

## HTMT 244 FRONTLINE HOSPITALITY INTERNSHIP EXPERIENCE

**Instructor:**

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**Office hours:** MW 9:00-10:00 & 11:00-12:00, Thursday 12:00 to 2:00  
(by appointment please)

\*On campus & available M-F *by appointment (Always call, email, or text 1<sup>st</sup>!)*

**Course prerequisites:** HTMT 210; declared HTMT major, minor or concentration;  
sophomore or junior standing

**Course Description:**

The purpose of this course is for students to gain an entry level experience within the hospitality and tourism realm. Students will increase their exposure to and understanding of the hospitality and tourism industry and potential career paths to which they may work towards. The internship will be guided by a Learning Contract and academic components designed to enhance the student's knowledge.

A complementary source of learning and enhancement to the student's academic program and career objectives through experiential education engaging the student in a unique three-way partnership between an approved hospitality partner, the university and the student. Through direct, hands-on experiences and on-the-job training students will gain an understanding of the internship site's work, mission, and audience, how these potentially relate to their academic study and career endeavors, as well as the organization's position in the broader industry or field.

The overall unique learning experience will be guided by a Learning Contract, outlining specific work-related experiences and academic components designed to enhance the student's knowledge, skills and abilities in the given field of work. Finally, a series of regularly scheduled reflection and learning sessions conducted by faculty with support of industry leaders will be required in addition to attendance and participation in several professional development and/or networking activities or events will be required throughout the semester.

Students may complete one 244 internship in either their sophomore or junior year. Enhanced internship partners are the preferred providers of 244 internships. Any proposed 244 internship outside of the [Enhanced Partners listed here](#) will require prior approval by the Internship Coordinator, Professor Clement. A maximum of three (3) hours of internship credit will be awarded, a minimum of 120 hours' work experience is required, and internship **must** be paid, operational positions to qualify for the 244 internship.

Examples of 244 internships include: Hotel FOH roles such as Front Desk Attendant, Housekeeping, or Guest Services roles, Restaurant FOH or BOH roles such as Server, Hostess, Servers Assistant, Barback, Bartender, Line Cook, etc., Banquet Server or Setup roles, or other similar positions.

**SB Learning Goals:**

**COMMUNICATION SKILLS:** Students will demonstrate the ability, via both written and spoken word, to effectively present, critique, and defend ideas in a cogent, persuasive manner.

**QUANTITATIVE FLUENCY:** Students will demonstrate competency in logical reasoning and data analysis skills.

**GLOBAL/CIVIC RESPONSIBILITY:** identification of social, ethical, environmental and economic challenges at local, national and international levels

**INTELLECTUAL INNOVATION AND CREATIVITY:** demonstration of resourcefulness and originality in addressing extemporaneous problems

**SYNTHESIS:** Students will demonstrate the ability to integrate knowledge from multiple disciplines incorporating learning from both classroom and non-classroom settings in the completion of complex and comprehensive tasks.

**Course Goals, Learning Outcomes & Assessment:**

<p><b>Course Goals</b> <i>What is the aim or purpose of the course?</i></p>	<p><b>Student Learning Outcomes</b> <i>What will students know and be able to do when they complete the course?</i></p>	<p><b>Assessment Method and Performance Expected</b> <i>How will each outcome be measured? Who will be assessed, when, and how often? How well should students be able to do on the assessment?</i></p>
<p>Interact with and build a network of industry professionals &amp; peer interns to enhance your learning opportunities</p>	<p>Value of internship experience &amp; how it will facilitate career aspirations</p>	<p>Students will develop and gain consent from employers regarding the scope and type of work/internship experience provided. Weekly Discussion Board interactions will ensure the student is regularly reflecting on the experience with the instructor and other interns. Opportunities to engage in professional development workshops, networking activities and other industry-centric activities will facilitate a holistic understanding of the student’s inherent and needed skills as well as provide an opportunity to test them out. Online assignment submissions and responses as well as the online or in-person advisory sessions will serve as support for students throughout the process and will encourage reflection on growth and experiences stemming from the internship. The Final Report will allow students to report on the experience, their impressions, lessons learned and how it applies to them and their career path. Reports are expected to be of the highest quality and should be functional as an element of a professional portfolio.</p>
<p>Apply theories, concepts, and philosophies of hospitality business management curriculum</p> <p>Gain an understanding of the Host organization &amp; industry sector; reflect on and further refine career objectives</p>	<p>Major project, responsibilities &amp; learning experience, which improve or add value to the organization as a direct result of the internship experience.</p>	<p>Primarily, the student will hold a front-line position for the organization interacting directly with their customers and other employees in an operational role. Students are asked to provide examples of their work and contributions as a part of the Final Report assignment. Via the Learning Contact &amp; Final Report the student will be required to reflect on the learning experiences they’ve encountered during their internship.</p>

