

**ARKANSAS TECH UNIVERSITY
COLLEGE OF APPLIED SCIENCES
HOSPITALITY ADMINISTRATION
2053 TC1 WORK EXPERIENCE SYLLABUS**

FALL 2013

WEDNESDAYS ARE ASSIGNMENT DAY

HOSPITALITY ADMINISTRATION MISSION STATEMENT: The mission of the Hospitality Administration Program is to provide quality education in hospitality administration and build a foundation for professional growth and development and encourage lifelong learning.



CATALOG DESCRIPTION: Pre-requisites: HA/CUL major, or HA minor; sophomore standing or permission of instructor. Placement in selected hospitality settings as a student worker under professional guidance of both agency and faculty supervision. Students are given the opportunity to take part in meaningful work experiences in actual work situations and managerial observation. Minimum of 200 clock hours of work experience.

LEARNING OUTCOMES and ASSESSMENT METHODS

Number	HA Title	ACPHA Standards	Learning Outcomes	Artifacts
HA 2053 And CUL 2053	Work Experience	Work Experience Exposure to Areas of Specialization Ethical Considerations and Perspectives	The student will <i>participate</i> in a pre-professional hospitality or culinary working environment.	Student Agency Evaluation Participation in Events Final Student Evaluations

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OFFICE HOURS: M-W 9-1 pm; Thurs. 2:30-4:00 pm; other appointments by arrangement
VIRTUAL HOURS: Will answer within 24 hours.

CLASS CONTENT LOCATION: Blackboard

- <http://onetech.atu.edu>
- Click student tab
- Scroll to the left hand bottom column
- Sign in <http://bbsystem.atu.edu> identical to OneTech Portal
- Find 2053 Work Experience
- All Supporting Documents are in **Work Experience Manual**

REQUIRED TEXT:

"*HA 2053 Hospitality Work Experience Manual*". (2013). Department Of Park, Recreation and Hospitality Administration. Arkansas Tech University. Russellville, AR.

This manual is available on blackboard and should be copied by the student for the agency supervisor and him/herself.

SUPPLEMENTAL TEXT:

1. *APA MANUAL for WRITING STYLE, 6TH ED.* 2010 Paperback, or www.owl.perdue.edu
2. *Professionalism, Real Skills for Workplace Success*, 3rd Edition (2013). Anderson & Bolt. Pearson: Prentice Hall: 2013. ISBN: 0-13-171439-2.

GRADING SCALE IN PERCENTAGE OF TOTAL POINTS:

100-90 A
89-80 B
79-70 C
69-60 D
59↓ F

EVALUATION METHODS

SUPPORTING DOCUMENTS	PERCENTAGE
▪ Agency Grade	60%
1. Agency Supervisor Final Student Evaluation	
▪ Final Written Report	40%
1. Memo of Understanding	
2. Student's Initial Report	

3. Weekly Reports – Timely
4. Resume

5. Workbook Assignments (10% - included in the 40%)

“Deal Breakers” for Passing this Course

- Weekly reports arrive weekly or no more than 14 days
- Non-completion of 200 worked equals Course Failure
- Lack of supervisor’s signature
- Position is in another field besides Hospitality Industry
- Work week cannot exceed 50 hours
- Your final report must closely follow the Guidelines

Late Work Policy: Late work will be reduced by a letter grade for each day (24 hours), it is late by ten percent (10%).

Academic Conduct Policies:

A university exists for the purpose of educating students and granting degrees to all students who complete graduation requirements. Therefore, Tech requires certain standards of academic integrity and conduct from all students. Tech expects an academic atmosphere to be maintained in all classes. This atmosphere is created by both the professor and the class to enable all students enrolled to reach their academic potential. Students are expected to attend class, conduct themselves in a non-disruptive manner in class, and refrain from cheating, plagiarism, or other unfair and dishonest practices.

Students should also realize that the classroom is under the control of the professor who will give students a statement of his or her classroom policies in a syllabus at the beginning of the semester.

Academic Dishonesty:

Academic dishonesty refers to the various categories of cheating and plagiarism in the classroom.

- **Cheating** on an examination, quiz, or homework assignment involves any of several categories of dishonest activity. Examples of this are: a) copying from the examination or quiz of another student; b) bringing into the classroom notes, messages, or crib sheets in any format which gives the student extra help on the exam or quiz, and which were not approved by the instructor of the class; c) obtaining advance copies of exams or quizzes by any means; d) hiring a substitute to take an exam or bribing any other individual to obtain exam or quiz questions; e) buying term papers from the Internet or any other source; and f) using the same paper to fulfill requirements in several classes without the consent of the professors teaching those classes.

