

PELLISSIPPI STATE COMMUNITY COLLEGE  
MASTER SYLLABUS

**HOSPITALITY INTERNSHIP  
HSP 2950**

**Internship/Work Hours: Minimum of 135**                      **Credit Hours: 3.0**

**Laboratory Hours: 0.0**    **Revised: Fall 2014**

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 scheduled in lieu of class attendance.

**Entry Level Standards:**

All major coursework through the third semester must be completed with a minimum 2.5 GPA.

**Prerequisites:**

Second-year status, a minimum 2.5 GPA in HSP courses, pursuit of an A.A.S. degree with a Hospitality concentration, and submission of a completed internship application to the coordinator of the BCT Internships prior to enrollment in the course and the beginning of the enrolled term. Application is available on the Web: [www.pstcc.edu/departments/bctpi](http://www.pstcc.edu/departments/bctpi).

**Textbook(s) and Other Course Materials:**

None required. Handouts will be provided.

**I. Week/Unit/Topic Basis:**

The internship work schedule shall be determined between the placement supervisor and the intern to assure a minimum of 135 hours on the job during the enrolled semester. **Student work or employment at PSCC cannot be used for internship credit.** These hours must be completed with ONE employer. If the job is paid, intern may work as many hours as school schedule permits. Interns earn academic credit for their internship and no pay from the internship placement is required; however, supervising offices may elect to provide stipends, paid parking, mileage reimbursement, or paid employment. The intern shall observe all standards of legal ethics and confidentiality and comply with all office policies.

**II. Course Goals\*:**

The course will:

- A. Provide the intern with a working knowledge of the various duties expected of a trainee in the hospitality industry. (I, II, IV, VI)
- B. Develop the student's awareness of the hospitality industry and provide the opportunity to observe management and professional responsibilities. (I, II, VI)
- C. Provide opportunities for the student to professionally perform in the hospitality environment. (I, II, III, IV, V, VI)

- D. Increase the student's ability to use good communication skills and work as a team member. (I, II, III, IV, VI)

\*Roman numerals after course goals reference goals of the HSP program.

### III. Expected Student Learning Outcomes\*:

The student will be able to:

1. Describe the various duties of the different entry-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. Explain the different and common goals associated with the various functional areas of management. (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, Job Profile and evaluation forms.
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. The internship coordinator must approve the placement and the placement supervisor must complete the Job Profile verification form during or before the first week of the internship. The form is provided by the internship coordinator.
4. 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.**

5. 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.
6. The intern should regularly review the syllabus to assure all requirements are being met.
7. 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.
8. 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.
9. 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 online at: [www.pstcc.edu/bct/internships.php](http://www.pstcc.edu/bct/internships.php). This form must be submitted by the last day of the enrolled term.
10. Tardiness, absenteeism, and/or general disciplinary problems will not be tolerated and can result in the failure of this course.
11. The intern will be responsible for handling all software, hardware, and other types of equipment provided by the employer in a responsible and ethical manner.
12. The internship must be completed within six months of the completion of the last major 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 Academic Affairs, 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 Academic Affairs.

Interns are to achieve 135 hours at the internship placement at times established with the onsite placement supervisor.

### 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.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.

#### C. Accommodations for disabilities:

Students that 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 Disability Services (DS) in order to receive accommodations in this course. Disability Services may be contacted by sending email to [disabilityservices@pstcc.edu](mailto:disabilityservices@pstcc.edu), or by visiting Alexander 130. More information is available at <http://www.pstcc.edu/sswd/>.

#### 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.]