Utilize customer relationship management, communication, decision-making, and problem-solving skills	Skills, knowledge or experience gained during the internship experience to be utilized to further their career perspectives or potential job opportunities and to further enhance academic pursuits.	The Discussion Boards, Video Submission & Thread Commentary Assignments as well as the Final Report will serve as a platform for students to evaluate and self-reflect on their own strengths and weakness to show what skillset they improved on in their field and recognize skills they still could use improvement in to exceed in their chosen field. These assignments allow students to confirm their future career perspectives and justify if the internship has furthered their interest in this career or presented the fact that they will be seeking a different career path. Students will have to incorporate their internship role and responsibilities into an updated resume and will be required to utilize the ancillary professional development and networking opportunities to better hone and incorporate their professional growth into future personal and professional interactions.
Identify & assess, through practical application, personal strengths and weaknesses in relation to a professional occupation	Enhance professional skills, while becoming a stronger candidate in the workforce	Each student must attend a total of 6 events/classes offered on campus. These events include Professional Development events (2), Recruitment & Hiring (2) and Academic Reflection (2). Some of these activities include the Frankly Speaking Series, Career Fairs, Career Center workshops or resume reviews, departmental advisory board meetings and business etiquette classes. Attending these offerings will allow students to create a larger network on/off campus, improve their interview skills, resumes, cover letters, and learn about the extensive amount of career opportunities in/outside of the Charleston area. Academic Reflection participation will be in the form of online or in-person advisory sessions and the online video submittal & peer commentary expectations
<p>The internship experience provides experiential, hands-on learning experiences as well as interaction with the local community and industry. It supports the student's academic pursuits by reinforcing and/or providing direct insight into professional environments and job responsibilities aligned with their chosen major and career aspirations. Students are exposed to an invaluable aspect of work life: the actual practice or professional exposure in the field they are pursuing through their academic experience.</p> <p>The internship builds community and professional ties, exposes students to potential employers and peers, and provides a unique opportunity to see a role before they graduate into it. The skills and knowledge gained by the student during their time at the College should be fully utilized, applied and/or enhanced by the internship experience. Ideally, these experiences prepare students to be 'job ready' as they graduate and often provide actual opportunities for employment prior to or at graduation, which is consistent with the HTMT Department and Business School mission statements.</p>		

### **Additional Attendance & Completion Requirements – PLEASE READ**

Your attendance at and participation in: ***both (1) of the in-person (or online) Internship Advisory Sessions AND at least (3) posts to the online discussion thread: Hospitality Tales as well as at least (3) posts to other student Video Journal entries all online and submitted via OAKS is mandatory.*** Attendance to the Advisory Session is required within the 1<sup>st</sup> 2 weeks of the semester for full credit.

Advisory Sessions:

Several options will be provided for in-person sessions. An online VoiceThread will be made available as an alternative for anyone not able to attend. Attendance after the 1<sup>st</sup> 2 weeks will earn partial credit (see Course Rubric for more info).

Follow this link to sign up for an in-person: 244 Internship Advisory Session

Follow this link to the online VoiceThread session: [244 VoiceThread Class Link](#)

- Once signed up (*access and the app are free*), you should be given access to the internship advisory session I've recorded. VoiceThread is a unique, interactive tool that will allow you to review the session material at your own pace and comment either via text, audio or video commentary. I think you'll find it very engaging and hopefully the session will be informative as you begin the internship course assignments.

- **You are required to ask at least one question** – or at the very least leave a comment (though I would be very surprised if you don't have even one question!) – **in order to attain the 10 points credit for attending the advisory session.** *Your question will be tagged with your personal identification info so I can award credit.*

### Early Termination or Dismissal

Also, you should be aware that termination of your internship by the host for any reason may result in failure of this course. Failure of this course may also affect your ability to graduate. If you are experiencing any issues or have any concerns about your internship experience or your position with the host organization, you must notify the instructor immediately. Each situation will be assessed independently and the final decision will be made after consultation with the department chair. Please be aware that any termination for cause without notification or engagement of the instructor will be grounds for failure.

