Course Syllabus

Department: Business Department

Date: 12/17/2012

I. Course Prefix and Number: HTM 250

   Course Name: Hotel and Resort Management Internship

   Credit Hours and Contact Hours: 3 credit hours and 3 contact hours

   Catalog Description including pre- and co-requisites:

   The Hotel and Resort Management Internship Program enables Finger Lakes Community College students to supplement their academic studies and increase career awareness through field work related to the hospitality industry. The students’ activities during the internship will include both participation and observation so that they can develop applicable skills and an understanding of the overall organization and operation of a hotel facility.

   Relationship to Academic Programs and Curriculum including SUNY Gen Ed designation if applicable:

   This course is a required course for Hotel & Resort Management students, a business elective for business students and a general elective for all other students.

II. Course Student Learning Outcomes:

Upon completion of this course the student will be able to:
   1. Describe the workings of a fully operational hospitality venture
   2. Compile and update an effective resume
   3. Analyze the effectiveness of a supervisor and internship site
   4. Describe the departmental interactions in a hospitality setting
   5. Exhibit further development of a service attitude and management style
   6. Exhibit an ability to analyze guests so as to better meet their individual needs

College Learning Outcomes Addressed by the Course:

   X writing                          □ computer literacy
   X oral communications              □ ethics/values
   □ reading                          X citizenship
   □ mathematics                      □ global concerns
   □ critical thinking                □ information resources
III. Assessment Measures:

<table>
<thead>
<tr>
<th>List identified College Learning Outcomes(s)</th>
<th>Specific assessment measure(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>Students will complete writing assignments that may include a research paper, written evaluations, experiential analysis papers, assignments, and information compilations.</td>
</tr>
<tr>
<td>Oral Communications</td>
<td>Students will be debriefed with an oral presentation following the internship experience. While on assignment, development of oral communication skills is paramount. Learning appropriate hospitality terminology and jargon will be stressed as well as the skills necessary to communicate with the public.</td>
</tr>
<tr>
<td>Citizenship</td>
<td>Students will learn the desired behaviors for successful integration in hospitality settings and the standards for interacting with guests.</td>
</tr>
</tbody>
</table>

IV. Instructional Materials and Methods

Types of Course Materials:

The primary source of information for this course is the Hotel and Resort Management Internship Manual. This document outlines the goals of the internship experience and the responsibilities of the student, the faculty sponsor and the site coordinator. The manual includes a number of pertinent documents, a report sheets, exercises and projects, and the various appraisal forms utilized in executing the course.

Methods of Instruction:

This course is experiential in nature. The student will accept a position at a working hospitality venture and becomes acquainted with the day-to-day demands of a hospitality career. While completing the required 150 hours of work the student will act as a link between themselves, the internship site, and the instructor. Careful monitoring of the process will ensure a meaningful, educational experience.

V. General Outline of Topics Covered:
1. Resource management
2. Teamwork
3. Service attitude
4. Diversity understanding
5. Uses of technology
6. Decision-making
7. Problem-solving
8. Accepting responsibility
9. Management skills
10. Professionalism
11. Accountability
12. Networking
13. Applying coursework in the workplace
14. Departmental interaction
15. Career awareness
16. Training
17. Feedback
18. The guest
19. Handling complaints
20. Sales efforts
21. Skills development
22. Equipment
23. Workplace culture