



Syllabus

HOS 250 Hospitality & Tourism Professional Work Experience

General Information

Date

September 21st, 2017

Author

Unknown Author

Department

Business

Course Prefix

HOS

Course Number

250

Course Title

Hospitality & Tourism Professional Work Experience

Course Information

Credit Hours

2

Lecture Contact Hours

2

Lab Contact Hours

0

Other Contact Hours

0

Catalog Description

The Hospitality and Tourism 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 hospitality enterprise.

Key Assessment

This course does not contain a Key Assessment for any programs

Prerequisites

None

Co-requisites

None

Grading Scheme

Pass/Fail

First Year Experience/Capstone Designation

This course is designated as satisfying the outcomes applicable for status as a Capstone Course

SUNY General Education

This course is designated as satisfying a requirement in the following SUNY Gen Ed category
None

FLCC Values

Institutional Learning Outcomes Addressed by the Course

Vitality

Inquiry

Perseverance

Interconnectedness

Course Learning Outcomes

Course Learning Outcomes

1. Demonstrate how to compose an effective resume and cover letter.
2. Exhibit the ability to identify guest needs and formulate an action plan to meet those needs.
3. Perform an efficiency evaluation of the internship site including a synthesized reflection of the lessons learned during the internship experience.
4. Model appropriate, professional management behaviors.

Program Affiliation

This course is required as a core program course in the following program

AAS Hospitality and Tourism Management - Food and Beverage Management

AAS Hospitality and Tourism Management - Hotel and Resort Management

AAS Hospitality and Tourism Management - Tourism Management

Outline of Topics Covered

Phase 1: Preparing a resume and discussion of how employers recruit employees including interview tactics, the working interview, and etiquette surrounding the interview process. Introduction to the job hunt process.

Phase 2: How to be successful on the job, behaviors and employer expectations, and organizational culture.

Based on the internship placement site and nature of the internship experience students will seek to apply their coursework in the workplace while examining some or all of the following hospitality concepts: professionalism, service attitude, diversity understanding, accountability, career awareness, accepting responsibility, sales responsibilities of all staff, seeing the guest as an individual, personalizing service, and exceeding guest expectations

The following skills based concepts may also be addressed: uses of technology, interaction with guests, handling complaints, training, equipment utilization, managerial skills, decision-making, problem-solving, teamwork, resource management, networking, gauging and acting on feedback,

Phase 3: Employer evaluation and meeting with supervisory personnel at the conclusion of the experience for explicit feedback in regards to professional strengths and weaknesses. Evaluation of the internship site and a supervisor evaluation will also take place.

Phase 4: Writing a reflective paper discussing the work experience, positive and negative attributes as well as

developing a plan for improvement based on employer and student evaluations. Students will also answer a number of job type-specific questions about the experience.