

# **HMD 313 Practicum in Hotel, Restaurant and Tourism Management 2017 Summer Syllabus**

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**Office:** Academic Complex, 209E

**Fall Office Hours:** MWF 8 – 8:55 AM; MWF 11:30 AM – 12:30 PM; T 8 – 9:20 AM

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**Course Information Website:** <https://blackboard.wku.edu>

**Office Hours**

As posted on Blackboard and my office door, during the fall and spring semesters. During the winter and summer semesters, specific office hours will not be maintained. However, e-mail will be checked regularly. If you need immediate assistance, send an email and I will get back to you as soon as possible. In an emergency, you can leave a message with the department secretary during normal business hours or a voicemail for me (it converts to email though, so best to email me).

**Course Description**

This course provides a forum where students can acquire entry level knowledge and skills in the hospitality industry while in a performance setting. Students apply the knowledge and skills acquired at Western in an appropriate hospitality establishment approved by the instructor.

**Prerequisites:** Sophomore standing

**Required Text:** None

## Course Objectives

Terminal Performance Objective: To provide a forum where students can apply the management concepts learned in class and to acquire the hands-on experience necessary to qualify for an entry level position in hotel, restaurant/food service and/or tourism management.

1. Acquire entry level practical experience within a business environment in the hospitality industry.
2. Develop a more complete understanding of various hospitality managerial functions.
3. Develop the ability to analyze and propose solutions to business problems.
4. Develop a greater understanding about career options while defining personal career goals.
5. Develop an understanding of the activities and functions of hospitality managers.
6. Refine written communication skills.

## Course Requirements

### 1. Registration

**All students must register for the course on Topnet, and then go to the blackboard site to obtain the syllabus and take the syllabus quiz. You must pass the syllabus quiz with 100% before all of the forms and assignments for the practicum will become available on blackboard. You must pass the syllabus quiz with 100% before starting to work or count the hours for the practicum.** The information on blackboard contains the syllabus, syllabus quiz, assignments, practicum reports, evaluation forms, and an orientation on writing a resume and cover letter. **You must pass the syllabus quiz with 100%, so that the assignments, forms and reports will become available. You must pass the syllabus quiz with 100% before you start working/counting hours for the practicum, and before the start of the term, whether you have a job yet or not.**

### 2. Site Approval

All students will meet with the course instructor during the semester prior to the practicum. **All practicums must be approved, in advance, by the course instructor before you start counting the hours towards this practicum.** Approval may be in person or via email.

3. Each student is responsible for finding his/her own practicum site, however, the course instructor will provide as much help as possible. Additionally, the Career and Professional Development on campus is also a source for practicum opportunities and/or writing your resume [<http://www.wku.edu/career>] or visit them at Downing Student Union Room 2001.

4. The practicum must be completed during the **summer semester** unless the practicum site requires the student to do the practicum during the fall or spring semesters (for example the Disney College Program). An exception to this policy is for those students desiring to do their practicum in the meeting, convention, and exposition management field with WKU Conferencing and Catering at the Knicely Center. WKU Conferencing and Catering will provide "practicum" experiences for up to two interns per semester and these practicums can be completed during either the fall or spring semesters. Students must first obtain a practicum position with WKU Conferencing and Catering then obtain permission from the practicum instructor. All questions regarding this exception should be directed to the practicum instructor.

#### 5. **Practicum Length Requirements**

The practicum can consist of full-time or part-time employment; with a minimum of 120 hours to complete the practicum.