*Please contact your instructor if you have any questions or concerns about this or any other policy.*

### Professor's Policies

- Direct Engagement
  - You may always post questions or commentary related to the course and possibly beneficial to other students on the Discussion Board via OAKS.
  - If you prefer a private discussion: please email the professor if you need help with the course materials.
  - If your need or question is too much to respond to via email, we will set up an in-person appointment as necessary
  - I always encourage you to make an appointment when possible, at the very least email prior to coming by to give me time to prepare for you.
- Correspondence
  - Please use your school Email account for all electronic correspondence with the professor & industry clients.
  - **When Emailing** please put the **course number in the subject line** and remember to check your grammar and spelling.
  - The professor tries to respond to all correspondence within 48 hours however; sometimes circumstances do arise when that is not possible. If you have not received a reply in 48 hours, please resend the Email with a reminder.
- Assignments
  - Utilize a Name.Assignment.Date format to name all submitted assignments (i.e. if I am turning in my midterm, I would name the file: Clement.MidtermReport.6.15.16)
  - All assignments are due by the end of the day on the day specified as the due date
  - All assignments submitted after that time are considered late and up to a 25% per day penalty may be assessed *unless prior arrangements between the student and the professor were made.*

**Academic Integrity:** The College of Charleston's Honor Code is in effect in this course. If you are unclear about what constitutes cheating, please see the Instructor.

### **College of Charleston Honor Code and Academic Integrity**

Lying, cheating, attempted cheating, and plagiarism are violations of our Honor Code that, when identified, are investigated. Each incident will be examined to determine the degree of deception involved. Incidents where the instructor determines the student's actions are related more to a misunderstanding will be handled by the instructor. A written intervention designed to help prevent the student from repeating the error will be given to the student. The intervention, submitted by form and signed both by the instructor and the student, will be forwarded to the Dean of Students and placed in the student's file.

Cases of suspected academic dishonesty will be reported directly by the instructor and/or others having knowledge of the incident to the Dean of Students. A student found responsible by the Honor Board for academic dishonesty will receive a XF in the course, indicating failure of the course due to academic dishonesty. This grade will appear on the student's transcript for two years after which the student may petition for the X to be expunged. The student may also be placed on disciplinary probation, suspended (temporary removal) or expelled (permanent removal) from the College by the Honor Board.

Students should be aware that unauthorized collaboration - working together without permission - is a form of cheating. Unless the instructor specifies that students can work together on an assignment, quiz and/or test, no collaboration during the completion of the assignment is permitted. Other forms of cheating include possessing or using an unauthorized study aid (which could include accessing information via a cell phone or computer), copying from others' exams, fabricating data, and giving unauthorized assistance.

Research conducted and/or papers written for other classes cannot be used in whole or in part for any assignment in this class without obtaining prior permission from the instructor.

Students can find the complete Honor Code and all related processes in the *Student Handbook* at <http://studentaffairs.cofc.edu/honor-system/studenthandbook/index.php>

**Disability Students:** The College will make reasonable accommodations for persons with documented disabilities. Students should apply for services at the Center for Disability Services /SNAP located on the first floor of the Lightsey Center, Suite 104. Students approved for accommodations are responsible for notifying me as soon as possible and for contacting me one week before accommodation is needed.

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**Center for Student Learning:** I encourage you to utilize the Center for Student Learning's (CSL) academic support services for assistance in study strategies and course content. They offer tutoring, supplemental instruction, study skills appointments, and workshops. Students of all abilities have become more successful using these programs throughout their academic career and the services are available to you at no additional cost. For more information regarding these services please visit the CSL website at <http://csl.cofc.edu> or call (843)953-5635.

**Grading Scale & Assignments:**

	Scoring
<b>Proof of Verified Work Hours &amp; Supervisor Evaluation</b>	20%
<b>Academic Reflection Participation (Internship Passport Checklist)</b> <ul style="list-style-type: none"> <li>• Attendance at either (1) In-person or participation in (1) Online Advisory Session (10 Pts) <i>due before 1<sup>st</sup> 2 weeks of internship is complete</i></li> <li>• (2) Online Video Journal Submissions (10 Pts) – <i>1 due before midterm, 1 due at least 2 weeks prior to end of semester</i></li> </ul> Minimum of 3 each: <ul style="list-style-type: none"> <li>• Comments to peer video submissions (5 pts)</li> <li>• Posts to OAKS <i>Hospitality Tales</i> Discussion Board: (5 pts)</li> </ul>	30%
<b>Professional Development Activities (Internship Passport Checklist)</b> Minimum of 2 each: <ul style="list-style-type: none"> <li>• Professional Development (Career Center or Student Success Center workshops or sponsored events)</li> <li>• Networking/Recruiting (recruitment visits, Job Fair, program/industry networking events, Frankly Speaking series, Cheers to the Future, Advisory Board meeting, etc.)</li> </ul>	30%
<b>Final Report</b>	20%
<b>Total</b>	100%

