**San José State University**

# Department of Hospitality, Tourism & Event Management HSPM 191B Internship II Spring ‘19

## Course and Contact Information

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| Instructor: | Laura Shroder |
| Office Location: | MH 437 |
| Telephone: | 408-924-3000 |
| Email: | Laura.Shroder@sjsu.edu |
| Office Hours: | Monday 4:30pm-5:30pm  (Other times available- e-mail for appointments) |
| Class Days/Time: | N/A Online |
| Classroom: | N/A Online |
| Prerequisites: | HSPM 1, HSPM 65, Bus 20 or 20N, HSPM Major only |

## Course Format

This course adopts an online delivery format. Students will need to have access to a computer that has internet access.

## Faculty Web Page and MYSJSU Messaging

Course materials such as syllabus, handouts, notes, assignment instructions, etc. can be found on [Canvas Learning Management System course login website](file:///C:\Users\Spain\Desktop\2018\Outreach\Canvas%20Learning%20Management%20System%20course%20login%20website) at http://sjsu.instructure.com. You are responsible for regularly checking with the messaging system through [MySJSU](http://my.sjsu.edu) at http://my.sjsu.edu (or other communication system as indicated by the instructor) to learn of any updates.

## Course Description

Supervised professional in-depth work experience in hospitality management industry for total of 300 hours*.* In these classes, you can earn a Credit, No Credit, or Incomplete.

**“191 B” must be a minimum of 300 hours** and may be thought of as an advanced internship – it must include some management opportunity or project development. These will demand a greater focus on a specific area of hospitality.

## Course Goals

Upon successful completion of this course, students will be able to:

1. Demonstrate customer service ability.
2. Demonstrate professionalism.
3. Utilize knowledge and skill specialized in the hospitality industry.
4. Demonstrate enthusiasm for the hospitality profession.

### Course Learning Outcomes

Upon successful completion of this course, students will be able to:

1. Define eight specific leadership styles including Transformational, Transactional, and Autocratic leadership.
2. Engage in the workplace that will allow them to observe and describe leadership styles of three different managers and compare and contrast the differences in them.
3. Recognize their own leadership strengths and identify specific action steps for continuous improvement of their own leadership skills.

## Required Texts/Readings (Required)

### Textbook

There is no required text book for this course.

### Other Readings

The Styles, Models, and Philosophy of Leadership by Sarah Simpson.

## Library Liaison

Laurie Borchard, Student Success Librarian, Academic Services Liaison for Hospitality, Tourism & Event Management, Dr. Martin Luther King Jr. Library, San Jose State University. E-mail: [Laurie.borchard@sjsu.edu](mailto:Laurie.borchard@sjsu.edu). Phone: (408) 808-2083. Helpful electronic resource: URL: <http://libguides.sjsu.edu/hospitality>.

## Course Requirements and Assignments (Required)

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| **Component** | **Points** |
| Student Internship Application | 20 |
| SJS4 Site Placement | 20 |
| Internship Description | 5 |
| Identification and analysis of leadership team and self-reflection | 10 |
| Midterm check-in | 10 |
| Monthly Time Sheets | 10 |
| Practicum Performance Evaluation | 10 |
| Class Discussions (5) | 35 |
| **Total Points** | **110** |

“Success in this course is based on the expectation that students will spend, for each unit of credit, a minimum of 45 hours over the length of the course (normally three hours per unit per week) for instruction, preparation/studying, or course related activities, including but not limited to internships, labs, and clinical practica. Other course structures will have equivalent workload expectations as described in the syllabus.”

### Final Examination or Evaluation

Final will consist of conducting a performance evaluation with your supervisor, submitting completed timesheets with the required amount of hours, and a final paper identifying and analyzing your leadership team.

## Grading Information

Rubrics will be posted on Canvas.