- a. Full-time employment is defined as a minimum of 40 hours per week for a minimum of 3 consecutive weeks. Note that there are three minimums that must be met: (1) a minimum of 40 hours per week/paper, (2) a minimum of 3 weeks, (3) and a minimum of 120 total hours.
  - b. There are two part-time alternatives. The first alternative would be a minimum of 20-39 hours a week for 6 weeks; or the second alternative is a minimum of 10 - 19 hours a week for 12 weeks.
  - c. Regardless of whether you choose full-time or part-time, all totaled, you must complete a **minimum of 120 hours** to successfully complete the practicum. Papers are turned in after every 40+ hours of work completed. Choosing either part time option will likely increase your total hours worked, as weeks' end on a Sunday, and 2, 30 hour weeks would add up to 60 hours (or if you are working 3, 25 hour weeks would add up to 75 hours for that period), but you can only count that as the 40 hours for the week ending on Sunday when you completed those 40 hours. You cannot save or hold over those extra 20+ hours to try and finish the 120-hour minimum early. All 3 minimums must be met: 120 hours minimum; 3 weeks minimum; paper for each week or set of weeks in which the 40 hours was completed.
  - d. Students must complete the practicum before the end of the semester in which the student registered for the course (for the summer this can be up to the beginning of the Fall Semester). **Any exceptions to this policy must be approved in advance by the instructor prior to starting the course.** PLEASE NOTE: that starting the practicum too late to complete the practicum in a timely manner is not an exception that will be considered, and not an acceptable excuse – plan accordingly. Not completing the practicum during the term in which you signed up for it will result in a failing grade.
6. **Practicum Start – First order of business to get a job.**

All students must register for the course during the prescribed WKU registration period

and pay applicable tuition and university fees. **The practicum must be completed during the semester the practicum was registered for. Students may not register for the practicum in one semester and start it in a later semester.**

- a. **Note:** The practicum for the summer session will be listed as the 12-week option, starting in the May session in the summer to give students ample opportunity to find and complete their practicum. The course/practicum **starts in May** -- the day after the spring graduation ceremony (or as soon as a position is obtained and approved). If you have a job when school ends for the spring, you should start the practicum in May -- don't wait (unless you take a short vacation after finals). If you don't have a job, you will start the practicum as soon as you get a job. Remember, the practicum is either **3, 6, or 12 weeks** and you need to make sure you have sufficient time to complete it before classes start in the fall.
  - b. If the practicum has been approved for Fall or Spring term (permission of instructor is required prior to registering for the course or obtaining the job for the practicum), you will need to register and start as soon as the term begins, depending on how many hours per week you plan to work. You will need to find a job and pass the syllabus quiz with 100% before the term begins, especially if you are doing the part time, with a minimum of 20 hours per week option, to finish on time.
  - c. If the student does not have a job, The Center for Career and Professional Development Center can help them put together a resume and cover letter and help them launch a job search. The instructor will also provide guidance on preparing a resume and cover letter at the student's request. Your resume is one of the required components of the course, and should be submitted to blackboard before your first report is due (it will be considered late after your first report is filed).
7. **Quiz – Second order of business, pass the quiz.**  
*All students must attain a 100% on a multiple-choice syllabus exam on blackboard in order for the remainder of the blackboard site to open up and then allow the student to start the practicum.* The exam will be over the elements (details!) in this syllabus. This must be completed prior to starting to work and log hours for the practicum.
8. **Goals and Objectives – Third order of business, meet with your manager.**  
The student will develop objectives for the practicum and negotiate these objectives with their employer. These **objectives must be submitted to the instructor no later than the first report** using the “Objectives Form” provided on blackboard. The **original** form should be scanned and posted to blackboard, handed in to the instructor (AC 209E), or sent (via U.S. Postal Service mail) to the instructor (address listed above) -- faxes and photocopies are not acceptable. Keep a copy of your objectives for yourself – you will need them to complete the final report.

