

HOSP-1960: LODGING/TOURISM FIELD EXPERIENCE

Cuyahoga Community College

Viewing: HOSP-1960 : Lodging/Tourism Field Experience

Board of Trustees:

2011-03-24

Academic Term:

2011-08-29

Subject Code

HOSP - Hospitality Management

Course Number:

1960

Title:

Lodging/Tourism Field Experience

Catalog Description:

Hospitality Management Department supervised on-site work experience in Lodging/Tourism Management. Students required to function in variety of workstations to reinforce learned classroom/lab skills. May be repeated up to three times with departmental approval.

Credit Hour(s):

1-3

Other Hour(s):

12-36

Other Hour Details:

Field Experience: 12 hours per week for 15 weeks (180 total hours) per credit

Requisites

Prerequisite and Corequisite

HOSP-1010 Introduction to the Hospitality Industry, HOSP-1020 Sanitation and Safety, HOSP-1040 Customer Service, and departmental approval: work site approval.

Outcomes

Course Outcome(s):

Apply basic lodging/tourism management knowledge and skills as appropriate for specific work situations.

Objective(s):

1. Prepare a comprehensive evaluation of individual job related qualities and competencies in the field of lodging/tourism management.
 2. Review and restate if necessary individual job related goals.
 3. Identify work concepts unique to positions in lodging/tourism management.
 4. Evaluate current job site and/or prospective job sites and available positions to find a work related experience that will include some of the identified experiences needed to progress toward his or her job-related goals in lodging/tourism management.
 5. Establish professional and community contacts in the field of lodging/tourism management.
 6. Evaluate lodging/tourism industry techniques and practices used at the job-site in relationship to learned techniques and practices and in relationship to new trends in the lodging/tourism industry.
 7. Prepare job-related individual progress reports.
 8. Present oral and written work experience reports that evaluate individual gains and experiences at the job site.
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Methods of Evaluation:

1. Self evaluation
2. Supervisor's evaluation
3. Instructor's evaluation

Course Content Outline:

1. Property Procedures
 - a. Reporting off
 - b. Changing schedules
 - c. Communications about scheduled work periods
2. Work habits/expectations
 - a. Prepared to work
 - b. Attendance
 - c. Correct uniform/dress
 - d. Professional appearance
 - e. Required tools
 - f. Following sanitary/safety rules and regulations
 - g. Time management
 - h. Productivity levels
 - i. Quality at work
3. Supervisor/employee relationship
 - a. Asking for help when needed
 - b. Chain of command
 - c. Constructive communication methods
4. Communication
 - a. Appropriate greetings
 - b. Respect for individual differences
 - c. Teamwork
 - d. Courteous manner/attitude
5. Personal characteristics related to the job
 - a. Appropriate judgment in decision making
 - b. Understanding relationship of tasks performed to total property mission
 - c. Positive and constructive attitude
 - d. Ability to learn new tasks

Resources

Drucker, Peter. *The Essential Drucker: The Best of Sixty Years of Peter Drucker's Essential Writings on Management*. Harper, 2008.

Meyer, Danny. *Setting the Table: The Transforming Power of Hospitality in Business*. Harper, 2008.

Cullen, Noel. *Life Beyond the Line: A Front-of-the-House Companion for Culinarians*. Pearson/Prentice Hall, 2001.

Fisher, William and Christopher Muller. *Four Dimensional Leadership*. Pearson Prentice Hall, 2005.

O'Fallon, Michael and Rutherford, Denney. *Hotel Management and Operations*. 5th ed. Wiley, 2010.

Jones, Thomas. *Professional Management of housekeeping Operations*. 5th ed. Wiley, 2007.

Resources Other

1. Policy and procedure manuals of practicum site
2. Texts from previous courses
3. Trade journals
4. Intenet websites

Key: 2291