

COURSE OUTLINE

HMGT-180 Hospitality Management Internship I 2 Semester Hours

HOWARD COMMUNITY COLLEGE

Description

Student will spend at least 240 hours of directed study in a chosen area of the hospitality industry at an off-campus facility. The faculty instructor and industry mentor will provide and coordinate course objectives, applicable experiences and evaluation. Student will maintain a written journal of internship experiences. Prerequisite: HMGT-101 and HMGT-120. (1 hour weekly plus field experience)

Overall Course Objectives

Upon completion of this course, the student will be able to:

1. Explain the organizational structure of the internship site and describe the interdepartmental relationships of all personnel.
2. Discuss the duties and responsibilities of each departmental manager.
3. Explain the mission statement of the sponsoring internship site.
4. Demonstrate quality service skills that ensure guest and customer satisfaction.
5. Demonstrate ability to produce a quality product or perform a duty according to established standards.
6. Apply standards for guest and customer safety (e.g. H.A.C.C.P. and OSHA rules).
7. Perform manager-on-duty functions.
8. Participate in meetings (e.g. task force, management, staff).
9. Create and implement soft sell strategies.
10. Develop and implement work production schedules.
11. Develop and implement standards for equipment and facilities maintenance.
12. Maintain an inventory system.
13. Generate and maintain a training journal.
14. Complete a report directed to resolve an industry related problem.

Major Topics

- I. Orientation to the off-campus facility
- II. Application of industry standards for quality products and services
- III. Daily responsibilities of Intern
- IV. Training journal
- V. Course report

Course Requirements

Grading/exams: Grading procedures will be determined by the individual faculty member but will include the following: final grades will be calculated on the basis of exams, quizzes, written papers, class projects, and satisfactory completion of internship experience as evaluated by mentor and instructor.

Other Course Information

Students will research a problem that is unique to the mentor's operation. It will reflect the kind of problematic research managers are called upon to resolve for their company. The subject of the research will be a collaboration of the mentor and the intern. The intern will present the mentor with a product that proves the results of the research. The supervising instructor will assist the mentor in establishing a routine for the research study and evaluating the final product.

One added activity would be the development of a career portfolio. The portfolio will include:

1. An updated resume
2. A philosophy statement
3. Documents that back up the resume such as awards and certifications
4. Artifacts and related reflection summaries that demonstrate the SCANS skills developed through the internship experience
5. Letters of recommendation