## 9. Forms

- a. All students must provide the instructor with a valid address, phone number, and email address where the student can be reached during the practicum. The "Address and Housing Report" provided is to be used for this purpose. The form **must** be posted to blackboard no later than when the **first report** is due / posted -- this requirement is for everyone regardless of where you do your practicum. The Address and Housing Report should be posted to blackboard.
- b. The student must have a valid WKU e-mail address where he/she can receive messages in case there is a transmission problem. If your preferred email address is not the one provided by WKU, it is incumbent on the student to forward WKU emails to their preferred account. Students are required to check their preferred email address and Blackboard at least once per day for messages or comments on assignments from the instructor.
- c. *All* course requirements (minimum weeks, minimum hours, all papers, and all forms, etc.) **must** be completed -- they are not optional. Students who do not complete all requirements will not receive a grade until all of the work is satisfactorily completed.

## 10. Reports & Time Sheets

For students working full-time, a report must be written for each 40-hour period of the practicum (a total of three reports). For students working part-time, a report must be written for each two-week period if you are working 20 - 39 hours per week or every three to four-week period if you are working less than 20 hours per week (a total of three reports). Whether you are working part-time or full-time, each report covers a minimum of 40 hours of work time (and any hours over the 40 cannot be held over or used for another time period). All reports must be sent to the instructor as an attached file on blackboard no later than **midnight the Sunday following the report period**. See details on Blackboard for the specified content in each report.

- a. The reports must be typed and should be **at least 800-words in length (word document, 1.5 spacing, with 1" margins, 12 point font, using the Times New Roman typeface)**.
- b. The report **must have a cover page** with the following information: Your name, where you are working, the report number (e.g. Report # 1), the dates of the weeks covered by the report, the number of hours you worked during each week of the reporting period, the due date for the report, and the total hours worked in this reporting period. See the examples below for the appropriate formats at the end of this syllabus. Note: The information on the cover page must not be included on the first page or any other page of the narrative report, and is not included in the required word-count for the paper.

- c. Papers must be well written using good English composition and grammar. **It is to be written in essay format** -- not a conversational style, not bullets, and not a question and answer format. Points will be deducted for improper formatting, inadequate word-count, poor grammar, lateness, and/or not using essay format.
- d. Reports will cover weeks beginning on a Monday and ending on a Sunday -- there are no exceptions. They are to be sent to the instructor as an attached file posted to blackboard. All reports, must be posted to blackboard -- **do not fax, hand-carry or send reports in the regular mail**. A total of three reports will be submitted. All reports are to be emailed to the instructor **no later than midnight the Sunday following the report period (i.e. report is due one week after hours are completed)** For example, if you are working full-time, your report period ends on the Sunday of the second week -- the report would be due no later than midnight on the following Sunday.
- e. All reports must be either typed or saved in Word Format -- no other format is acceptable. I can only read Microsoft Word files -- not Works, nothing from Apple unless saved as a word document. If you use Works or any other word processor (which is not a problem) just be sure to save the file in Word (.doc or .docx) format. If you don't know how to do this, contact the instructor or IT Help Desk for assistance. Please note, if you send a file in Works or other non-approved format, it will not be accepted. Also, reports must be sent as an attached file in Blackboard, not typed in the text box, nor sent as an email message.
- f. A copy or print out of your time sheet or pay stub, with personal identifying information (other than your name) blacked out, should also be attached to blackboard for each reporting period to verify the hours and location worked. Alternatively, use the "Time Sheet" form and have your supervisor sign it to verify your hours.
- g. Keep a copy of all reports and forms until you finish the course and receive a final grade for the course.

## 11. Supervisor Evaluation

The student is required to print and provide the Supervisor Evaluation Form (available on Blackboard) to their supervisor to fill out, after completion of the practicum. The supervisor evaluation form should then be submitted within two weeks after completion of the required hours, or one week after submitting the third/final report. The "Supervisor Evaluation Form" on blackboard must be used for this purpose. Please note, the instructor must receive the original form of the evaluation -- the form that the supervisor actually filled out -- photocopies and faxes are not acceptable. The form may be scanned and posted to blackboard, dropped off at AC 209E, or sent via U.S. Postal Service mail.

