HM 210

INTERNSHIP (3 CREDITS)

Instructor: College of Business & Hospitality Management

Email: @

Office Hours:_______

Prerequisites: HM 101

Final Report due ______

COURSE OVERVIEW:

A. PROGRAM MISSION FOR HOSPITALITY MANAGEMENT AT OSU

The Hospitality Management Degree provides students with the knowledge necessary to become leaders, executives and owners in the hospitality industry. The hospitality industry is now requiring new college graduates who can go directly into management and can hit-the-ground-running on their first day of work. The Hospitality Management program provides students with the required skills the hospitality industry is now, and will be, requiring. Specifically, the degree provides students with skills in management, human resources, hospitality technology, food & beverage operations, service delivery as well as basic business fundamentals in marketing and accounting.

B. COURSE LEARNING OUTCOMES

Students are required to complete this internship so that OSU and the sponsoring company can offer a platform from where students
can apply the management concepts learned in class and acquire the necessary hands-on experience in a hotel, restaurant/food service and/or tourism industry to eventually qualify for a supervisory of managerial level role.

At the completion of this course, hospitality students should be able to:
1. Acquire entry-level practical experience within a business environment in the hospitality industry.
2. Develop the ability to analyze and propose solutions to business and service problems.
3. Develop an understanding of the activities and functions of hospitality managers & develop a more complete understanding of various hospitality managerial functions.
4. Learn, familiarize and use practical hospitality work terms, acronyms and phrases.
5. Develop a greater understanding about career options while defining personal career goals & trajectory within the hospitality industry.
6. Critically analyse the roles and responsibilities of all personnel within the work based learning environment.
7. Identify keys to successfully gaining & holding a position, and progressing in their Hospitality career.
8. Gain exposure to a professional field and an understanding of professional etiquette.

INSTRUCTIONAL METHODS
This course is taught using a variety of instructional methods including the following activities:

<table>
<thead>
<tr>
<th>Activities</th>
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</thead>
<tbody>
<tr>
<td>Resume Review &amp; Job Application</td>
</tr>
<tr>
<td>Weekly reports on job-related activities</td>
</tr>
<tr>
<td>Final reports on the organization</td>
</tr>
<tr>
<td>Review by the direct job supervisor &amp; supervising OSU instructor</td>
</tr>
<tr>
<td>Personal internship experience term paper</td>
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</tbody>
</table>

Helpful Websites- Please visit the following websites and/or read the following periodicals and newspapers for current information:

MATERIALS
Internship packet, (including weekly forms, student agreements, employee appraisal forms and assignments etc.) are ALL provided by the faculty coordinator online via Canvas.

HOSPITALITY INTERNSHIP INFORMATION
OSU Cascades Hospitality Management (HM) is passionate about connecting students with the real world from first year onwards. The three internships are work-based learning courses which enable students to develop practical skills, relate theory to practice and to gain a sound base of industrial experience by working – on a paid basis – within a range of organizations within the hospitality industry. In addition, this course seeks to develop ‘employability skills’ to assist students in progressing towards a career in hospitality. In order to qualify for academic credit, an internship must be in an area of specialization, as represented by the student’s option in Business. Moreover, the work experience shall be equivalent to the type(s) of entry-level, professional work relevant to an Oregon State University graduate.

HM undergraduate students are required to complete 3 hospitality internships before graduation. The HM faculty considers HM 210 Internship as a supervised industry experience in which the student:
1) Is officially bound under the tenets of the Hospitality and Business Learning Agreement
2) Is paid
3) Completes the required minimum hours for a summer or term hospitality related internship in their area of specialization.

An internship can originate in one of two ways:
1. An organization deciding to sponsor an internship during the year will initiate a competitive search for an intern. An internship that originates in this way generally requires a formal interview with personnel of the sponsoring organization, conducted either at the Career Development Center or at the office of the sponsoring organization. Information regarding internship opportunities is available at The Career Development Center, Cascades Hall 218, career@osucascades.edu 541-322-2067

2. A student may individually attempt to initiate an internship directly with an organization which has not previously expressed a current intention of sponsoring an internship. In either case, it is the responsibility of the student, rather than OSU Cascades, to secure an internship position.
HOSPITALITY INTERNSHIP 210 WORK EXPERIENCE-
1. Hospitality Management 210- Work Experience Internship
   A minimum of 200 hours.

COURSE REGISTRATION PROCEDURES
NOTE: this course is generally intended to be completed during the summer due to the seasonal nature of the hospitality industry in Central Oregon. However, special circumstances can be considered for approval of the course to be taken in as a part-time basis or during the year.

