

New York City College of Technology, CUNY  
Department of Hospitality Management

**Hospitality Management Internship  
HMG T 4802/ Spring 2017**

<b>Instructor</b>	<b>Dr. Amit Mehrotra</b>	<b>Course Section</b>	<b>HMGT 4802 – OL73</b>
<b>E-mail</b>	<b>amehrotra@citytech.cuny.edu</b>	<b>Location</b>	
<b>Phone</b>	<b>718-260-5635</b>	<b>Time</b>	<b>On-line</b>
<b>Office</b>	<b>N 200</b>	<b>Lab Hours</b>	<b>No lab</b>
<b>Office Hours</b>	<b>Wed 2-4pm, Thurs 3-4pm or by appointment</b>	<b>Credits</b>	<b>3 credits</b>

**Course Description**

Work experience in the hospitality field, defined as part-time, supervised employment. Each student is responsible for getting and keeping an appropriate supervisory position for the required period: a minimum of 120 hours for a minimum of ten weeks. Measurable career objectives and related readings are defined in the initial meeting.

<b>Student Learning Outcomes</b>	<b>Method of Assessment</b>
a. Develop internship professional goals	Shared reading assignment, internship career goals, online weekly reports, site supervisor evaluation
b. Evaluate management skills and reflect on professional behaviors	Online weekly reports, industry research postings and discussions
c. Practice and apply industry knowledge, skills and techniques in the workplace	Online weekly reports, industry research postings and discussions, site supervisor evaluation
d. Demonstrate professional skills and build a professional network	Online weekly reports, site supervisor evaluation, final report
e. Reflect on individual progress and development and site supervisor's final evaluation	Online weekly reports, site supervisor evaluation, final report

**Prerequisites**

HMGT 3501, HMGT 3502, & HMGT 3602

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**Course Materials**

Professional journals, newspapers, magazines related to work as it pertains to the area of concentration to further career goals.

Recommendations of acceptable journals and trade publications include:

<i>Cornell Quarterly</i>	<i>The New York Times/Food or Business</i>
<i>Food Arts</i>	<i>Sections</i>
<i>Hotel &amp; Motel Management</i>	<i>Restaurant Hospitality</i>
<i>Journal of Hospitality &amp; Tourism</i>	<i>Restaurant &amp; Institutions</i>
<i>Research</i>	<i>Restaurant Business</i>
<i>Lodging</i>	<i>The Wall Street Journal</i>

**Learning Outcomes: Assessment**

**For a Grade of A**, excellence is required in all written and posted reports. It is the student's responsibility to submit all work in a **timely manner and in an acceptable format** for full credit.

- Shared reading assignment posting 5 points
- Submission of internship career goals 10 points
- Submission of 10 weekly reports 20 points
- Submission of 3 industry research postings  
(*At least one article must be from an academic journal*) 5 points
- Responses to 5 industry research postings 10 points
- Student evaluation by Field/Site supervisor 30 points
- Final report (on time and complete) 20 points  
100 points

**Attendance Policy**

The department policy for attendance follows the rules printed in the college catalog (page 30): "A student may be absent without penalty for up to 10% of the number of scheduled class meetings during the semester.

Lecture classes meeting 1 time/week for 15 weeks: 2 allowable absences

Lecture classes meeting 1 time/week for 5 or 7 weeks: 1 allowable absence

Laboratory classes meeting 1 time/week for 15 weeks: 1½ allowable absence

Every lateness (up to 10 minutes after the scheduled start time) equals ½ absences. As stated in the college catalog, "If a student's class absences exceed the limit established for a given course or component, the instructor will alert the student that a grade of 'WU' may be assigned."

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**HM Department Mission and Statement of Academic Integrity**

**MISSION STATEMENT**

The mission of the hospitality management department of New York City College of Technology is to provide students with a hospitality career education that integrates applied management practices and theory with liberal arts and sciences. To fulfill its mission the department will:

- offer a comprehensive applied management curriculum;
- provide students with the necessary professional and communications skills for successful careers;
- foster an understanding of social responsibility through involvement in community service.

