functions of management while on the job. I, II, III, IV, VII, VIII

F. Understand how managerial efforts are combined to guide the efforts of line-level employees to develop a total hospitality experience. I, II, VIII

*Roman numerals after course objectives reference goals of the Hospitality program.

III. Instructional Processes*:

Students will:

1. Work in a hospitality management training environment for a minimum of 400 hours. *Personal Development Outcome, Active Learning Outcome*

2. Keep a work experience diary describing the nature of performed managerial duties. *Communication Outcome, Personal Development Outcome*

3. Be responsible for making sure hours worked are verified; assure that progress reports from the employing supervisor are submitted to the Internship Coordinator; meet other assigned deadlines. *Personal Development Outcome, Problem Solving and Decisional Outcome*

4. Be responsible for communicating regularly with the Internship Coordinator by email or phone to report on the status of the practicum and to verify deadlines are being met. *Personal Development Outcome, Problem Solving and Communication Outcome*

5. Arrange with the Internship Coordinator a time for a site visit prior to the completion of required hours. *Problem Solving and decision Making Outcome, Communication Outcome*

6. Write a term report describing and evaluating the practicum experience. *Communication Outcome, Personal Development Outcome, Active Learning Outcome*

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:

1. Describe the relationship of each functional managerial position at the host hospitality establishment for the duration of the practicum. A, B, E, F

2. Explain the different and common goals associated with the various functional areas of management. A, B, E, F

3. Determine personal areas for future career development such as personnel, financial analyses, etc. A, B, D, E, F

4. Effectively perform managerial duties such as scheduling, interviewing, shift or segment management. A, C, D, E, F

5. Work within any functional area of the hospitality property. A, B, D
6. Effectively plan a duty schedule for any line-level position at the hospitality property. A, B, C, E

7. Evaluate the performance of line-level personnel within the hospitality property. A, B, C, D

8. Coordinate activities for one functional area of the hospitality property. A, B, C, E, F


10. Demonstrate methods to motivate employees at the hospitality unit. A, D, E, F

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Evaluation Procedures:

1. The intern is responsible for scheduling an initial interview with the Internship Coordinator and completing all initial application paperwork. Progress conferences with the Internship Coordinator may be scheduled at any time during the semester on an “as needed” basis. However, regular communication by email or phone throughout the internship with the Coordinator is required.

2. The intern will submit pertinent employer information (such as supervisor’s name, title, phone, fax) along with the Agreement form, within the first two weeks of the term; assure that all deadlines are being met throughout the internship.

3. The intern will maintain a work diary describing the nature of each functional position assignment. The tasks, dates, and time devoted to the completion of the job are to be included in the diary.

4. Hours must be verified by the employer using either (1) time sheets signed by both the student and the supervisor, or (2) copies of official pay stubs which show hours. Total of 400 hours is required for this practicum. All required hours must be completed with one employer in order to receive a passing grade.

5. The intern will submit to the Internship Coordinator a term report describing and evaluating the practicum experience, utilizing the content from the work diary. The report shall be typed, double-spaced, and approximately three to four pages in length. Emphasis should be placed on the value gained from the work experience, as well as any problems encountered and resolved. The term report will be due at least two weeks prior to the end of the semester.

6. The student will work with the Internship Coordinator to arrange a site visit to the intern’s workplace sometime prior to the completion of the required hours.

7. The intern’s work supervisor will submit three progress/evaluation reports: at five weeks, ten weeks, and a final evaluation no later than the fifteenth week of the semester. (These are reduced to two 4-week reports during the 8-week summer term.)

8. Tardiness, absenteeism, and/or general disciplinary problems will not be tolerated and can result in the failure of the internship course.

B. Grading Scale:

The course grade will be determined primarily on the basis of the supervisor’s evaluations, the initiative shown by the student to get required paperwork submitted on time: including application, resume, Agreement, Training Plan, evaluation/progress reports, verified hours worked, and the end-of-term report. The grade for the internship is Pass/No-Pass.

VI. Policies:

Attendance Policy:
Pellissippi State Technical Community college expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75% of their scheduled class and laboratory meetings in order to receive credit for the course.