

Date: February 2006

- I. Course Name: Hotel and Resort Management Internship  
Prefix and Number: HTM 250  
Credit Hours and Contact Hours: 3 credit hours – 3 contact hours  
Course Description:

The Hotel and Resort 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 hotel facility.

## **II. COURSE OUTCOMES AND OBJECTIVES**

The general objectives of this course deal with preparing the student for the challenges of a management career in hospitality or your chosen field. Through the study of actual operational situations, the student will: develop their management style, heighten their industry awareness, focus their values and beliefs, develop a service attitude, advance their communication and interpersonal skills, and enhance their decision-making and problem-solving abilities.

## **RELATIONSHIP TO ACADEMIC PROGRAMS AND CURRICULUM**

This course is a required course for Hotel & Resort Management students, a business elective for Business students and a general elective for all other students.

## **COLLEGE COMPETENCIES ADDRESSED BY THIS COURSE**

Of the following "FLCC Learning Outcomes," this course addresses those that are marked with the "→" symbol:

- Writing
- Oral Communication
  - Reading
  - Mathematics
- Computer Literacy
- Professional Competency
- Problem solving
- Ethics/Values
  - Citizenship
  - Global Concerns

## **III. METHOD OF INSTRUCTION**

### **TYPES OF COURSE MATERIALS**

The primary source of information for this course is the Hotel and Resort Management Internship Manual. This document outlines the goals of the internship experience and the responsibilities of the student, the faculty sponsor and the site coordinator. The manual also includes a sample notebook sheet, a sample final report sheet, and the various appraisal forms utilized in executing the course.

### **METHODS OF INSTRUCTION**

The method of instruction employed in this course is experiential in nature. While learning by doing, the student becomes acquainted with the day-to-day demands of a hospitality career.

### **ASSESSMENT MEASURES**

Students in this course can expect the utilization of the following assessment techniques and methodologies:

Direct questioning  
Analytic Memos  
Anecdotal correlations  
Directed paraphrasing  
Pre/Post testing  
“What would you do?” scenarios  
Journaling  
Misconception/Preconception check  
End of course survey

#### **METHODS OF EVALUATION**

Student achievement will be measured jointly by the faculty sponsor and the site supervisor. The ultimate decision rests with the faculty sponsor.

#### **IV. GENERAL OUTLINE OF TOPICS COVERED**

This list represents a variety of topics that may be covered during the student’s internship. This list will vary based on the individual internship placement.

1. Resource management
2. Teamwork
3. Service attitude
4. Diversity understanding
5. Uses of technology
6. Decision-making
7. Problem-solving
8. Accepting responsibility
9. Management skills
10. Professionalism
11. Accountability
12. Networking
13. Applying coursework in the workplace
14. Departmental interaction
15. Career awareness
16. Training
17. Feedback
18. The guest
19. Handling complaints
20. Sales efforts
21. Skills development
22. Equipment
23. Workplace culture