

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

**HMG 4802 Hospitality Management  
Summer 2015**

<b>Instructor</b>	Prof. Karen Goodlad	<b>Course Section</b>	11713
<b>E-mail</b>	kgoodlad@citytech.cuny.edu	<b>Location</b>	initial meeting N226
<b>Phone</b>	718-260-5300	<b>Time</b>	initial meeting 2pm-5pm
<b>Office</b>	Namm 200	<b>Lab Hours</b>	No lab
<b>Office Hours</b>	By Appointment	<b>Credits</b>	3 credits

**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.

Student Learning Outcomes	Method of Assessment
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**

HMG 3501, HMG 3502, HMG 3602

**Technology Requirements:**

1. Active City Tech email account
2. Active City Tech Library access from off campus
3. Register for OpenLab at <http://openlab.citytech.cuny.edu/register/>
4. Join the internship course: <http://openlab.citytech.cuny.edu/groups/internship-2012/>
5. Access to a computer with at least 32MB RAM and an Internet connection via a minimum of a 28.8 modem.

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**Online Conduct**

Each student has the right to study and learn in a comfortable environment without fear, without humiliation, without intimidation, without offensive or suggestive language, and without the destruction of self-esteem.

**Electronic Etiquette**

When communicating electronically (e-mail, discussion board...) it is important to keep your audience in mind. In this case, it is a professor or fellow student. It is expected that all communication be completed on a college level and in a professional manner. Use the following as a guideline:

- ❖ Always address the person receiving the e-mail (Dear XXXX)
- ❖ Ensure your name is clearly communicated on every e-mail message. Place it in the subject heading and at the end of your communication.
- ❖ Never abbreviate, write the complete word (you, not “u”; I, not “i”...)
- ❖ Always include a subject heading when sending e-mail.
- ❖ Proofread for spelling, grammar and other errors.

Since most of our communication will be completed electronically, mastering these skills is essential. Students will be asked to redo any work that is not completed in a professional manner. The following website should be reviewed to ensure that all communication is completed properly:

[http://owl.english.purdue.edu/handouts/pw/p\\_emaillett.html#format](http://owl.english.purdue.edu/handouts/pw/p_emaillett.html#format)

**The Virtual Schedule**

This class is held in a virtual world and time can easily lapse. The class is primarily self-paced with only one time when the entire class must meet face-to-face. It is encouraged that you participate fully in the on-line discussions and assignments. For the maximum benefit, participate in the postings often. (Note the Openlab site indicates the date and time of postings.) If a problem is encountered during posting to the system or a deadline is missed, send an E-mail to the instructor.

**Distance Learning**

Diligence, commitment, and personal dedication are essential to successful distance learning. The obligation to complete assignments in a timely manner is based on the students' ability to properly manage their time without constant reminders from a faculty member.

**Personal Demeanor**

Proper completion of the course in its entirety is required to achieve a passing grade for the semester. Remember that as a professional intern, students are representing one's self as well as New York City College of Technology while in the workplace and through all forms of communication.

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**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.”

**Course Requirements/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.

Internship goals, signed by your supervisor	5 points
Weekly reports	20 points
Shared Reading	5 points
Industry research (3 posts)	10 points
Industry research (5 comments)	10 points
Student evaluation by Field/Site supervisor	30 points
Final report (on time and complete)	20 points

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**Criteria For Assessment**

*Internship goals, signed by your supervisor*

- Choose a suitable work environment within the field of hospitality—club, institution, hotel, restaurant, publishing or consulting firm.
- Discuss the objectives of the internship with your field supervisor (employer).
- Submit your objectives in a memo to your Field Supervisor and ask your Field Supervisor to sign the objectives indicating approval of the objectives.
- Scan and send the objectives memo to your faculty supervisor via email. This must be done by the first week of the course.

*Weekly Journals*

- Each weekly journal will include a brief summary of the duties and a discussion of the observations and lessons learned, including operations, management and human resources situations. The student should be mindful of their behavior and of what they are learning in the internship process. Students should be aware of the broader picture of the industry and with their professional development.
- Weekly journal entries must be submitted to the instructor before 6 p.m. each Thursday.
- Weekly journals are to be posted on OpenLab addressing issues of your own personal growth, achievements and/or challenges faced throughout your experience.
  - Create a post with your name as the title
  - Using the visibility feature mark the post as "private"
  - This post will be used throughout the semester for your weekly journal submission.

*Shared Reading*

Walsh, K., M. C. Sturman, and B. Carroll. (2011). "Preparing for a successful career in the hospitality industry. In *The Cornell School of Hotel Administration on Hospitality : cutting edge thinking and practice*. John Wiley & Sons, Inc. Hoboken, New Jersey.

- Read the article, discuss the article during the initial group meeting.
- Post a comment about how you can use the tools described to become a better professional and work towards your career goals.

*Industry Research (3 posts and 5 comments)*

- 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.
- Start a blog post on the OpenLab site, write a reaction to the article and add the article as a file or link to the article.
- Read discussions started by your classmates, comment on at least five different discussions.

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**CRITERIA FOR ASSESSMENT (continued)**

*Student Evaluation by Field/Site Supervisor*

- Download the evaluation form from the File Section of the course profile or provide a link to the electronic version of the form, also in the file section.
- Provide the form (paper or electronic) to your supervisor at the midpoint of the semester.
- The form is to be scanned and emailed to the instructor by the field supervisor only.
- The electronic version will be automatically sent to me.

*Final Report (alternate format is an e-portfolio)*

- Title Page (APA format)
- Table of contents
- 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.
- Updated resume to include internship experience
- Historical profile of the company
- Current company's organizational chart identifying your position
- Job description for your position; standard shifts for your position; average salary or hourly wage for your position
- 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
- Copies of all thank you notes to supervisors for your interviews
- Copies of all thank you letters to supervisors and appropriate colleagues, post internship experience. Must be in business letter format (no e-mails)

All Final Reports must be submitted before 2pm, Friday, July 31, 2015. Final reports can be submitted in person, via email as one PDF attachment or as an eportfolio.

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**SCHEDULE Summer 2012**

Week 1 :	5/29	<b>REQUIRED ORIENTATION MEETING</b> <b><u>Friday, May 29, 2015</u></b>
Week 2 :	6/07	<b>Statement of Internship Objectives Due.</b> Send instructor name, title, full address of site supervisor as well as email address. <b>First weekly summary is due.</b> <b>Shared Reading Blog Posts</b>
Week 3 :	6/14	<b>Post first Industry Research item</b> , respond to another Student's posting, continue weekly summaries.
Week 4 :	6/21	Continue weekly summaries and industry research postings and responses.
Week 5 :	6/28	Continue weekly summaries and industry research postings and responses.
Week 6 :	7/5	Continue weekly summaries and industry research postings and responses.
Week 7 :	7/12	Continue weekly summaries and industry research postings and responses.
Week 8 :	7/19	Continue weekly summaries and industry research postings and responses.
Week 9 :	7/26	Complete all weekly summaries and required industry research postings and responses.
Week 10:	7/31	<b><u>Submit FINAL REPORT</u></b> Evaluation by instructor

All Final Reports must be submitted before 2pm, Friday, July 31, 2015. Final reports can be submitted in person, via email as one PDF attachment or as an eportfolio.

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