**NYC COLLEGE OF TECHNOLOGY POLICY ON ACADEMIC INTEGRITY**

Students and all others who work with information, ideas, texts, images, music, inventions, and other intellectual property owe their audience and sources accuracy and honesty in using, crediting, and citing sources. As a community of intellectual and professional workers, the College recognizes its responsibility for providing instruction in information literacy and academic integrity, offering models of good practice, and responding vigilantly and appropriately to infractions of academic integrity. Accordingly, academic dishonesty is prohibited in The City University of New York and at New York City College of Technology and is punishable by penalties, including failing grades, suspension, and expulsion. The complete text of the College policy on Academic Integrity may be found in the catalog.

**STATEMENT ON PLAGIARISM**

As stated in the college catalog, “plagiarism is the act of presenting another person’s ideas, research, or writings as your own.” Plagiarism will not be tolerated.

**STATEMENT OF CLASSROOM BEHAVIOR**

Each student has the right to study and learn in a comfortable, safe, supportive environment that promotes self-esteem--- free of fear, humiliation, intimidation, offensive or suggestive language.

**USE OF ELECTRONIC DEVICES**

As stated in the Student Handbook, the use of cellular phones and audio equipment in all academic and study areas of the college are prohibited. Cellular phones, beepers, pagers, iPods, etc. must be turned off during class sessions. Students are not permitted to take calls or text message during class or to leave the classroom during scheduled class time to conduct a conversation. Students may not use their cell phones as calculators.

**ORAL PRESENTATION STYLE STATEMENT:**

The hospitality management department has developed a standardized format for all oral presentations. Refer to oral presentation rating form and *Effective Speaking Guidelines*.

**WRITING STYLE STATEMENT**

The hospitality management department has developed a standardized format for all written assignments. Written work must be prepared using APA Style Publication Manual of the American Psychological Association, 5<sup>th</sup> edition as a reference guide. All editorial formats, abbreviations, use of statistics, graphs, citations and references must conform to APA style. Footnotes are not permissible. Visit the City Tech Library website for APA Style Guides.

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Unless otherwise instructed, all papers are to be simply bound with a staple in the upper left-hand corner. No report covers are to be used. All papers must be computer generated, double-spaced on white bond or computer paper (8½ " x 11" with no holes), standard margins (1" top x 1" bottom x 1" left x 1" right), Courier or Times Roman typeface, 12 points. Correct spelling, sentence structure and grammatical construction are expected. Proofreading is a given!

Standard title (cover) page must include assignment name centered on the title page; one double space below, type student's name; one double space below, type course title / section number; one double space below, type instructor's name; one double space below, type due date; all entries are centered under assignment name. Exceptions to standardized format: Memoranda follow a standard memo format. Internship reports must be spiral bound.

Revised 12/2012 es

**INTERNSHIP GUIDELINES FOR STUDENTS:**

1. Choose a suitable work environment within the field of hospitality—club, institution, hotel, restaurant, publishing or consulting firm.
2. Prepare an official application form.
3. Discuss internship with your field supervisor (employer) **prior** to the orientation meeting and develop three career goals.
4. Attend an orientation meeting and submit completed application and resume. Check and make sure your City Tech email address is correct in Blackboard, change, if necessary.
5. Post on Blackboard under assignments the name, title, full address and telephone number of site supervisor as well as email address. Include your emergency contact information. This must be done by the first week of the course.
6. Submit reports according to schedule. Weekly summaries must be submitted to the instructor before 6 p.m. Thursdays for the previous week. **(200 words)**
7. Research a minimum of three articles that are related to your internship and can give you information or provoke thought about your stated career goals.
8. Class discussion on the Discussion Board in Blackboard will be focused around these industry research articles encountered in your reading that are relevant to your work experience.

