

LSC Use Only No: LSC Action-Date: UWUCC USE Only No. 02-112m UWUCC Action-Date: APR 22 2003 Senate Action-Date: APR 29 2003

Curriculum Proposal Cover Sheet - University-Wide Undergraduate Curriculum Committee

Contact Person <b>Mr. Jeffrey Miller</b>	Email Address <b>jmiller@iup.edu</b>
Proposing Department/Unit <b>Hotel, Restaurant, &amp; Institutional Management</b>	Phone <b>724-357-4440</b>

Check all appropriate lines and complete information as requested. Use a separate cover sheet for each course proposal and for each program proposal.

1. Course Proposals (check all that apply)

New Course       Course Prefix Change       Course Deletion

Course Revision       Course Number and/or Title Change       Catalog Description Change

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<b>HRIM 493 Internship</b>	<b>HMG 493 Internship</b>
<i>Current Course prefix, number and full title</i>	<i>Proposed course prefix, number and full title, if changing</i>

2. Additional Course Designations: check if appropriate

This course is also proposed as a Liberal Studies Course.       Other: (e.g., Women's Studies, Pan-African)

This course is also proposed as an Honors College Course.

3. Program Proposals

New Degree Program       Program Title Change       Program Revision

New Minor Program       New Track       Other

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<i>Current program name</i>	<i>Proposed program name, if changing</i>
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4. Approvals		Date
Department Curriculum Committee Chair(s)	<i>Jeffrey Miller</i>	2-26-03
Department Chair(s)	<i>John B. Storm</i>	2/26/03
College Curriculum Committee Chair	<i>Jeffrey Miller</i>	3-26-03
College Dean	<i>Charles C. Zoni</i>	28 April 03
Director of Liberal Studies *		
Director of Honors College *		
Provost *		
Additional signatures as appropriate: (include title)		
UWUCC Co-Chairs	<i>Gail S. Sechrest</i>	4/22/03

\* where applicable

**Part II. DESCRIPTION OF CURRICULUM CHANGE**

**1. NEW SYLLABUS OF RECORD**

**I. Catalog Description**

HMGT 493 Internship	variable class hours
	0 lab hours
	3 – 12 credits
	(var-3-12 cr)

Prerequisites: 57 cr earned, 2.0 GPA, and completion of approved 400-hour pre-Internship experience.

An opportunity for students to work in a supervised experience directly related to the HMGT major. Must meet university and departmental internship requirements. Minimum of 400 work hours required.

**II. Course Objectives**

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

1. apply classroom-learned hospitality management courses within a professional hospitality operations environment.
2. develop their personal interpersonal communication skills by interacting with employees and guests in the professional sector of the hospitality industry.
3. enhance the content of their personal professional resume via inclusion of experiences learned from their internship experience.
4. develop professional hospitality management skills that are essential for industry employment success.

**III. Detailed Course Outline**

- A. A minimum of 400 work hours within a professional hospitality industry operation, either within one, single operating department or rotating among various unit departments.

1. Submission of weekly summaries of work activities to their HMGT faculty internship supervisor.
2. Submission of final internship report to HMGT faculty internship supervisor.

#### **IV. Evaluation Methods**

1. Internship Report consisting of:
  - a. Overview of internship site.
  - b. Narrative of attainment of identified internship objectives.
  - c. Critique of internship site.
  - d. Self-critique, based upon internship performance and experiences.
  - e. Recommendation / Non-Recommendation of establishment as a future HMGT internship site.
  - f. Inclusion of site supervisor evaluation.
  - g. Inclusion of supporting materials.
2. Internship weekly work summaries.

Total possible earned points for the above – 100 Points

#### **V. Example Grading Scale**

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
59 and below	F

**VI. Attendance Policy**

There is no classroom attendance policy for this course, although HMGT internship students are expected to report for work in accordance with the internship site's attendance policy and identified work schedule.

**VII. Required Textbook**

There is no required textbook for this course.

**VIII. Special Resource Requirements**

Students should obtain a copy of the current HMGT Internship Guidelines document from the HMGT office prior to enrolling in this course.

Out-of-pocket expenses for professional business attire may be required.

Out-of-pocket expenses for internship housing and transportation may be required.

**IX. Bibliography**

Department of Hospitality Management Internship Guideline document.

**2. SUMMARY OF PROPOSED REVISIONS**

Reduction of required minimum work hours from 440 to 400.

Reduction of course credits from 6 to 3.

