

Prepared by the Department of Business

Date of Departmental Approval: May 10, 2006

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Effective: Fall 2007

1. **Course Number:** HRM262
Course Title: Hospitality Cooperative Work Experience
2. **Description:** The core content of this course involves 300 hours of monitored field experience which is consistent with the student's career goals. Students will keep journals and write proscribed "analysis" papers as they progress during the course of the semester.
3. **Student Learning Outcomes: (instructional objectives: intellectual skills):**
Upon successful completion of this course, students are able to do the following:
 - Apply classroom knowledge and acquire new knowledge from industry experts and from work place experiences.
 - Employ work related and interpersonal skills in a variety of work oriented environments.
 - Demonstrate attitude flexibility and the ability to do quantity and quality work under supervised direction
 - Communicate by written summary, a report of the experience, the job, the organization, the activities performed and the evaluation criteria.
4. **Credits:** 3 credits
5. **Satisfies General Education Requirement:** No
6. **Prerequisite(s):** 9 earned credits in CUL/HRM curriculum
7. **Semester(s) Offered:** Fall, Spring, Summer
8. **Suggested General Guidelines for Evaluation:** Written journals highlighting learning while on the job along with written and oral presentation regarding skills and abilities acquired on the job. Analysis papers will be reviewed that relate classroom experiences and work place experiences.
9. **General Topical Outline (Optional):**
Apply an understanding of the Hospitality Industry related to the specific coop. work site.
 - a. What is the work site philosophy of guest service
 - b. Define and explain the unique "product/service mix" as it applies to the coop. work site.
 - c. Evaluate possible career opportunities at the coop. work site.
 - i. Write a personal resume; write a cover letter directed at applying for a specific position in the industry.
 - ii. Explain the role of job descriptions and job specifications.
 - iii. Perform mock interviews.
 - d. Applies problem solving and decision making skills.
 - i. Identifies and analyzes problems; suggest reasonable solutions; chooses and plies a solution to the problem.
 - ii. Identifies decisions that have to be made and then applies that which generates the sought after results.

Hospitality Management and Organizational Structures

 - e. Describe the process of management at the coop. work site.
 - f. Outline a supervisory position at the coop. work site.
 - g. Analyze types and methods of employee evaluation at the coop. work site.
 - h. Summarize leadership styles and analyze in terms of internship site experience.
 - i. Analyze and discuss ways of dealing with stress in the hospitality industry work place.
 - j. Discuss time management and other organization issues found at the internship site.