## 12. Data Report Form

Students must also complete the "Data Report Form" which is your evaluation of the practicum experience. The Data Report Form must be scanned and posted to blackboard, dropped off at AC 209E, or mailed via U.S. Postal Service to the instructor to arrive no later than the final report.

## 13. Vacations

If you wish to take a vacation, or become sick during the practicum, this is not a problem if your work supervisor approves your time off. It is your work supervisor, not the instructor, who approves any time off from the practicum. However, you must give the instructor advanced notice of the dates that you will be away from your practicum – please do so in an email before the vacation, and also then make a note of the time off on the title page of your report for the time period in which this vacation was taken. This means that you notify the instructor **BEFORE** any absences, not when the instructor is questioning why your report was late. If you fail to notify the instructor of time off because of vacations or illness, or don't include this information on your title page, your reports will be considered late. Please make sure to make a note of this vacation or sick days on the title page for the report for which this is relevant.

## 14. Quitting

- a. If you should lose or quit your job during the practicum, you may start your practicum at a different location. However, if you change employers, you must start all over again with your hours and paperwork for the practicum. i.e. with the Objectives Form and Written Report One for the practicum -- not where you left off from the previous employer. The bottom line is that when you change employers, you lose the hours you had with the previous employer.
- b. Also worth noting, if possible, consider continuing to work at your practicum site after completion of the 120 required practicum hours, as the continued employment for a greater period of time will look good on your resume.
- c. When your practicum is complete, if you are quitting, please give your employer the consideration of at least two weeks' notice and continued good faith effort.

## Grading Procedure

1. Students must attain a grade of "C" or better in order to receive credit for this course. See grading criteria below.
2. Grades will be determined based on the quality and timely completion of all required reports and the employer's evaluation of work performance. Reports will be graded in the following manner: 75% content; 25% grammar, sentence structure, punctuation etc. The paper will be read, graded and critiqued by the instructor and sent back to the student before the next paper is written. The

student should review the comments and make appropriate adjustments to correct content and writing style problems. Note: If your reports are not being returned within a couple weeks, contact the instructor immediately because there is a communication/blackboard problem that needs to be fixed.

3. **Late papers will lose 10% for every week, or part of a week, they are late.** Improper formatting, will automatically lose 5 points for each formatting error. Inadequate length will result in the paper starting with the percent of points equal to the percent of the required length submitted (i.e. 700 words of 800 is 87.5%, hence 88/100 is the highest possible score).
4. **All** course requirements (minimum weeks, minimum hours, all papers, all forms, etc.) **must** be completed -- they are not optional. Students who do not complete all requirements will not receive a grade until all work is satisfactorily completed.
5. The final grade for the course will be determined using the following points:

| <b>Assignments 313</b>      | <b>Points</b> | <b>Percentage</b> |
|-----------------------------|---------------|-------------------|
| Written Reports (3)         | 300           | 60%               |
| Supervisor Evaluation       | 100           | 20%               |
| Timeliness, Professionalism | 75            | 15%               |
| Syllabus Quiz               | 9             | 1%                |
| Address & Housing Report    | 5             | 1%                |
| Resume                      | 5             | 1%                |
| Objectives                  | 5             | 1%                |
| Data Report                 | 5             | 1%                |
| <b>Total Points</b>         | <b>504</b>    | <b>100%</b>       |

6. The grade for this course **will not** be determined by how hard you had to work or how many hours you had to work. The grade will be determined by how much you learned, and equally as important, how you translated that learning into writing. Even though you might have had a very good learning experience, if you are unable to convey that learning in an appropriately written report, you will not receive a top grade. Additionally, the final grade will be partly determined by how well you follow directions and your attention to details. If you submit papers late, get confused on your due dates, or fail to submit your objectives, resume, local address etc. in a timely manner, you will be downgraded. It is incumbent on the student to keep track of all forms and reports to be submitted and when they are due.
7. Grades when submitted are final and **will not** be changed unless there was a computational error or other error on the part of the instructor. If you need a certain grade in this course to maintain or increase your grade point average, you must put the appropriate amount of effort into the reports and course requirements to **earn** that grade. If you do the minimum required, just to get by, you will



receive a grade which reflects your minimum effort.