- **Plagiarism** is stealing the ideas or writing of another person and using them as one's own. This includes not only passages, but also sentences and phrases that are incorporated in the student's written work without acknowledgement to the true author. Any paper written by cutting and pasting from the Internet or any other source is plagiarized. Slight modifications in wording do not change the fact the sentence or phrase is plagiarized. Acknowledgment of the source of ideas must be made through a recognized footnoting or citation format. Plagiarism includes recasting the phrase or passage in the student's own words of another's ideas that are not considered common knowledge. Acknowledgment of source must be made in this case as well.

SPECIAL SERVICES: Please advise the University supervisor if accommodations are needed as soon as possible. Any student with special needs should contact and register with the ATU Learning Assistance and Testing Center {Student Services} in the Catalog.

If you are working with an agency where the supervisor cannot communicate in English well, it is the student's responsibility to find an interpreter for this course, Work Experience. The student will not be allowed to interpret any of the work of the Agency supervisor including the Final Student Evaluation.

***FYI...If a hospitality major please remember that you will need to keep copies of everything for HA 4001, Internship Preparation for a personal portfolio.**

HA 2053 Work Experience Supporting Documents Explanation a

IT IS MANDATORY THAT YOU CHECK IN ONCE A WEEK BY EMAIL OR YOUR WEEKLY REPORT.

Work Completion Date:

- Resume uploaded in Blackboard, by 11:59 pm.
- 100 hours completed. Completion of Agency Supervisor Mid-Term Evaluation
- Completions of the 200 work hours.
- Agency Supervisor Final Evaluation
- Final Written Report
- Final grades will be based on the weighting percentage points received of the Total points.
 - Find the course in Blackboard under *OneTech Portal*
 - Locate the Syllabus Tab
 - Click on CUL/HA 2053 FALL 2013 Syllabus Document
 - Click on HA2053 Work Experience Manual, (Supporting Documents)

(1) Memorandum of Understanding

Students should turn in the Memorandum of Understanding before beginning their "Work Experience" can be found in the ***Work Experience Manual*** page **08**.

(2) Student Initial Report

Students should turn in the initial report the day after beginning their "Work Experience" can be found in the ***Work Experience Manual*** page **09**.

(3) Weekly Reports

Please make as many copies of the ***Weekly Report, Work Experience Manual*** **page 10** as you need before filling out the first one. One is needed for each week that you work, and this amounts to how many weeks you work to complete 200 hours.

Weekly Report:

- Work needs to be submitted every Wednesday.
- The **Agency Supervisor's signature** is required.
- Weekly reports need to be timely and turned in on a weekly basis.
- You are strongly encouraged to keep copies of all weekly reports sent to the instructor in case they are lost or misplaced.
- Please do not report repetitive comments on a daily or weekly accounting.
- Please use descriptive words to explain or describe your daily experiences.
- Weekly reports should provide a brief synopsis of your work related activities for each day of the week of actual work.
- Using key words to the day's activities and events can help at the end of the work experience to write your final report.
- This is chapter three in the final report. Work hours reflected by your weekly reports must total a minimum of 200 hours.

(students should make enough copies to last throughout the semester of the original weekly report.)

Resume

Students are required to submit a well-thought-out, error free resume. Advice on creating resumes and examples can be found at Microsoft, on numerous web agencies, and in books available in libraries and bookstores. You may choose to utilize the Resume Wizard in the "other word documents" as well. The supplemental textbook has several excellent examples.

Most employers take the presence of errors in your resume as an indication of the care with which you would approach your work if they were to hire you.

(4) Mid-Term Student Evaluation

Students should allow their work supervisor to complete the Mid-Term Student Evaluation by the end of the 100 hours. The evaluation form is located in the **Work Experience Manual pages 10-11.**

(5) Final Student Evaluation

Students should allow their work supervisor to complete the Final Student Evaluation at the end of their 200 hours in this "Work Experience." The evaluation form should be turned in immediately following completion of work hours and can be found in the **Work Experience Manual page 12-13.**

Agency Grade

Agency grade will be the final student evaluation score given to by your Agency Supervisor.

The University Supervisor will calculate your scores by 60% percent of your grade.

Final Written Report:

- *Original* Report becomes the property of PRHA.
- Report should be:
 - Typed,
 - Double-spaced
 - 10 page length minimum
 - Pictures may not be counted in the 10 page count
 - APA Formatted Style

Grading of the "Final Written Report." The final written report should reflect professional quality preparation and will be graded on format and content.

