NOTE: 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.

Prerequisites:

HSP 1300, HSP 1900

Corequisites:

HSP 2210 or HSP 2260 or HSP 2300

Textbook(s) and Other Reference Materials Basic to the Course:

Handouts will be provided.

I. Week/Unit/Topic Basis:

The practicum work schedule will be determined by the student and the supervisor. This arrangement will be the responsibility of the supervisor and the employer. Students are expected to observe all standards of legal ethics and confidentiality and comply with all of the host's business policies. The practicum supervisor should submit the evaluation form to the practicum coordinator near 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 HSP 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 Strategy

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

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

4. Schedule progress reports with the coordinator for the purpose of systematically evaluating their experiences. Personal Development Outcome, Numeric Literacy Outcome, Transitional Strategy

*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:

Evaluation Procedures:

A. The intern will maintain a work diary describing the nature of each managerial duty and all training functional positions they are scheduled to perform. The tasks, dates, and time devoted to the completion of the job are to be included in the diary.

B. The intern will submit to the practicum coordinator a term report describing and evaluating the practicum experience. The report shall be typed, double spaced, and between five and eight pages in length. Reports will be graded for content, organization, spelling and English usage.

C. The intern is responsible for scheduling two progress conferences and a final evaluation conference with the Practicum Coordinator and shall bring the diary to each conference. The term report will be due at the final conference. The intern's supervisor shall submit a final evaluation form indicating the tasks assigned and a rating of the intern's performance.

D. The course grade will be determined primarily on the basis of the supervisor's evaluation, the term report, the diary, and the timely completion of assignments. The grade for the internship is pass/fail.

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.