8. If a contingency arises which precludes the student from meeting deadlines, **it is incumbent on the student** to email or set an appointment with the instructor to discuss the problem with the instructor *before* the deadline passes.

### **Summary of Documents to be completed for the Course:**

- Address and Housing Report (posted to blackboard) [Note: This report must arrive no later than the first report]
- Resume (posted to blackboard) [Note: This report must arrive no later than the first report]
- Objectives Form -- signed by both the supervisor and the student (the **original form** only mailed, hand delivered, or scanned and posted to blackboard -- no faxes or photocopies) [Note: This report must arrive no later than the first report]
- Three (3) - weekly [varies for part-time] Written Reports -- (posted to blackboard as an attached file -- do not fax, mail, or hand deliver)
- Supervisor Evaluation Form (the **original form** only may be mailed, hand delivered, or scanned and posted to blackboard -- do not send faxes or photocopies) [Note: This report must arrive no later than the final report]
- Data Report Form for Coop/Intern Experience -- (the **original form** only may be mailed, hand delivered, or scanned and posted to blackboard) [Note: This report must arrive no later than the final report]

### **Policies:**

#### **The Learning Center (<http://www.wku.edu/tlc>) (270) 745-6254**

Should you require academic assistance with your WKU courses, The Learning Center (located in the Downing Student Union, Annex 330) provides free supplemental education programs for all currently enrolled WKU students. TLC offers certified, one-on-one tutoring in over 200 subjects and eight academic skill areas by appointment or walk in.

#### **Student Accessibility Resource Center (<http://www.wku.edu/sarc>):**

In compliance with university policy, students with disabilities who require academic and / or

auxiliary accommodations for this course must contact the Office for Student Accessibility Resource Center in Downing Student Union, First Floor, Room 1074. The phone number is 270-745-5004. V or (270) 745-3030/TDD. Please do not request accommodations directly from the professor without a letter of accommodation from the Student Accessibility Resource Center (previously Student Disability Services)

*Western Kentucky University (WKU) is committed to supporting faculty, staff and students by upholding **WKU's Title IX Sexual Misconduct/Assault Policy (#0.2070)** at <https://wku.edu/eoo/documents/titleix/wkutitleixpolicyandgrievanceprocedure.pdf> and **Discrimination and Harassment Policy (#0.2040)** at [https://wku.edu/policies/hr\\_policies/2040\\_discrimination\\_harassment\\_policy.pdf](https://wku.edu/policies/hr_policies/2040_discrimination_harassment_policy.pdf).*

*Under these policies, discrimination, harassment and/or sexual misconduct based on sex/gender are prohibited. If you experience an incident of sex/gender-based discrimination, harassment and/or sexual misconduct, you are encouraged to report it to the Title IX Coordinator, Andrea Anderson, 270-745-5398 or Title IX Investigators, Michael Crowe, 270-745-5429 or Joshua Hayes, 270-745-5121.*

*Please note that while you may report an incident of sex/gender based discrimination, harassment and/or sexual misconduct to a faculty member, WKU faculty are "Responsible Employees" of the University and **MUST** report what you share to WKU's Title IX Coordinator or Title IX Investigator. If you would like to speak with someone who may be able to afford you confidentiality, you may contact WKU's Counseling and Testing Center at 270-745-3159.*

### **Academic Dishonesty:**

1. Students will be expected to do his / her own work for exams, quizzes and all assignments.
2. Failure to comply with this policy will result in a failing grade for the exam / quiz / assignment and possibly and "F" for the course.
3. Students should be aware of WKU's academic dishonesty policy (see [WKU catalog](http://www.wku.edu/undergradcatalog/), [www.wku.edu/undergradcatalog/](http://www.wku.edu/undergradcatalog/)), which states: "Students who commit any act of academic dishonesty may receive from the instructor a failing grade in that portion of the coursework in which the act is detected or a failing grade in the course without possibility of withdrawal. The faculty member may also present the case to the Office of Judicial Affairs for disciplinary sanctions."
4. **Cheating:** Any use of an unauthorized "aid" while taking a test, having another person take an exam or quiz in the place of the student, stealing an exam or quiz, utilization of a stolen exam or quiz, using group work as an individual's work, and any other unauthorized assistance with quizzes / exams / assignments from others.