Students will identify two internship objectives per enrolled internship undergraduate credit. Minimum work hour requirement will be 400, regardless of

number of undergraduate credits scheduled. This is an objective-driven experience versus an hour-driven one.

**3. JUSTIFICATION FOR CHANGE**

Based upon the amount of academic work required of the hospitality management intern, primarily the maintenance of internship logs and one summary report, the awarding of the current 6 credits for the internship experience was excessive. Accordingly, faculty agreed that 3 credits would be more realistic for this course, which will require 400 work hours.

**4. OLD SYLLABUS OF RECORD**

The document Procedures for Completing the HRIM 493 Internship has been used as the syllabus of record for this course – see attached. This document, revised to illustrate the new credit allocation, will continue to be used with the new proposed curriculum.

**5. LIBERAL STUDIES COURSE APPROVAL FORM**

Not applicable.

**Part III. LETTER OF SUPPORT OR ACKNOWLEDGEMENT**

There are no other affected departments, thus a letter of acknowledgement is not necessary.

## Department of Hotel, Restaurant, & Institutional Management

### Procedures for Completing the HRIM 493 Internship

#### **HRIM 493 Internship in Hospitality Management**

var-6-12sh

Prerequisites: 57sh earned, 2.0 GPA, and completion of approved 400-hour Pre-Internship

An opportunity for students to work in a supervised experience directly related to the HRIM major. Must meet university and departmental internship requirements. Hour requirement is 400 hours.

#### **HRIM Internship FAQs:**

##### **Where can I do my internship and at what type of place?**

Your HRIM internship may be done at any geographic location, domestically or internationally, so long as your site is a business within the hospitality industry. It is highly recommended that you select a site that is congruent with your initial post-graduation career goals.

##### **What type of an employment position must I have for my internship?**

Your internship position should be different than the one you held during your Pre-Internship experience. Internship employment positions having supervisory responsibilities are very desirable. You may secure internship employment in one single position, or you may secure an arrangement that will move you throughout several different positions. Regardless of which arrangement you choose it should, again, be congruent with helping you meet your initial post-graduation career goals.

##### **Will I get paid during my internship?**

Internships may be paid or non-paid. Be sure to inquire with your prospective site as to which may be the case.

### **How many credits does my internship need to be?**

You **MUST** do an internship for six credits. This normally will be identified on the Banner scheduling system as HRIM 493 Section 006. You may take up to an additional six credits of internship while enrolled as an undergraduate at IUP, although any internship credits over six will go towards Free Electives.

### **What paperwork is required to do an internship?**

You must attend to the following paperwork prior to engaging in your internship:

1. Make sure your Pre-Internship Form is on file with the HRIM Internship Coordinator. See the HRIM secretaries to find out who the Coordinator is.
2. Complete an Experiential Education Internship Application Form. These forms are available in the HRIM Department Office (ACK 10). Be sure to fill in all the requested information and sign the form.
3. Complete a Health Service Fee Waiver Form – available at the HRIM Department Office – if you will be interning at a site more than 30 miles from the IUP campus.
4. Complete an Activity Fee Waiver Form if you will be residing and interning off campus. Please read the back of this form for the IUP Activity Fee Policy. This form is also available in the HRIM Office.
5. You must schedule your internship via the current IUP course scheduling system.
6. You must select 2 Internship Objectives for each internship credit you will be enrolled in. For example, a 6 credit internship will require that 12 objectives be selected. Suggested Internship Objectives appear in this document. You must type **FOUR** copies of your Internship Objectives: one copy for your records, one copy to give to your internship site supervisor, and two copies that are to be attached to your submitted Experiential Education Application Form and submitted to the HRIM Internship Coordinator.

## **SUGGESTED INTERNSHIP OBJECTIVES**

**The student intern will become familiar with/proficient pertaining to:**

### **Hotel Front Office:**

- Guest check-in / check-out procedures
- Guest room status maintenance
- Guest account folio generation and transaction posting
- Guest reservation acceptance and monitoring
- Front office communications operations
- Hotel night audit procedures
- Guestroom key issuance and security
- Hotel emergency procedures
- Relationship of front office to other hotel operating departments

### **Housekeeping:**

- Guestroom cleaning procedures
- Guestroom inspection procedures
- Hotel public area cleaning procedures
- Hotel laundry operations
- Employee uniform issuance and maintenance
- Hotel lost and found procedures
- Guestroom deep cleaning procedures
- Hotel linen room operations
- Housemen / Utility Worker functions

### **Hotel Sales:**

- Sales methods/techniques used
- Advertising / promotional strategies used by hotel
- Sales record keeping systems used
- Event servicing responsibilities of Sales staff



