

# COURSE OUTLINE

## HMGT-280 Hospitality Management Internship II 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 objectives, applicable experiences, and evaluation that are more advanced than in HMGT-180. Students will maintain a written journal of internship experiences and produce a report that proves the results of research on a problem unique to the establishment. Additionally, student will prepare a professional career portfolio based on the internship experience. Prerequisite: HMGT-180. (1 hour weekly plus field experience)

#### **Overall Course Objectives**

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

1. Develop and implement a task-related training program for new employees.
2. Develop and monitor service standards to ensure guest and customer safety and satisfaction.
3. Demonstrate how to establish a pricing structure.
4. Interpret accounting data such as forecast and financial reports.
5. Develop a budget.
6. Maintain property management systems.
7. Research industry competition.
8. Analyze market trends.
9. Develop a promotional tool for attractions and events.
10. Pursue professional development through participation in industry events and organizations.
11. Create a career portfolio.
12. Produce and maintain a training journal.
13. Conduct a research study to resolve an industry-related problem.

## **Major Topics**

- I. Employee Management
- II. Guest and Customer Service
- III. Accounting
- IV. Marketing
- V. Professional Development
- VI. Training Journal
- VII. Research Project

## **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