5. As stated in the WKU catalog, **Cheating** is defined as “No student shall receive or give assistance not authorized by the instructor in taking an examination or in the preparation of an essay, laboratory report, problem assignment, or other project that is submitted for purposes of grade determination” (see [WKU catalog](http://www.wku.edu/undergraduatecatalog/), [www.wku.edu/undergraduatecatalog/](http://www.wku.edu/undergraduatecatalog/)).
6. Note: If the instructor or an exam proctor sees / finds a *paper or electronic device* with course information visible during the exam, this will be considered cheating and the student will receive a zero for the exam and possibly an “F” in the course. It is incumbent on the student to assure that all books, papers, notes and electronic devices are securely stored away. Visibility or use of a phone or other electronic device during an examination is considered cheating, whether or not course content is displayed – there is no tolerance in this area.
7. **Fabrication:** falsifying data in laboratory results, inventing information for a report, or falsifying citations to sources of information.
8. **Facilitating Academic Dishonesty:** aiding another student in committing academic misconduct. This is punishable the same as cheating, for both parties.
9. **Interference:** Stealing, changing, destroying, or impeding another student’s work. Impeding includes stealing, defacing, or mutilating resources to deprive someone else the use of those resources.
10. **Plagiarism:** Using the ideas, words, or statements of another person without giving credit to that person. A student shall give credit to the works of others if the student uses another person’s words, ideas, opinions, or theories or borrows facts, statistics or other illustrative material unless the information is common knowledge.
11. As stated in the WKU catalog, **Plagiarism** is “To represent written work taken from another source as one’s own is plagiarism. Plagiarism is a serious offense. The academic work of a student must be his / her own. One must give any author credit for source material borrowed from him / her. To lift content directly from a source without giving credit is a flagrant act. To present a borrowed passage without reference to the source after having changed a few words is also plagiarism” (see [WKU catalog](http://www.wku.edu/undergraduatecatalog/), [www.wku.edu/undergraduatecatalog/](http://www.wku.edu/undergraduatecatalog/)).
12. **Violation of Course Rules:** A student shall follow course rules in the course syllabus when those rules are related to the course content or to the enhancement of the learning process in the course.

*Date this syllabus was last Modified: February 11, 2017*

## Cover Page Examples for Practicum Reports

### Template

Your Name  
Name of Property Where You are Doing Your Practicum  
The Report Number (1, 2, 3, etc.)  
Weeks covered by the report (Week # plus dates)  
[Remember weeks start Monday, end Sunday]  
Number of hours worked during each week of the report period  
Report Due Date (one week after hours completed from Sunday):  
Total Hours Worked:

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### Example -- Working Full Time

Sandra Dee  
Hampton Inn, Bowling Green, KY

#### **Report #3**

Week #3 -- July 8 - 14, 2012 -- Worked 46 hours

Report Due Date: July 21, 2012  
Total Hours Worked: 46 hours

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### Example -- Working Part-Time -- (10 - 20 hours per week)

Sandra Dee  
Hilton Garden Inn, Bowling Green, KY

#### **Report #3**

Week #7 July 8 - 14, 2012 -- Worked 12 hours  
Week #8 July 15 - 21, 2012 -- Worked 17 hours  
Week #9 July 22 - 28, 2012 -- Worked 15 hours

Report Due Date: Aug. 4, 2012  
Total Hours Worked: 44 hours