

## Spring 2021 HTMT 444 HOSPITALITY INTERNSHIP EXPERIENCE

**Instructor:**

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**Office hours:** MW 11:00 to 1:00, Thursday 1:00 to 3:00 (by appointment please)  
\*On campus & available M-F by *appointment* (Always call, email, or text 1<sup>st</sup>!)

**Course prerequisites:** HTMT 210, *Senior status and Declared Major in hospitality and tourism management (or Declared Minor or Concentration & permission of the instructor).*

**Course Description:**

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. 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. Finally, participation in an online advisory session during the internship is mandatory.

HTMT 444 is built to be a high quality, value-centric work experience for senior level hospitality students. The ideal purpose is to provide the learning bridge from a student's academic to professional life. In doing so, the 444 internship should facilitate career-acquisition, targeted skills development, and/or clarity regarding individual interest in specific industry and organizational opportunities. A 444 internship should provide the student with the opportunity to learn and grow into a ready-to-work professional upon graduation.

A maximum of three (3) hours of internship credit will be awarded, a minimum of 120 hours' work experience is required.

**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.

**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.

The specific Learning Goals for each internship are determined by the student via the Learning Contract, which must be approved by the Internship Coordinator, Host Supervisor, Department Chair and Registrar. The Learning Contract requires specification of 3 separate goals. Goal 1 must be aligned with 1 of the School of Business Learning Goals listed above. Goal 2 must enhance discipline-specific knowledge related to a specific hospitality course which varies based on the internship role and responsibilities. Goal 3 must support the student's personal and professional development aspirations and expectations for the internship.

Students set their 3 Learning Goals via the Learning Contract at the onset of the internship. The student, host supervisor and internship coordinator must all approve of the Learning Contract based on 1) appropriate level of academic rigor or inherent learning opportunity, as well as 2) the feasibility and realistic parameters of the opportunity. The midterm and final reports due as a part of the course serve to reinforce and ensure accomplishment or achievement towards the identified

goals and the intern's overall professional development. Achievement is measured both via the overall quality level of the final report as well as the evaluation responses provided by host supervisors regarding student performance on the internship site. The experience is complemented by the career plan assignment which facilitates student engagement of career options and interests from an analytical, realistic perspective.

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

#### **Advisory Session – VoiceThread**

Your participation in each of the 2 advisory sessions is be mandatory. In person sessions will be available – initial session info is below; Midterm sessions dates & times will be emailed and posted in OAKS at a later date.

#### 444 ADVISORY SESSIONS

Initial Advisory Session Will Be Held the Week of January 25<sup>th</sup>.  
The Midterm Advisory Sessions Will Be Held the Week of February 22<sup>nd</sup>.  
*More details will be emailed in the following weeks.*

Alternatively, you may utilize VoiceThread to view a pre-recorded version of the sessions.  
*VoiceThread is available to you via your OAKS account, or you can follow the links below.*

Go to: [Initial Advisory Session](#)  
*Within 1<sup>st</sup> month of the semester!*

Go to: [Midterm Advisory Session](#)  
*At Least 1 week prior to the midterm report due date.*

**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 5 points credit for attending the advisory session.** Your question will be tagged with your info so I can award credit.

#### [VoiceThread Class Link](#)

Once signed up, you should be given access to the internship advisory sessions 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.

#### **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 policy.*

**Learning Outcomes & Assessment:**

<b>Student Learning Outcomes</b> <i>What will students know and be able to do when they complete the course?</i>	<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>
1. Describe the value of their internship experience and how it will facilitate their career aspirations	Students will develop and gain consent from employers regarding the scope and type of internship experience provided. Weekly journals will ensure the student is regularly reflecting on the experience. Finally via the Midterm & Final Report students will be responsible for reporting on the experience, their impressions, lessons learned and how it applies to them and their career path. All reports are expected to be of the highest quality and should be functional as an element of a professional portfolio.
2. Provide an example of a major project, responsibility or learning experience, which improved or added value to the organization as a direct result of the internship experience.	Students are asked to provide an example of their work or an executive portfolio of contributions as a part of the final report assignment. Via the Learning contact, Weekly journals and midterm & final reports the student will be required to reflect on the learning experiences they've encountered during their internship. All reports are expected to be of the highest quality and should be functional as an element of a professional portfolio.
3. Utilize skills, knowledge or experience gained during the internship experience to further their career perspectives or potential job opportunities and to further enhance academic pursuits.	The Career Path/Plan will be used to help students process the internship experience as it relates to career aspirations. This information will be synopsized as a part of the final report as well. This assignment should fit neatly into their midterm and/or final report as a part of their overall reflection on the internship experience. Students will have to incorporate their internship role and responsibilities into an updated resume as a portion of the final report.
4. Demonstrate the course of action necessary to go from their current status as a new or soon-to-be graduate to the desired career occupation; articulate what to expect from the work environment and be able to efficiently mold themselves to meet the needs of any position	The Career Plan/Path and its inclusion as an element of the final report will provide students with an opportunity to think through this progression and how they might move forward as a professional. Via the Weekly journals and the midterm and final reports the students will be required to reflect on lessons learned and impressions of the workplace they are experiencing and how this affects their expectations and desires for their career and eventual workplace environment.
<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>	