### Determination of Grades

**This course is CR/NCR**

## Classroom Protocol

This course will use Canvas as the primary means of access to the learning materials. On this site you will find homework assignments, course announcements, quizzes, PowerPoint files and a variety of other course resources. You can check your earned scores there. ***It is the students’ responsibility to check the scores posted on Canvas and inform the instructor if there is any mistake within ONE WEEK after scores posted via documented means, such as emails and letters.*** If a student disagrees with the instructor’s grading, he/she needs to appeal by informing the instructor via documented means. The instructor will schedule a time to review the assignment/exam with the student for reassessment. The final score will be based on the re-assessment.

1. **Professionalism:** The quality of your future career depends on the degree of professionalism that you exhibit. It is expected that students conduct themselves in a mature and professional manner in each class session. Professionalism includes attendance at every class session, constructive participation in course activities, timely completion of assignments, the manner in which you act, courtesy towards classmates, etc. Please do not hold side conversations when others are speaking and do not read unrelated materials, such as newspapers, in class. Technology is a great thing; however, please turn off your pagers, cell phone, personal digital devices (palm pilots), and laptop computers while in class.

Student’s final grades will depend on the degree of professionalism that you demonstrate in this course. If you consistently act in an unprofessional manner your final grade will be reduced.

It is considered an honor code violation to consult any material (e.g. class notes and homework solutions) from past sections of this class. It will similarly be considered an honor code violation to share class materials with future students.

1. **Electronic Device Policy:** Laptops, phones, tablets, PDA’s, iWatches, Google Glasses, and other electronic devices must be **TURNED OFF** during class time or the student will be asked to leave the class. Any student asked to leave, will lose his/her attendance/participation points for that day. There might be specific days during the semester when the instructor allows the use of electronic devices; however, these days will be announced in advance.

# Internship Requirements:

The internship must be completed within the published semester dates with a hospitality and tourism company that has been approved by the course instructor. Internships can be unpaid or paid. Internships typically involve a structured learning/experience program for the student that rotate through several departments or positions. You may choose to focus on only one department at your chosen internship location however you must have permission from the course instructor. Each student-company relationship must have a clear outline of responsibilities that is agreed upon prior to you beginning your internship.

For students that are already working in the Hospitality Industry, you may complete your internship at your current place of employment, subject to the following rules:

1. Permission must be given, in advance, by the professor of record.
2. You must complete your internship hours in a different department(s) than the one you are currently working in.

**IMPORTANT – Please read the following carefully:** Your internship must be approved and all the proper paperwork filled out and submitted **BEFORE** you can start working. Failure to do so may result in your expulsion from the class.

In addition it is up to you, the student, to communicate these requirements to the company that you are working with.

The internship must consist of performing a minimum of **300 work hours** (either on a paid or unpaid basis). **These 300+ hundred hours must be completed by the date noted on the course calendar. Failure to work 300+ hours will result in not passing the course. If you are “fired” or let go from your internship due to poor performance/judgment (e.g., tardiness, absenteeism, behavioral issues) then you will automatically fail the course.**

**All of your course work including your final project is also due by the date noted on the course calendar. If you do not complete the 300+ hours and turn in your paper work by this date and time, you will automatically receive an “F” for this course.**

# COURSE REQUIREMENTS

1. An **Student Internship Application (SIA)** must be completed, signed, submitted to (in person) and approved by the *instructor* **prior** to starting your internship. The SIA can be submitted any time prior to starting the internship. When submitting the SIA please obtain the business card of your supervisor.