Each student is required to post one **industry research article** item **THREE** times during the term on the Thursday that begins each week. **You must begin posting by Week 3 of the term for full credit and to enable peers to respond to your postings in a timely manner.** Make the subject line of your posting read:

**Industry Research Phrase: (your selected word or phrase)**

**Example—Labor Management, Marketing Strategies, Sustainability, Service Charge vs. Tip, Hospitality Technology, etc.**

Use the following outline for the content of the posting:

- How does the industry research article relate to your internship experience?
- What insights did you gain from reading this article?
- Include the source or link to the article. *(At least one article must be from an academic journal)*

In addition to posting three **industry research** assignments to the discussion board as indicated above, each student must respond to a minimum of **FIVE** other student's postings.

Submit the electronic copy of the completed internship report on or beginning **5/11/2017 -5/18/2017**. **THIS IS A FIRM DEADLINE FOR FULL CREDIT.**

**Note:** It is the student's responsibility to submit all work on time in an acceptable format for full credit. It is expected that you will initiate and confirm arrangements for appointments with instructor via email. Final Internship Reports are kept on file in the Faculty Office. You may request to see samples of excellent reports.

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**SCHEDULE Spring 2017**

Week 1 :	2/2	<b>REQUIRED ORIENTATION MEETING</b> POST name, title, full address of and telephone number of the site supervisor as well as email address.
Week 2 :	2/9	<b>Statement of Internship Career Goals Due</b> <b>Shared Reading/Discussion Board</b> <b>First weekly summary is due</b>
Week 3 :	2/16	<b>Post first industry research discussion</b> Continue weekly summaries
Week 4 :	2/23	<b>Post first industry research response</b> Continue weekly summaries.
Week 5 :	3/2	Student's posting industry research discussions and continue weekly summaries
Week 6 :	3/9	Continue weekly summaries and industry research postings and responses.
Week 7 :	3/16	“ “
Week 8 :	3/23	“ “
Week 9 :	3/30	“
Week 10:	4/6	Complete all weekly summaries and required industry research postings and responses.
Week 11 :	4/27	“ “
Week 12 :	5/4	“
Week 13 :	5/11	“ “
Week 14:	5/18	<b><u>Submit FINAL REPORT/ Evaluation by Supervisor</u></b>
Week 15:	5/25	<b><u>Submit FINAL REPORT</u></b>

**All FINAL REPORTS must be submitted electronically on/from Monday, 5/18/2017 as instructed by the Professor. Details and instructions will be shared by the Professor.LATE REPORTS ARE NOT ACCEPTED, EVER. Supervisor Evaluation must be submitted electronically to Professor's email (By/ From the Supervisor's Email)no later than 5/11/2017**

**Start submitting your reports from May 11, 2017 until May 18, 2017 which is the last day to submit the report.**

- A. Title Page (APA format)
- B. Table of contents to include the following information in the order noted below
- I. The historical profile of the company
  - II. Current company's organizational chart and identify your position
  - III. Job description for your position; standard shifts for your position; average salary or hourly wage for your position
  - IV. Statement of employee benefits for full time employees; indicate whether union or non-union, which unions if applicable; indicate whether company has an employee handbook
  - V. Statement of relevance of internship in view of specific career goals, post internship. (minimum of three pages)

Briefly state the purpose of your internship and your choice of the internship site. Include educational principles and theories relevant to this experience. Identify new skills and knowledge you gained, and how you applied these skills in daily situations. Describe new ways you became aware of your own strengths and weaknesses, as well as other meaningful personal insights. Describe new ways you became aware of your own strengths and weaknesses, as well as other meaningful personal insights.

- VI. Copies of all thank you notes to supervisors for your interviews
- VII. Attach all thank you letters to supervisors and appropriate colleagues post internship experience. Must be in business letter format (no e-mails)
- VIII. Updated resume to include internship experience

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