Internship/Work Hours: 135
Credit Hours: 3.0

Laboratory Hours: 0.0
Revised: Fall 09

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

This course is a supervised work experience in the hospitality field requiring a minimum of 135 work hours. Work activities can range from entry-level to management training. Individual conferences are arranged instead of class attendance.

Entry Level Standards:

Must be able to read, write, speak, and reason at the college level.

Prerequisites:

Completion of 15 hours of HSP courses, with a minimum 2.5 GPA in HSP courses and at least a 2.0 cumulative GPA; pursuit of 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.edu/departments/bctpi

Textbook(s) and Other Course Materials:

None required. Handouts will be provided.

I. Week/Unit/Topic Basis:

Internship Policies: The intern and the employing supervisor will determine a work schedule to assure a minimum of 135 working hours. These hours must be completed with ONE employer. Students will be paid the prevailing wage scale for this practical field experience and should be placed under worker’s compensation. The intern is expected to observe all standards of legal ethics and confidentiality and comply with all of the employer’s business policies.

II. Course Objectives*:

A. Provide a working knowledge of the various duties expected of a trainee in the hospitality industry. I, II, VII, VIII

B. Expose the student to the numerous positional jobs available in hospitality management. I, III, V, VII, VIII

C. Provide opportunities for the student to professionally perform in the hospitality environment. I, VIII

D. Demonstrate how the line-level jobs combine with the various management functions and techniques to form the totally successful hospitality experience. I, II, III, IV, VII, VIII

*Roman numerals after course objectives reference goals of the HSP program.
III. Instructional Processes*:

Students will:

1. Submit application, resume, and transcript and complete an interview with Internship Coordinator prior to the beginning of the enrolled term. *Transitional Strategies, Communication Outcome*

2. Work a minimum of 135 hours in the hospitality industry for the purpose of developing proficiency in the job as well as working in a real-world environment. *Transitional Strategies, Active Learning Outcome*

3. Keep a work experience diary or work log describing the varieties of duties performed for the duration of the internship. *Communication Outcome, Transitional Strategies, Technological Literacy Outcome*

4. Be responsible for making sure hours worked are verified and submitted to Internship Coordinator. *Active Learning Strategies*

5. Assure that all forms required from the employing supervisor are submitted by the deadline to the Internship Coordinator. *Transitional Strategies, Technological Literacy Outcome*

6. Be responsible for communicating regularly with the Internship Coordinator by email or phone to report on the status of the internship and to verify all requirements are being met. *Transitional Strategies, Technological Literacy Outcome and Communication Outcome*

7. Arrange with the Internship Coordinator a time for a site visit prior to the completion of required hours. *Transitional Strategies, Technological Literacy Outcome and Communication Outcome*

8. Submit to Internship Coordinator a completed student evaluation form describing and evaluating the practicum experience. *Communication Outcome, Transitional Strategies, Active Learning Outcome*

*Strategies and outcomes listed after instructional processes reference TBR's goals for strengthening general education knowledge and skills, connecting course work 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 various duties of the different line-level jobs at the host establishment. (A, B, C)

2. Describe the relationship of the line-level positions to each other and how they relate to other areas of the business and to the satisfaction of the customer. (A, B, C, D)

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

4. Describe the relationship of each functional managerial position at the host property. (A, B, E, F)

5. Explain the different and common goals associated with the various functional areas of management. (A, B, E, F)
6. Effectively plan a duty schedule for any line-level position at the hospitality property. (A, B, C, E)

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

V. Evaluation:

A. Testing Procedures:

N/A

B. Laboratory Expectations:

N/A

C. Field Work:

N/A

D. Other Evaluation Methods:

1. **The grade for the internship is Pass/No-Pass.** The course grade will be determined primarily on the basis of the supervisor’s evaluation, verified work hours, the student evaluation, and a site visit by the Internship Coordinator. Also important in assessing the grade is the initiative shown by the student to get required paperwork submitted on time, including: application, resume, diary, transcript, Agreement, Training Plan and the above-mentioned reports.

2. The student is responsible for scheduling an initial interview with the Internship Coordinator prior to the beginning of the enrolled term, and bringing to the interview all completed application paperwork. ENROLLMENT in HSP 2950 and fee payment must be completed by the student.

3. The student will notify the Internship Coordinator immediately upon accepting a position which is to serve as his/her internship. In addition, the student will provide employer information (such as supervisor’s name, title, phone, email, fax) to the Internship Coordinator as soon as possible so the employer can be contacted and the job approved for the internship.

4. The Agreement form and Training Plan (two forms which will be provided) will be returned to the Coordinator within the first two weeks of the term or within two weeks of becoming employed.

5. In order to stay in contact with the Coordinator, interns are expected to check student email accounts and personal accounts (if those have been provided) on a regular basis throughout the semester) and reply to emails. Progress conferences with the Internship Coordinator may be scheduled at any time during the semester on an “as needed” basis. **Notify Coordinator immediately if phone numbers or emails change during the internship.**

6. The intern will maintain a work diary describing the nature of each position assignment: tasks, time devoted to the completion of the job, problems encountered, and personal impressions should be included. The diary will be reviewed by the Coordinator.

7. Hours worked must be verified by the employer using either (1) time sheets signed by both the intern and the supervisor, or (2) copies of official pay stubs which show hours.
Total of 135 hours is required for the internship. All required hours must be completed with ONE employer.

8. The intern should regularly review the syllabus to assure all requirements are being met.

9. The intern is responsible for contacting the Internship Coordinator to arrange a site visit to the intern’s workplace sometime prior to the completion of the required hours.

10. The intern’s work supervisor will submit a final evaluation of the student (form will be provided) upon the completion of 135 hours or prior to the end of the term.

11. The intern will submit a student evaluation to the Internship Coordinator describing and evaluating the internship work experience. The “Student Evaluation” form is provided on the website at: www.pstcc.edu/departments/bctpi/documents/html.

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

VI. Policies:

A. 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 percent of their scheduled class and laboratory meetings in order to receive credit for the course. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.]

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course.

C. Accommodations for disabilities:

Students who need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 134 or 126 or by phone: 694-6751 (Voice/TTY) or 539-7153. More information is available at www.pstcc.edu/departments/swd/.

D. Other Policies:

Computer Usage Guidelines:
College-owned or -operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State’s computing resources in an effective, efficient, ethical and lawful manner. [This also pertains to any equipment provided for use by a student during an internship.]