LETTER GRADE	
>93	A
90-92.99	A-
86-89.99	B+
83-85.99	B
80-82.99	B-
76-79.99	C+
73-75.99	C
70-72.99	C-
66-69.99	D+
63-65.99	D
60-62.99	D-
<60	60

## 244 Community Statement & Expectations

The hospitality and tourism management internship curriculum is designed to be a complementary educational experience and an enhancement to the student's academic program and ultimate career objectives. A successful internship is achieved through the development of a unique, valuable three-way partnership between an approved hospitality partner, the Internship Coordinator and the student. While each learning experience will differ due to the type of host, situation, and duration, I am here to guide and assist you through your professionally-oriented learning experience.

The HTMT 244 internship course requires unique engagement on the part of each student intern. In addition to your on-the-job training and workload, you will be required to engage in both Professional Development and Academic Reflection throughout the semester. The details of these requirements are outlined below in the Semester Assignments section. If you have any questions about this or any other aspects of the course: ALWAYS contact the instructor ASAP!

### *Students who do well in this class:*

Log-In Often: Log-in and participate a minimum of once each week. While the participatory activities and Video Journal due dates will vary, you should still take the time to check on the course and any news as often as you can. *Use this time to participate in other students Video Discussion Threads or the Community Hospitality Tales Discussion thread. Get these items checked off early to ensure you are not overwhelmed at the end of the semester!*

Come Ready to Learn and Talk About Things they are Learning: There are no formal class meetings. Each member of our community is responsible for contributing to the information we will learn together. Each member must actively engage with the material, ask questions and present new insights and information gained during our time together via either the Discussion thread tools or their Video Journal submissions.

Utilize Course Management Tools: Several tools will be provided to add structure to enhance our learning environment. Google Forms is used to complete the Professional Development synopsis, VoiceThread is used to deliver the online Advisory Session, Doodle will be employed to give you the chance to select your due dates for the online Video Journal submission. Additionally, several OAKS Tools such as the Discussion boards and Checklists are employed to give you the ability to engage your peers and instructor as well as to manage your course requirements throughout the semester.

Actively Engage in the Course: The majority of the course material will be shared using OAKS, with a big piece being delivered either in person or via VoiceThread at the start of the semester. Students will be required to attend the in-person sessions or comment on the VoiceThread lecture to receive credit. Discussion boards will give students an opportunity to conveniently collaborate with community members and their instructor.

Complete Assignments regularly: Do NOT Procrastinate. You will be given some autonomy to complete assignments at your own pace. Plan accordingly. Do not save these for the last week of the module.

RESPECT and Share: In order for everyone to learn, students must feel free to share thoughts and ideas in a non-threatening environment. Much of this class requires personal reflection and application. Read and benefit from community member's comments. Respect the views of others. Agree and disagree respectfully.

**Semester Assignments:**

**Internship Passport Checklist**

**Due Date: as completed throughout the semester,**

**Minimum requirements must be met & attendance checklists & forms completed at least 1 week prior to end of semester**

*(overall progress to be reviewed periodically at the instructor’s discretion)*

**Academic Reflections:**

To be completed and indicated via Checklist in OAKS. **At least 2 online Video Journal submissions are required** of all 244 interns each semester.

In addition, each intern must **watch and participate in/post to at least 3 other student Video Journal Discussion threads in OAKS.** Finally, each intern must **participate meaningfully with at least (3) posts to the Hospitality Tales Discussion thread in OAKS.**

Meaningful participation is described further in the rubric below. Participation may be starting a new thread or commenting/joining an existing one.

*\*All online discourse should be cordial and professional, anything else will be addressed immediately and may result in severe penalty to your grade among other disciplinary actions.*

*Rubric for Grading Discussion Board Posts and VoiceThread Lecture Participation*

	<b>Excellent (5 points)</b>	<b>Satisfactory (4 points)</b>	<b>Needs Improvement (3 points)</b>	<b>Unsatisfactory (2-0 points)</b>
Demonstrates Application and Comprehension of Unit Materials	Demonstrates grasp of key concepts and ideas.	Demonstrates grasp of most concepts and ideas.	Demonstrates a shallow/superficial grasp of the material.	Participates shows no understanding or familiarity with content.
Supporting Evidence	Provides ample examples as supporting evidence.	Provides some evidence to support opinions.	Offers inadequate levels of support.	No evidence or examples offered to support opinions.
Clarity of Ideas	Ideas are expressed clearly and appropriate vocabulary is used.	Some signs of disorganization with expression.	Ideas are not clearly articulated such that the message is difficult to discern.	Participations posts and/or comments read more like Facebook or Twitter feeds.