**Maintenance:**

- Maintenance daily routine
- System used for prioritizing maintenance requests
- Preventive maintenance program used

**Food and Beverage:**

- Food and beverage purchasing system used
- Food and beverage receiving, storage, and issuance procedures
- Food and beverage delivery (service) systems used
- Hotel catering and special events operations
- Hotel room service procedures
- Menu development procedures
- Inventory procedures
- Operation of kitchen food production areas
- Bar/lounge operations
- Safety and sanitation procedures

**General Operations Management:**

- Employee recruiting procedures
- Operations budget development procedures
- Operations cost control procedures / techniques used
- Employee scheduling systems used
- Employee training and development procedures
- Employee disciplinary system used
- Operation's Hazardous Analysis Critical Control Plan (HACCP)
- Operation's marketing plan

Other . . .

## **INTERNSHIP DAILY LOG/WEEKLY ACTIVITIES SUMMARY**

Throughout the course of your internship you will be required to maintain a tangible record of what you do on the job. Your HRIM faculty supervisor will either require you to maintain and submit DAILY logs OR WEEKLY activities summaries, illustrating your performed job tasks and responsibilities. Daily logs may be required to be submitted on official IUP Internship Daily Log stationary, by email, or by another format. Weekly summaries may be required to be submitted typed on stationary, or via email. Your HRIM faculty supervisor will identify to you the format they prefer.

**BE SURE TO MAKE BACK-UP COPIES OF ALL CORRESPONDENCE FOR YOUR RECORDS.**

## **INTERNSHIP REPORT OUTLINE**

At the completion of your internship you will be required to submit a formal internship report to your HRIM faculty supervisor which includes the following points. There is no standard length of this report but keep in mind that your internship is a 6 credit undergraduate course. Accordingly, it is expected by the HRIM faculty that you will submit a professionally-written, detailed illustration / analysis of your internship experience. Your HRIM faculty supervisor will establish a due date for your report. **YOU SHOULD MAKE A BACK-UP COPY OF YOUR REPORT FOR YOUR RECORDS.**

Report Format / Outline:

### **I. Description of Internship Site**

- Name of operation
- Address of operation
- Location of operation. Maps encouraged.
- Target markets served by operation

For HOTEL internship sites:

- Number of guestrooms
- Rooms mix
- Most recent occupancy percentage
- Most recent average daily rate
- Guest services offered
- Guest amenities offered
- AAA or Mobil rating (if applicable)

For RESTAURANTS / FOOD SERVICE internship sites:

- Most recent food and beverage cost percentages
- Copies of all current menus
- Most recent average check for each meal period served
- Dining room(s) / Bar-Lounge seating capacity and table mix
- Style of food delivery system(s) used

For OTHER internship sites:

- to be discussed with your HRIM faculty supervisor.

## **II. Organization of the Internship Site**

- Your job title
- Description, in detail, of your job responsibilities. Provide a formal job description if available
- Identification of the wage and benefits you received
- Operation organizational chart illustrating your position location
- Description of operation's recruitment, selection, orientation, placement, and training procedures
- Description of operation's employee turnover condition and identification of typical employment opportunities within the operation

### **III. Description of Internship Objective Attainment**

You are to take each of your selected internship objectives individually and, in narrative form, describe how you attained completion of them – i.e. how did you perform / how does your internship site accomplish the objectives you selected.

List each objective, then provide your narrative.

### **IV. Critique of Internship Site**

You are to provide a narrative identifying the strengths and weaknesses of this operation as an educational internship site – not simply as a place of employment. Be specific and provide examples from your internship that support your critique.

Would you recommend this operation as an internship site to other IUP HRIM students?

### **V. Self Critique**

You are to provide a narrative identifying, as a prospective manager / executive in the hospitality industry, based upon your internship experience, your personal strengths and weaknesses. Be specific and provide examples from your internship to support your critique.

Based upon your internship experience, have you eliminated any hospitality employment position(s) from further career consideration? Have you identified any hospitality employment position(s) for continued career consideration? What do you feel, as of the completion of your internship experience, your main area of career focus will be?

**INTERNSHIP GRADE DETERMINATION**

You will earn your internship grade based upon the following criteria:

Required communication with your HRIM faculty supervisor	10%
Timely submission of daily logs / weekly summaries	40%
Site supervisor's intern evaluation	10%
Completeness, presentation, and timely submission of internship Report	40%
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	100%

The attached standardized HRIM Internship Evaluation Form will be used in grading your internship experience -