**Professor's Policies**

- Direct Engagement
  - Please come see the professor if you need help with the course materials.
  - If the office door is open, please feel free to knock and enter (unless someone else besides me is already in the office).
  - 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 24 hours however; sometimes circumstances do arise when that is not possible. If you have not received a reply in 24 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.6.15.14)
  - 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.

**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.

**Writing Lab:** I encourage you to take advantage of the Writing Lab in the Center for Student Learning (Addlestone Library, first floor). Trained writing consultants can help with writing for all courses; they offer one-to-one consultations that address everything from brainstorming and developing ideas to crafting strong sentences and documenting sources. For more information, please call 843.953.5635 or visit <http://csl.cofc.edu/labs/writing-lab/>

**Grading Scale & Assignments:**

	Scoring
Weekly Work Journal	25%
Mid Term Report	20%
Career Path & Plan	15%
Attendance	5%
Final Report	20%
Final Supervisor Eval	15%
Total	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

**Semester Assignments:**

**Weekly Work Journal (25%)**

**Due Date: Weekly, to be reviewed periodically at the instructor’s discretion**

1. Complete a Weekly Work Journal entry **for each day you work**
  - ✓ Please keep up with these on a Weekly basis
  - ✓ I will be able to track your progress and will be comparing entries to ensure there is no cut & paste fulfillment – please be diligent in keeping up with these assignments

- ✓ *The Weekly work journal is a key element of your foundation for this course – do not neglect this part of your responsibilities as it will inevitably affect the remainder of your work*
- 2. Save the file using the date and your last name as the document title (i.e. Clement.12.1.14)
- 3. Place the entry into the shared Google Drive folder – ***please ensure you share this folder with your professor and that you've assigned comment or edit rights.***

Students will complete a Weekly work journal of their experiences during the internship. The work journal should provide insight on the overall internship experience and may include: Weekly duties, skills tested or acquired, situations which arose and how they handled them, observations or impressions made or gathered via their internship work experience.

Journal entries do not need to include all of these elements, all of the time. But you should consider these categories as strong starting points through which you can mold your thoughts and capture viable information from the internship experience. In other words, don't strictly adhere to these categories – use this template as an outline to begin the thought process. Utilize these journal entries to capture any- and everything that you might want to include or reference in a semester report.

Weekly journals are private to you. While I will be periodically reviewing them for completion and consistency, they are the primary vehicle for the intern to capture the experiences and lessons being learned for later inclusion in course reports. It is vital that you collect any pertinent details as well as dates and specific milestones of your internship experience.

Weekly journals should be completed using the template below ([Weekly Journal Template](#) also provided via the course Google Drive folder):

<b>Date Range (MM/DD – MM/DD):</b>	
<b>Total Hours Worked:</b>	<b>Weekly (Cumulative)</b>
<p align="center"><b>Critical Learning Log* (King, 1983,2010, 2014)</b></p> <p><b>Kolb (1984) instructs us that there is no guarantee that an experience necessarily will be a learning experience. In order for that to happen, there needs to be a framework within which one can process the experience. One way of doing that is to reflect upon your week and think about those moments of learning that occurred, specifically those that made a difference in your experience. Remember to be focused and concise in thinking about what and how you are learning.</b></p> <ul style="list-style-type: none"> <li>• <b>What was the focus of your internship work this past week?</b> <ul style="list-style-type: none"> <li>○ <b>What was the focus of supervision and what was your role in it?</b></li> <li>○ <b>What insight did you develop about yourself in your role as an intern?</b></li> </ul> </li> <li>• <b>What was the most critical moment of learning during the past week?</b> <ul style="list-style-type: none"> <li>○ <b>Why is it important to you?</b></li> <li>○ <b>How does it affect you? Your internship?</b></li> <li>○ <b>How might it affect your work in the future?</b></li> </ul> </li> <li>• <b>What will be the focus of your work this coming week?</b></li> </ul> <p>(*Excerpted from <b>The Successful Internship: Personal, Professional, and Civic Development in Experiential Learning (4th Ed.)</b> Sweitzer, H.F. &amp; King,M.A. CENGAGE—Brooks/Cole 2014. Page 138. All rights reserved)</p>	
<b>Critical Learning Responses:</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol>
<b>Duties Completed:</b>	
<b>Skills Used:</b>	
<b>Management Lessons/ Observations:</b>	
<b>Other Notes:</b>	