THE ORDER IN WHICH TO PROCEED:
- All students must email the instructor or department leader during the term prior to the internship to obtain a link to Canvas that provides information pertaining to internship application forms, learning agreements and objectives.
- Please read the Hospitality Management Internship Booklet, online on Canvas. Complete the quiz on the internship.
- Each student is responsible for finding his/her own internship, however, OSU Cascades Career Development Center can provide as much help as possible. Please attend the Hospitality Career Development Center workshop held every term. Once you have gained a clear understanding of what is expected from you and the company, please prepare a resume & letter of introduction.
- Following reading the internship packet, please successfully complete the online quiz on Canvas (to show comprehension & understanding of the process) before you make an appointment with the course instructor.
- Start applying to several hospitality companies under the guidelines of the internship.
- Only upon successful completion of the quiz, & gaining employment can you schedule a meeting with the supervising internship instructor.
- Schedule a meeting with instructor to approve your internship application. Students are expected to have the name, address and telephone number of the internship site, and the name and phone number of their supervisor, starting and ending dates of the internship, as well as 10 objectives you have as a student intern during the internship.
- Sign Learning Agreement/contract with instructor & have employer sign also. Drop agreement to instructor.
- Register officially with OSU for the Internship Course. There are 3- Internship 200, Internship 300, or Internship 400*
- Start job.
- Drop in weekly report online in Canvas
- Drop Business Summary & Evaluation Report in Canvas mid-way through term (dates and information will be on Canvas).
- Drop signed copy of required internship hour completion by Supervisor to instructor.
- Supervisor evaluates student based on set OSU rubrics/questions with instructor (available for you to look at online on Canvas)
• Drop Term Paper in Canvas
• Final Grade discussion with faculty (phone, online or in person)

*All students must register for the Internships, paying applicable tuition and university fees.

FREQUENTLY ASKED QUESTIONS ABOUT INTERNSHIPS:
More details and rubrics are available online, on Canvas, and under Frequently Asked Questions or FAQ

COURSE GRADES:
Letter grades will be assigned according to the number of points accumulated on activities and exams. The following table will give you a general sense of how the instructor intends to evaluate your performance.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage of Final Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation Class attended</td>
<td>5</td>
</tr>
<tr>
<td>Online quiz &amp; paperwork completed on time</td>
<td>5</td>
</tr>
<tr>
<td>Weekly reports</td>
<td>20</td>
</tr>
<tr>
<td>Company summary &amp; evaluation</td>
<td>10</td>
</tr>
<tr>
<td>Internship hours completed</td>
<td>20</td>
</tr>
<tr>
<td>Term Paper</td>
<td>30</td>
</tr>
<tr>
<td>Supervisors evaluation</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Grades will be assigned based on the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>&gt;=92%</td>
<td>C+</td>
<td>78-79%</td>
</tr>
<tr>
<td>A-</td>
<td>90-91%</td>
<td>C</td>
<td>72-77%</td>
</tr>
<tr>
<td>B+</td>
<td>88-89%</td>
<td>C-</td>
<td>70-71%</td>
</tr>
<tr>
<td>B</td>
<td>82-87%</td>
<td>D</td>
<td>60-69%</td>
</tr>
<tr>
<td>B-</td>
<td>80-81%</td>
<td>F</td>
<td>&lt;60%</td>
</tr>
</tbody>
</table>
FOR PROSPECTIVE EMPLOYERS
For help attracting employers, please see online- Canvas for sales pitches, guidelines on what is expected of all parties in an internship and sample jobs. Please also see Sample letter of introduction and Sample Resume (Curriculum Vitae outside the USA)

ATTENDANCE
Weekly reports showing hours worked are submitted to the OSU internship coordinator. Periodic meetings will be held with the faculty coordinator throughout the term. During the employer/instructor appraisal of the student, the supervisor will confirm with the OSU internship coordinator that the student has successfully completed the hours as documented by the student.

SITE VISITS
Periodically, the OSU faculty member may request to meet with you and your internship supervisor at your work site. The purpose of this visit is to ensure that the experience is meeting the expectations of the student, the site supervisor, and the faculty member, and to answer any questions.

STUDENT OBJECTIVES:
It is necessary that the student determines what new learning objectives they intend to accomplish during their internship. These should be different for each internship and/or year as you progress in school. Student Objectives help guide the student towards the best-fit internship by identifying new (or improving) skills that they will gain during their work experience. These objectives should describe specific measurable competencies and be SMART (Specific, Measurable, Attainable, Results-Focused, Time-Limited). By becoming more aware of these goals, the student can actively seek these learning opportunities during their internships. These will be reviewed and signed by both the OSU faculty and the company supervisor upon signing the internship & learning agreement contract. At the end of the term the student/employee and the supervisor will be asked to evaluate the level of attainment of each objective. More details, samples and rubrics are available online, on Canvas, and under internship learning objectives.

THE STUDENT (CONTRACT) AGREEMENT
The student, the employer and OSU Cascades will sign and enter into a learning agreement for the internship (much like a contract). This learning agreement details expected professional guidelines and the express statement that failure to follow any of these standards may result in an unsatisfactory grade and/or termination of my participation in my internship program. The student internship agreement is in effect from the above start date to the end date. More details and rubrics are available online, on Canvas, and under Learning Agreement.
WEEKLY REPORT
Grade Value – 20% of Total Grade
Hospitality Management Internship- Weekly Report of hours completed to be dropped to Canvas on a weekly basis with paragraphs detailing tasks performed, new activities & procedures learned, challenges encountered & internship objectives were reached during the week. More details and rubrics are available online, on Canvas, and under Weekly Report.

