

Hospitality Internship

Course Outcome Summary

Course Information

Organization	Madison Area Technical College
Developers	Jack Hart
Development Date	4/1/2005
Revised Date	5/6/2005
Course Number	10-109-157
Instructional Level	Associate Degree
Potential Hours of Instruction	8
Total Credits	2

Description

Provides on-the-job field experience required for graduation from the program. Requirements include fifteen hours per week of work experience, a written report analyzing four major management responsibilities, and a professional oral presentation of the written report.

Target Population

Hotel and Restaurant Management majors

Types of Instruction

Instruction Type	Contact Hours	Credits
Actual Work Experience	8	2

Prerequisites

Two semesters in the Hospitality and Tourism Management programCrLf

Exit Learning Outcomes

Core Abilities

- A. Communication
- B. Critical thinking
- C. Mathematics
- D. Self-management
- E. Social interaction
- F. Science and Technology

Competencies

- A. **Analyze the Human Resource's functions**

Linked Core Abilities

Critical thinking

You will demonstrate your competence:

- A.1. by completing the section of a paper on the functions of Human Resources

A.2. by creating and presenting an impromptu presentation on assigned internship experiences

Your performance will be successful when:

- A.1. paper reflects accurate analysis of the organization
- A.2. paper includes a discussion on the function of Human Resources
- A.3. paper includes an accurate analysis of the target audience
- A.4. paper includes a comparison of Human Resources actual functions to functions discussed in class
- A.5. paper includes recommendations for improving the actual functions of Human Resources or a reflection on the appropriateness of the actual Human Resources functions
- A.6. paper shows evidence of logical critical thinking
- A.7. paper follows an effective organizational plan
- A.8. paper follows prescribed format, meeting criteria for all components
- A.9. paper exhibits correct and appropriate grammar, punctuation, spelling, syntax, and word usage
- A.10. presentation includes a clear introduction, body and conclusion
- A.11. the amount of information presented is sufficient for the topic
- A.12. information is directly related to the topic
- A.13. information is relevant and interesting
- A.14. you maintain eye contact with the group
- A.15. you deliver information clearly
- A.16. you dress professionally
- A.17. you use appropriate professional language and vocabulary

B. Analyze the organizational structure and functions

Linked Core Abilities

Critical thinking

You will demonstrate your competence:

- B.1. by completing the section of a paper on the organizational structure and functions
- B.2. by creating and presenting an impromptu presentation on assigned internship experiences

Your performance will be successful when:

- B.1. paper reflects accurate analysis of the organizational structure
- B.2. paper includes a discussion on the function of the organizational structures
- B.3. paper includes an accurate analysis of the target audience
- B.4. paper includes a comparison of the organization's actual functions to functions discussed in class
- B.5. paper includes recommendations for improving the organization's actual functions or a reflection on the appropriateness of the actual organization's functions
- B.6. paper shows evidence of logical critical thinking
- B.7. paper follows an effective organizational plan
- B.8. paper follows prescribed format, meeting criteria for all components
- B.9. paper exhibits correct and appropriate grammar, punctuation, spelling, syntax, and word usage
- B.10. presentation includes a clear introduction, body and conclusion
- B.11. the amount of information presented is sufficient for the topic

- B.12. information is directly related to the topic
- B.13. information is relevant and interesting
- B.14. you maintain eye contact with the group
- B.15. you deliver information clearly
- B.16. you dress professionally
- B.17. you use appropriate profession language and vocabulary

C. Explore the financial aspects of the organization

Linked Core Abilities

Critical thinking

Mathematics

You will demonstrate your competence:

- C.1. by completing the section of a paper on the financial aspects of the organization
- C.2. by creating and presenting an impromptu presentation on assigned internship experiences

Your performance will be successful when:

- C.1. paper reflects accurate analysis of the financial aspects of the organization
- C.2. paper includes a discussion on the function of financial aspects of the organization
- C.3. paper includes an accurate analysis of the target audience
- C.4. paper includes a comparison of financial aspects of the organization to the discussions in class
- C.5. paper includes recommendations for improving the actual functions of the financial aspects of the organization or a reflection on the appropriateness of the actual functions of the financial aspects of the organization
- C.6. paper shows evidence of logical critical thinking
- C.7. paper follows an effective organizational plan
- C.8. paper follows prescribed format, meeting criteria for all components
- C.9. paper exhibits correct and appropriate grammar, punctuation, spelling, syntax, and word usage
- C.10. presentation includes a clear introduction, body and conclusion
- C.11. the amount of information presented is sufficient for the topic
- C.12. information is directly related to the topic
- C.13. information is relevant and interesting
- C.14. you maintain eye contact with the group
- C.15. you deliver information clearly
- C.16. you dress professionally
- C.17. you use appropriate profession language and vocabulary

D. Demonstrate time management skills

Linked Core Abilities

Self-management

Social interaction

Competence will be demonstrated:

- D.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

- D.1. you work under pressure to meet deadlines

D.2. you prioritize multiple tasks to achieve appropriate results efficiently and effectively

E. Demonstrate effective social interaction

Linked Core Abilities

Critical thinking

Social interaction

Competence will be demonstrated:

E.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

E.1. you conduct yourself in a professional manner

E.2. you work independently

E.3. you behave appropriately in a variety of situations, circumstances, and roles

E.4. you work effectively in pairs and small and large groups

E.5. you demonstrate awareness of and respect for differences

E.6. you recognize conflict and uses conflict resolution skills when appropriate

E.7. you communicate information electronically

E.8. you follow written directions

E.9. you follow oral directions

F. Demonstrate appropriate personal qualities

Linked Core Abilities

Social interaction

Self-management

Competence will be demonstrated:

F.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

F.1. you maintain information with appropriate confidentiality

F.2. you are honest

F.3. you are punctual

F.4. you are ethical

F.5. you are cooperative

F.6. you are willing to learn

F.7. you dress in an appropriate manner

G. Demonstrate problem-solving skills

Linked Core Abilities

Communication

Critical thinking

Science and Technology

Social interaction

Competence will be demonstrated:

G.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

G.1. you use appropriate software to produce documents

G.2. you research and summarize data

G.3. you use appropriate reference sources

- G.4. you use reasoning skills
- G.5. you make intelligent decisions

H. Complete the hospitality internship

Linked Core Abilities

- Communication
- Critical thinking
- Mathematics
- Self-management
- Social interaction
- Science and Technology

You will demonstrate your competence:

- H.1. by submitting a completed supervisor performance evaluation

Your performance will be successful when:

- H.1. evaluation includes dates of internship
- H.2. evaluation includes description of internship experiences
- H.3. evaluation includes supervisor's recommendations
- H.4. evaluation includes supervisor's commendations
- H.5. evaluation includes supervisor's signature
- H.6. evaluation is completed using the respective company's form