

Hotel Restaurant and Institutional Management

HOS 202 Internship in HRI Management

Credits: 3

Class Lecture Hours: Mondays 5:00 to 7:00pm for 7 weeks

Internship Hours Required: 240 through 15 weeks

Course Description:

Through supervised field experience, students will be exposed to the operations and management of various departments or functional areas. Hospitality managers and the HRIM Instructor will supervise students. Students are graded on their ability to apply classroom learning to actual work situations. Students meet for 2 hours each week for this seminar. Seminars will involve learning about leadership, teamwork, human relations skills, and reducing turnover through the use of management skills.

Instructor: Douglas Fee

Office: BS Building, Room 120

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Office Hours: Tuesday 1:00PM to 3:00PM

Thursday 9:00AM to 12 Noon

Objectives:

- 1) Develop realistic awareness of the roles and responsibilities of a hospitality manager.
- 2) Marry theory with practice by performing a wide range of hospitality related skills.
- 3) Apply fundamental management principles.
- 4) Analyze and assess yourself as a present and future hospitality employee and manager.
- 5) Learn to make a meaningful contribution to your hospitality operation.
- 6) Learn to work effectively with persons from various environments and cultures.

Method of Instruction This course has two components:

Supervised field experiences and a weekly seminar. The seminar will utilize discussions, handouts, case studies and related topics. Students are expected to bring into the discussions their current situations and work status. Oral presentations should be given during the appropriate week. Students should notify the instructor when they intend to make their presentation by session 2.

1) Each student will be required to prepare two written and one oral presentation based on the discussion topics given in the seminar schedule. Students will be evaluated based on the completeness of the presentations and class discussions they produce. The paper should bolster a position taken by the student in regards to an aspect or overview of the topic and be able to source their material. For example: “what really motivates employees”. Students will earn up to 100 points for each assignment completed; total points possible: 300 points. Written presentations must be a minimum of 800 words. (approx. 2 pages single space)

2) Each student will be evaluated by their employer, using school “Employer Evaluation” form The first evaluation will be due September 24th. The second employer evaluation will be due December 10th, 2001. Your employer or I will not give you any other notice. It is your responsibility to get this completed form to me by the date required. The evaluator must sign This form to be accepted by the school. You will earn 100 points for each evaluation; total 200 points.

3) **Your participation in class is required.** You must read the required handouts, and library research materials. You will be able to earn up to 100 points per class for verbal participation; total possible points: 700. You will not receive any participation points for just showing up.

4) Homework assignments must be completed in a timely fashion to be considered for full credit. Homework completion is worth 100 points.

1200 -1300 points = A
1100 -1199 points = B
1000 -1099 points = C
900 - 999 points =D
899 points or less = F

Student Obligations:

1) The minimum field experience is 240 hours for any Certificate Program or Associates Degree Program; student’s anticipating entering the Bachelor of Science degree program must complete 800 hours. You must complete this requirement to receive a grade, even if you complete the seminar requirements. Students who are unable to complete the internship hours requirements, will be given an incomplete and will have until March 15, 2002 to complete internship hours or you will received a grade of F. The Instructor will try to assist any student seeking an internship position. However, the final responsibility for acquiring an internship/work experience is the

students'. The Instructor and MCCC are not responsible for any student not being able to acquire an internship position.

- 2) You are responsible for any required interviews with perspective employers.
- 3) You must follow the policies and procedures of the facility in which you are employed.
- 4) You must follow all facility rules and regulations; and any local, state and federal laws.
- 5) You are required to notify your employer, based on their policies, if absences from your work schedule become necessary. Excess absences from the internship site will affect your final grade.
- 6) Maintain a weekly work hours log. (See attached form). And make note of any questions and situations which you would like to address in class.
- 7) You will be withdrawn from the field work site when documented evidence shows that you are unacceptable in the hospitality operation for reasons of performance of duties, insubordination, illegal unethical behavior or disregarding any facility, state local or federal work rules or law.

Seminar Schedule

The seminars will deal with the issues of management skills, human relations in the work place, turnover, teamwork, leadership, ethical issues and service; as well as other issues. Absences are not an excuse for coming to class unprepared. Please be sure to come to class with all the necessary materials.

You are required to notify the instructor in advance of any class absence; failure to do so will lose 100 points per non-notified absences.

Session 1: Introduction to Internship requirements

- Purpose of Internship and Seminar
- Surviving an Internship
- Preparation Skills for Hospitality Management
- Group and team dynamics
- Assignment One: self analysis due next week.

Session 2: Conflict Resolution

- What is your style?
- Case Study
- Eight Essential Steps to Conflict Resolution

Session 3: Work Related Values and Ethics

- Proper workplace behavior

Sexual Harassment

Session 4: Top Traits of Great Leadership What Makes Leaders Effective
Leading vs. Managing

First employer evaluation is due

Session 5: Empowerment
Motivation and the workplace
Why do Workers Leave?

Session 6: Relationships at Work
Company Politics how to survive
Restoring a Damaged Relationship with a Supervisor

Session 7: Managing People
Open Forum and Discussion