**Mid-Term Report (20%)**  
**Due Date: Wednesday, March 3<sup>rd</sup>**

At the mid-term the student will meet with their supervisor and with the instructor (in the 2<sup>nd</sup> advisory session) to discuss their progress to date. Additional instruction will be provided during the 2<sup>nd</sup> internship advisory session (an outline of this information can be found [here](#)). Using the Weekly work journal entries & initial learning contract, students will develop a 5 -7 page analysis report in which you will:

- 1) State progress towards goals and objectives set out in the Learning Contract
  - Include any specific milestones or tasks completed
  - Describe how objectives not yet achieved will be addressed moving forward
  - Provide any course correction updates & change management plan
- 2) Identify key skills tested, employed or gained
  - Provide examples & samples of any work available
- 3) Address any major management lessons or experiences
  - Provide examples
  - Describe impact and relevance to career and/or personal development
- 4) Major observations & milestones
  - Achieved or identified as desirable
  - Provide dates & timelines where appropriate
- 5) Include both a 'Next Steps/Moving Forward' (i.e. predictive) section as well as an 'Takeaway/Lessons Learned' (i.e. reflective) section as a Conclusion to wrap up how you will move forward and how you have processed the experience so far
- 6) Working with your supervisor: create a plan for moving forward in the 2<sup>nd</sup> half of the internship.
  - Host supervisor must acknowledge (either by signature on the report or via email) that the intern has reviewed this report with them
  - Include any pertinent changes or notes from the supervisor meeting in the report or as an addendum (if necessary)



**Career Plan (15%)**

**Due Date: At any point in the semester but prior to Friday, April 2<sup>nd</sup>**

You will find an ad for a ‘dream job’ on the open job market or will find a commensurate job within the organization with which they are interning. You will then conduct a skills assessment and create a plan for how to achieve the skills and experiences necessary to be the ideal candidate for the chosen opportunity. The idea is to map how you get from you, the intern/student, to you, the ideal candidate for your dream job. The job you select should not be something immediately achievable upon graduation, attempt to look forward at where you hope to be in 5-10 years.

Go online and find a job posting for an ideal position or ‘dream job’ if there is not one in your host organization. For hospitality positions some good sites are [www.culinaryagents.com](http://www.culinaryagents.com), [www.hosco.com](http://www.hosco.com), or [www.Hcareers.com](http://www.Hcareers.com). The point of this assignment is to develop a plan in relation to meeting your career goals. ***The job description or posting must be provided as an appendix to this assignment.***

For this assignment you must:

1. Develop a short term career strategy (1 – 6 month(s) → 1 – 5 year(s) → 5+ years out – *be realistic*). This strategy will include:
  - ✓ Create a ***Career Path Map*** which shows the typical position arc to get to your dream position...
    - E.g. Front Desk → Front Desk Manager → Operations Manager
    - Include time estimates to achieve and hold each position
    - Identify 3 companies or 3 types of organizations who could provide either an
      1. internship opportunity and/or
      2. entry level work experience
    - Identify any Professional Organizations that you could join
    - Describe any Professional Certifications or additional Educational Requirements that would assist you in getting to your dream position
    - Describe any Related Experience that might facilitate or accelerate growth or that might be required for due consideration
  - ✓ Synopsise your Career Path Map by detailing out the most critical aspects of this path. Describe the impact this path has on your aspirations and any pertinent takeaways or realizations you’ve developed as a result of this assignment
2. Develop a personal SWOT Analysis of yourself against the position you’ve identified
  - ✓ Utilize a traditional S.W.O.T. *graphic* to analyze yourself and your experiences upon graduation vs. the ideal candidate and job description/requirements for the position you’ve selected.
  - ✓ In a brief synopsis of your SWOT analysis, address these key points:
    - What are your current personal strengths in relation to achieving your longer term career goals?
      1. What are you currently doing to enhance these skills?
    - What are your current personal weaknesses in relation to achieving your longer term career goals?
      1. What are you currently doing to address these weaknesses?
    - Who can help you achieve your career goals?
      1. What have you done or could do to foster those relationships?
      2. What have you done or could do to develop a more comprehensive network?
    - What market forces could prevent you from achieving your career goals?
      1. What secondary skills have you developed in case your first career path is blocked?

**Final Evaluation**  
**Due Date: Friday, April 23<sup>rd</sup>**

Part I (20%) – Using your Weekly work journal entries & initial learning contract 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 Career Plan assignment 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 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 (15%) – 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**