**NOTE:**

1. You must submit the SIA in person prior to starting your internship.
2. The IPA must be submitted **NO LATER THAN** **by the date noted on the course calendar**.
3. **Failure to complete, sign and submit your SIA by the due date will result in being dropped from the class or failure**.
4. **Internship Description:** Students will be asked to post on Canvas about their internship location, responsibilities, and goals. These descriptions will be shared with all students registered for the course.
5. **Course Discussions**: Students will be assigned a leadership book. Students are expected to read the book and answer questions/facilitate class discussion. Students are also expected to apply their knowledge from their industry experience into the discussions.
6. A **Mid-Term Progress Report** is required to be completed and turned in by **the date noted on the course calendar**. This is a short progress report on your internship. The purpose of the report is to identify any concerns that might exist with your ability to complete the project or hours during the semester. In addition, you will also learn about the management team and the support system in the company.
7. **Final Packet Components**
8. **Monthly Time Sheets** must be completed each month and turned in with the final packet. You will find the timesheets under Course Documents on the iLearn pages for this course. Please be sure to indicate your total hours worked both weekly and monthly. The final time sheet should also indicate your total hours completed for the entire internship.
9. A **Internship Performance Evaluation Form** completed by and reviewed with your immediate supervisor needs be done at the end of your internship experience. Your supervisor’s evaluation/score of you in each category will impact your grade. Therefore, you must work hard at scoring high in each category. This must be turned in with your final hours and final report. You will find that form under Course Documents on **Canvas**.
10. **Analysis of Leadership Styles:**
    1. **Part One:** Identify three managers/supervisors/coworkers. Write an analysis of each individual’s leadership style and how this helps and hinders the organization. Think of your direct supervisor. What leadership models and philosophies does he/she demonstrate? Think of specific examples.
    2. **Part Two**: Students will begin to identify their own leadership style, model, and philosophy. How did you determine that these relate to you? Students will express their perceived strengths and weaknesses and how this effects their leadership style. Students will identify valuable leadership lessons that they learned while gaining experience. (Paper should be double-spaced using 12-point Times New Roman or Arial font with 1” margins)

**NOTE: All final packet materials are due on the date noted on the course calendar**.**. Please make sure that each of your forms has your name on them.**

# LATE WORK POLICY

Assignment Deadlines. All written assignments are due on the due date. If you are late to class or turn in assessments late, they will not be accepted.

All due dates are firm. **LATE WORK WILL NOT BE ACCEPTED.**

**All assignments** must be typed and in 12 point font, Times New Roman.

# INTERNSHIP PROTOCOL

The Internship Instructor must approve of your location for an internship. This is done by looking at your completed application in the beginning of the semester. *It is your task – not that of your supervisor, to complete and submit the form*.  However, your location supervisor must also sign your application.

**Each internship site is required to register with the state once every five years**. Please check that this has been done. If you are they are not certain of this status, you may check at: *http://sjs4.sjsu.edu.* *This must be done prior to beginning your internship.*

***After your employer provides an offer letter or verbal approval to allow you to complete your internship there, please follow the procedures listed below.***

1) Internships must be documented and approved online prior to beginning your internship by submitting an online Internship Application. Upon approved you will receive an email confirmation and an internship ID number. *Internship documentation submitted after the internship deadline is over may not be approved to fulfill the internship requirement.*

2) As noted above, your internship site must submit a signed CSU university/ organizational agreement to the Department. It is good for five years. (If the agency registers in Spring or Summer 2018, there is no need to sign it again until 2023.)

1. Internship Application and UOA.

* **Internship Application**: must be **typed**. Work with your direct supervisor to complete the Employer Section. Be sure you have your correct supervisor’s email because we will use that to send him/her your final supervisor evaluation form. Print the typed application, sign (handwritten signatures for student and supervisor), scan and save it as PDF format, and then **submit it on Canvas**
* **UOA**: Your agency must sign the University Organization Agreement (UOA) through SJS4 unless your agency is listed in SJS4. \*\*Students - Please check if your agency is listed in SJS4 first. **Please follow the steps below**:
  1. Check the [sjs4.sjsu.edu/sites](https://app.calstates4.com/sjsu/sites) website to see if the site you want to propose already exists? Please check by site name and address before initiating a New Partner Proposal.
  2. IF Site isn’t listed. Students can submit the [request for a new site](https://app.calstates4.com/sjsu/request-for-a-new-site). After you submit the request for a new site, please inform your agency that the New Partner Proposal Form and the UOA will be sent from SJS4.
  3. SJS4 notifies site to complete the New Partner Proposal Form and the UOA (now a fully online contract).