WORK EXPERIENCE COURSE SCHEDULE

____ Memo of Understanding
____ Student Personal Data Sheet
____ Resume October 02, 2013

} Completed paper work submitted
to begin work, September 11, 2013

Weekly reports (each signed by Agency Supervisor)

____ Week 1 ____ hours = ____ Total week 01
____ Week 2 ____ hours = ____ Total Week 02
____ Week 3 ____ hours = ____ Total Week 03
____ Week 4 ____ hours = ____ Total Week 04
____ Week 5 ____ hours = ____ Total Week 05
____ Week 6 ____ hours = ____ Total Week 06
____ Week 7 ____ hours = ____ Total Week 07
____ Week 8 ____ hours = ____ Total Week 08
____ Week 9 ____ hours = ____ Total Week 09
____ Week 10 ____ hours = ____ Total Week 10
____ Week 11 ____ hours = ____ Total Week 11
____ Week 12 ____ hours = ____ Total Week 12
____ Week 13 ____ hours = ____ Total Week 13
____ Week 14 ____ hours = ____ Total Week 14
____ Week 15 ____ hours = ____ Total Week 15

_____ **Total Semester Hours**

- _____ Mid-term Evaluation~100 Hrs. completed
- _____ Agency Final Evaluation~200 Hrs. completed 60%
- _____ Student's Final Written Report 40%

FINAL WRITTEN REPORT OUTLINE

- Title Page (Does not count towards 10 pages.)
- Table of Contents (include page number, but will not count towards 10 pages.)
- Chapter I
 - Introduction to the agency and the field experience, one or two paragraphs.
- Chapter II
 - History and background of the agency or organization, including administration, organizational design and structure including an organizational chart, budget, sources of funding, legal basis for the agency, organization philosophy, goals, and objectives, planning systems, policy and procedure formulation, governance and oversight, program planning, ethical philosophy or code of conduct, resources available for professional development, professional development practices, information technology management, etc.
- Chapter III
 - Summary of daily work experiences; a short paragraph for each work period. Include a synopsis of a particular program, project, or problem.
- Chapter IV
 - Conclusion; summarize the field experience and include your personal views and reflections about the experience and the agency.
- Chapter V
 - Action plan for self-improvement including your goals found in the Personal Data Sheet. Discuss how you can improve areas of weaknesses and strengths found in the Final Evaluation.
- Chapter VI
 - Final Evaluation
 - Mid-Term Evaluation
- References
 - Use at least three (3) references such as professional journals, agency manuals, brochures, personal interviews, etc. Cite these sources of information according to APA format in the body of the paper and at the end in a "References" section. The "References" section does not count toward your 10 pages. Although you may include more, only one personal interview will count towards the minimum number of references.

- Appendices (cannot count towards 10 page minimum)
 Reports, charts, maps, and other supplemental information referred to in body of your paper. To be included in the appendices, documentation is needed in the report.

**HA/CUL 2053 WORK EXPERIENCE
 WRITTEN REPORT RUBERIC**

Name: _____

Grade: _____

Work experience Report Components	Level	Percentages and Comments
Cover page <ul style="list-style-type: none"> • Student name • Class number • Agency name or title • Agency supervisor 	3 2 1	5
Table of Contents <ul style="list-style-type: none"> • APA format • Typed • Includes appendices 	3 2 1	5
Chapter I – Introduction <ul style="list-style-type: none"> • Introduction to agency • Agency supervisor • Introduction to work experience • Dates of work experience • Student responsibilities 	3 2 1	10
Chapter II – History of Agency <ul style="list-style-type: none"> • History & background of agency • Organizational Structure • Budget • Mission statement • Agency goals • Description of clientele 	3 2 1	10
Chapter III – Work Experience <ul style="list-style-type: none"> • Paragraph for each and every day of work experience describing duties performed that day • Complete sentences • Date and times for each day of work experience 	3 2 1	20
Chapter IV – Conclusion <ul style="list-style-type: none"> • Summary of work experience • Includes personal views and reflections about the agency 	3 2 1	10
Chapter V –Self Improvement Plan of Action <ul style="list-style-type: none"> • Comments on your personal class goals • Personal and professional areas of self-improvement • Future plans 	3 2 1	10
Chapter VI – Final evaluation <ul style="list-style-type: none"> • Mid-Term Evaluation • Final Evaluation 	3 2 1	10

List of References <ul style="list-style-type: none"> • 3 or more references • Follows APA reference format • Use of reference citations throughout the report 	3 2 1	5
Appendices <ul style="list-style-type: none"> • Only include materials referenced Each appendix should be labeled and titled • Cover page is typed 	3 2 1	5
Writing style <ul style="list-style-type: none"> • Materials are organized and presented in an exceptionally professional manner • Very limited grammatical, format and/or processing errors • Correct punctuation used throughout • Page numbers throughout • Material is typed, double-spaced • Uses paragraphs • Appendices clearly labeled 	3 2 1	10
3 = "Exceeds expectations" 2 = "Meets expectations" 1 = "Does not meet expectations"		

Total Points Possible = 100

