Internship/Work Hours: 135  
Credit Hours: 3.0  
Laboratory Hours: 0.0  
Revised: Spring 2011  

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:

Second-year status, a minimum 2.5 GPA in HSP courses, pursuit of an A.A.S. degree with a Hospitality concentration, a completed internship application submitted to the coordinator of the BCT internships prior to the beginning of the enrolled term. Application is 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 Goals*:

The course will:

A. Provide a working knowledge of the various duties expected of a trainee in the hospitality industry. (I, II, IV, VI)

B. Expose the student to the numerous positional jobs available in hospitality management. (I, II, VI)

C. Provide opportunities for the student to professionally perform in the hospitality environment. (I, II, III, IV, V, VI)

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, VI)
III. Expected Student Learning Outcomes*:

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

* Capital letters after Expected Student Learning Outcomes reference the course goals listed above.

IV. 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, transcript, Agreement, Training Plan, work diary, and the above-mentioned reports.

2. The student is responsible for enrolling in the course and paying all fees, scheduling an initial interview with the Internship Coordinator prior to the beginning of the enrolled term, and bringing to the interview all completed paperwork including: application, resume, and transcript.

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 are required for the internship. All required hours must be completed with ONE employer. This documentation must be submitted to the Coordinator by the last day of the enrolled term.

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. If this visit cannot be completed, then a **report** is required in lieu of the visit. Coordinator will explain the report requirements.

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 last day 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, along with a “Timesheet” form for #7 above, is provided on the website at: [www.pstcc.edu/departments/bctpi/documents/html](http://www.pstcc.edu/departments/bctpi/documents/html). This form must be submitted by the last day of the enrolled term.

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

**V. Policies:**

A. Attendance Policy:

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning courses) must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of the Learning Division, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of the Learning Division.
B. Academic Dishonesty:

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:
• Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.
• Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.
• Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one’s own work.
• Taking an exam for another student.
• Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.
• Any of the above occurring within the Web or distance learning environment.

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 127, 132, 134, 135, 131 or by phone: 539-7153 or TTY 694-6429. 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.]