**Lack of attendance at either session or lack of participation in the online discussions will have a direct effect on your final grade, see:**

– **[HTMT 244 Course Evaluation Rubric](#)** –



### **Professional Development, Networking & Recruiting Events**

To be completed and indicated via **Checklist in OAKS**. Student must also submit a **Professional Development Google Form**, to include both feedback from the activity/event and the name and email for CofC faculty or staff who can verify your attendance. *Please ensure you inform the individual that they may be contacted to verify your attendance. Other means of verification will be considered on a case by case basis.* (Details to Follow)

Students will attend multiple events over the course of the semester: Professional Development (including Recruitment & Hiring) and Academic Reflection. Each student must attend or participate in a minimum of two of each type of Professional Development activities (five in total of each). These events will overall increase each student's networking skills, while building a stronger relationship with Alumni and discovering the numerous opportunities both within and outside of the Charleston community. Attending these events will allow students to explore all that the college has to offer for career advancement and take advantage of these opportunities.

Professional Development Examples:

- ✓ [Career Center](#) Workshops or Sponsored Events
  - [BEST LINK](#) for all Career Center Student Activities Available
- ✓ Student Success Center Sponsored Events
  - [BEST LINK](#) for all Student Success Center Activities

Recruitment & Networking Events:

- ✓ Attend (*minimum 2*) CHAT meetings
  - <http://sb.cofc.edu/student-services/club-roster/CHAT/index.php>  
(email the president to receive emails on chat meeting with speakers every Wednesday)
  - *Attending 2 meetings counts as 1 of 2 required Recruitment & Networking activities*
- ✓ Frankly Speaking Series
  - see [Listserv](#) postings for times & dates
- ✓ Attend HTMT Advisory Board meeting
  - see [Listserv](#) postings for times & dates
- ✓ Attend any open HTMT Networking and other events
  - TBA via HTMT [Listserv](#)
- ✓ Departmental Recruitment Events
  - see [Listserv](#) postings for times & dates
- ✓ [Career Fair](#)
  - Or see College-wide announcements from Career Center

[Form for Submitting Qualified Professional Development activities for credit](#)

**Final Evaluation****Due Date:**

Part I (20%) – Using the initial Learning Contract, interns will develop a 5 -7 page final report in which you will:

Expand on & complete reporting of items from midterm report as follows:

- 1) State how you have achieved the goals set out in the Learning Contract
  - Include any specific milestones or tasks completed
  - Provide relevant updates from midterm progress
  - Report on any additional valuable experiences gained or achievements made
- 2) Synopsise key skills tested, employed or gained
  - Provide examples & samples of any work available
- 3) Address any major management lessons or experiences
  - Provide examples & any relevant achievements
  - Describe impact and relevance to career and/or personal development
- 4) Major observations & milestones
  - Achieved or prospective (especially if milestone is accelerated by the internship experience)
  - Provide dates & timelines where appropriate
- 5) Integrate relevant information from your Internship Passport into your report
  - Expand on any correlations, synergies or advantages realized as a result of this experience
- 6) Describe how you plan to use the Lessons you've Learned during the internship moving forward.
  - Provide insight on next steps of your career progression and detail any relevant impact realized as a result of the internship experience
- 7) A synopsis of the overall experience
  - Including at least 3 direct consequences of this experience that will affect your future career aspirations and goals.

Also include:

- 1) A copy of any relevant products or projects you completed in your role or a short written statement describing how you added value to the organization and what changes or improvements you've made, suggested or observed as relevant during the process.
- 2) A copy of the thank you letter to the host organization and supervisor
- 3) A copy of an updated resume to include specific duties and functions carried out during the internship, as well as an relatable achievements

Part II (20%) – Your supervisor will complete a survey evaluating your performance while completing the internship.

- **If your supervisor does not complete the survey, you will be awarded the 10 points corresponding to an Average score...***it is incumbent upon you to confirm and follow up with your supervisor regarding the completion of your internship evaluation survey*