ON-THE-JOB CONDUCT & MAKING THE MOST OF YOUR EXPERIENCE
More details and rubrics are available online, on Canvas, and under On the Job Conduct and Making the Most of Your Experience

SUMMARY & EVALUATION OF THE COMPANY
Grade Value – 10% of Total Grade
Each student is required to complete a detailed evaluation of the company approximately mid-way through term in order to learn more about the complexity of the specific business within which they are interning. A detailed booklet is available to you to guide you to collect and review the information you need. More details and rubrics are available online, on Canvas, and under Evaluation of the Company.

TERM PAPER AT THE END OF THE REQUIRED NUMBER OF HOURS:
Grade Value – 30% of Total Grade
Each student is required to complete a detailed final term paper at the end of their internship, reflecting upon their internship, their career trajectory, their work performance, their choice of classes, and the challenges & highlights during their work experience. A three page document with detailed headings is available to you help guide you in your recollections & reflections. More details and rubrics are available online, on Canvas, and under Term Paper.

PERFORMANCE APPRAISAL OF OSU HOSPITALITY STUDENT/EMPLOYEE
Grade Value – 10% of Total Grade
The evaluation based on student performance and course & hospitality program outcomes as detailed above, is completed by supervising employer and OSU supervising faculty. To ensure fairness & consistency, the detailed Hospitality Questionnaire should be used to appraise each hospitality student after they reached their target hours of completion. Each element should be discussed AND scored by the workplace direct supervisor according to their judgement of their work with comments afterwards where necessary or relevant, with the faculty member recording it. An evaluation filled out by a supervisor, but not in the presence of the supervising faculty member, will not be accepted. The supervising faculty will place this in the students’ internship dossier, to be given as feedback to the student upon completion of the internship. More details and rubrics are available online, on Canvas, and
under Internship Performance Appraisal. The full questionnaire will be available to the student & employer so that expectations are clear and unambiguous.

COURSE POLICIES

Academic Dishonesty: According to OSU student conduct regulations, academic dishonesty is defined as an intentional act of deception in which a student seeks to claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work. Refer to the OSU Student Conduct code (576-015-0020) for a comprehensive definition of academic dishonesty. All cases of suspected academic dishonesty will be handled in strict accordance with OSU policy and College of Business policy.

Student Conduct Code:
http://studentlife.oregonstate.edu/sites/studentlife.oregonstate.edu/files/student_conduct_code_1.pdf
Student Conduct and Community Standards: http://studentlife.oregonstate.edu/studentconduct
Student Conduct – Offenses: http://studentlife.oregonstate.edu/studentconduct/offenses-0
College of Business Policy: http://business.oregonstate.edu/college-business-academic-and-professional-standards

COB Code of Honor:

A code of honor represents the moral commitments of those abiding to it. While each person lives by his or her personal code, the establishment of collective values creates a universal goal to which we can aspire. It is through the pursuit of these professional attributes that we reduce the possibility of immoral actions ourselves.

In order to uphold our personal character and the organization that we proudly call our own, we take this oath.
**Integrity**
The quality of being honest and having strong moral principles, integrity stands as the backbone of character and is essential for success.

**Respect**
Respect for others and yourself is a commitment to the fair treatment of and the fair competition with others. Through respect we embolden the character of others and ourselves.

**Responsibility**
We are held accountable for our words and actions as professionals to embed a steadfast commitment to honor in our decisions.

**Attendance/Unauthorized Absence:** Your direct supervisor will take attendance every day you are scheduled to work. One or two absences will not hurt your grade, but repeated absences will affect your comprehension of the material and your grade negatively. If you are unable to attend the job due to any problems, it is your responsibility to let your supervising professor at OSU know- as well as letting your direct supervisor know at work.

**Disability Accommodation:** Accommodations for students with disabilities are determined and approved by Disability Access Services (DAS). If you, as a student, believe you are eligible for accommodations but have not obtained approval please contact DAS immediately at 541-737-4098 or at http://ds.oregonstate.edu. DAS notifies students and faculty members of approved academic accommodations and coordinates implementation of those accommodations. While not required, students and faculty members are encouraged to discuss details of the implementation of individual accommodations.

**Syllabus:** This syllabus and schedule are intended as guides, not contracts. They may change during the term as the instructor attempts to provide the most compelling and useful learning experience possible. If changes are made, they will be announced in class, in an email, and posted online, on Canvas announcements. You should check your email and our class announcements on Canvas at least once a day for course and OSU updates. Not reading the syllabus does not constitute a valid excuse for missing a milestone.

**Announcements:** Canvas will be used to communicate announcements, changes in schedule or assignments. Students are expected to check Canvas and e-mail daily.