PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

PRACTICUM I
HSP 1900

Class Hours: 0.0  Credit Hours: 1.0
Laboratory Hours: 3.0  Revised: Spring 04

This course is not designed for transfer credit

Catalog Course Description:

This course is a supervised entry-level work experience in the hospitality field requiring a minimum of 200 work hours. Individual conferences are arranged instead of 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

Prerequisites:

HSP 1200; seeking an A.A.S. degree as a Hospitality major; a completed internship application submitted to the Coordinator of BCT Internships prior to the beginning of the enrolled term.
Application and instructions are available on the web: www.pstcc.cc.tn.us/departments/bctpi.

Textbook(s) and Other Course Materials:

None Required. Handouts will be provided.

Procedures:

The practicum work schedule will be determined by the student and the employing supervisor. This arrangement will be the responsibility of the student and the employer to assure a minimum of 200 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 line-level jobs that make up the segments of the hospitality industry I, II, IV, VI, VII, VIII
B. Expose the student to the numerous positional jobs in hospitality management. I, II, III, IV, VI, VII, VIII
C. Exhibit the ability to professionally work in the hospitality industry environment. I, II, IV, V, VIII
D. Demonstrate how the line-level jobs and duties combine to form the total hospitality experience. I, II, VIII

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

III. Instructional Processes*:
Students will:

1. Work a minimum of 200 hours at multiple, line-level jobs and duties within a hospitality company for the purpose of developing an efficiency for the job as well as working in a real-world environment. *Personal Development Outcome, Cultural Diversity and Social Adaptation Outcome, Active Learning Strategy*

2. 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 Decision Making Outcome*

3. Keep records in a diary or work log describing the varieties of duties or jobs performed for the duration of the practicum. *Communication Outcome, Information Literacy Outcome, Active Learning Strategy*

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

5. Write a term paper summarizing what they learned and the overall value of the internship experience. *Communication Outcome, Information Literacy Outcome, Personal Development 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. Explain the various duties for the different line-level jobs at the host hospitality establishment. A, B, C

2. Describe the relationship of the line-level positions with each other and how they relate to other areas of business. A, C, D

3. Organize work properly for the purpose of attaining efficient and effective skills for the line-level positions. A, B, D

4. Effectively train new employees to do the duties of the practicum jobs. A, C, D

5. Describe the relationship of each line-level job to the satisfaction of the customer during the hospitality experience. A, B, C, D

6. Work within any functional area of a hospitality facility. A, B, C

*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 worked. Total
of 200 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 the required paperwork submitted on time: including initial
application, resume, Intern Agreement, Training Plan, evaluation/progress reports, verified hours,
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 (Pellissippi
State Catalog).