Note: If the Agency has or requires modifications to the UOA, the SJS4 staff will be notified the UOA was not signed and they will notify the department to follow the non-modified UOA process (outlined below and on [flowchart](http://www.sjsu.edu/gup/docs/UOA_Workflow.pdf)).

* 1. Once the UOA has been signed online, the SJS4 staff will have the appropriate GUP designee sign off on the UOA for San Jose State (GUP has been designated to sign off on non-modified UOAs).
  2. Once signed off, the SJS4 team will make the site ACTIVE, archive the UOA in SJS4, and send a copy to the department for their records. The site should have access to a copy via their site record in SJS4.
* It may take over a month to be approved by the university depending on when your agency signs the UOA. Please submit request for a new site and have your agency sign the UOA as soon as possible so your internship can be approved. It is your responsibility to check with your agency if they received the notice from SJSU4 and completed the New Partner Proposal Form and the UOA.
* **UOA must be completed prior to starting your internship.**

**Internship Wrap-up (important – credit cannot be issued until this is done)**

After you complete your internship, you must also submit a Student Reflection Paper in the last week of classes in the semester in which you are enrolled.

The student evaluation and the employer’s evaluation must be completed by the end of the internship or the internship will not be counted as complete. **It is *your responsibility* to make sure your employer completes your final evaluation.**

Incompletes can be given if you do not have the ability to finish your hours as established. Technically, you have one year to complete this. While Incompletes are not ideal, they must be negotiated with the Internship Coordinator as soon **before** the end of the semester as possible. A plan for completion must then be established and approved.

**International Students**

International Students: International students with an F-1 Visa are authorized to work in the United States to complete these internships under Curricular Practical Training (CPT) and approval from the International Student and Scholar Services (ISSS) located at Clark Hall, Room 543. International students need to apply for CPT *prior to working for the internship*. Once the CPT Form is approved, ISSS will assist you in securing authorization to work in the United States.

NOTE: Only off-campus work experience in the U.S requires CPT authorization. Working on-campus during the semester for up to 20 hours per week **does not** require CPT authorization. Working on-campus during the semester greater than 20 hours per week **requires** CPT authorization. Working outside the United States does not require employment authorization.

If you hope to stay in the U. S. for Optional Practical Training (OPT) after graduation, it is important to know that hospitality employers especially value international students who have U.S. work experience. Therefore, we strongly recommend that both internships be completed in the United States. However, we recognize that this may be difficult to accomplish. So, we request that *at least* one of your internships be completed in the United States so that you can relate and understand the principles and concepts taught in your classes that are preparing you for your degree in the Department of Hospitality Management at San Jose State University.

Please remember that you **CANNOT** **work off campus in the United States** **unless you have** **approval for CPT** **or OPT from the ISSS**. Please contact the International Programs and Services to discuss your individual situation, or if you have additional questions regarding CPT, OPT, etc. Don’t neglect this! It may resort in deportation if not done correctly.

Go here for the Curricular Practical Training (CPT) application, <http://www.sjsu.edu/isa/employment/curricular_practical_training/index.html>.

Go here for the Optional Practical Training (OPT) application, <http://www.sjsu.edu/isa/employment/optional_practical_training/>.

## University Policies

Per University Policy S16-9, university-wide policy information relevant to all courses, such as academic integrity, accommodations, etc. will be available on Office of Graduate and Undergraduate Programs’ [Syllabus Information](http://www.sjsu.edu/gup/syllabusinfo/) : http://www.sjsu.edu/gup/syllabusinfo/”

## Course Schedule

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| **Item Due** | **Assignment Due Date Details** |
| Student Internship Application | Monday, Feb 4th |
| Internship Description Discussion | Monday, Feb 25th |
| SJS4 Site Placement | Monday, Feb 25th |
| Course Discussions | Online discussions (3/25, 5/6) |
| Midterm | Monday, April 15th |
| Identification and analysis of leadership team/ self- reflection | **Monday, May 20th** |
| Monthly time sheets | **Monday, May 20th** |
| Practicum performance evaluation | **Monday, May 20th** |

**Course Calendar:**

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| --- | --- |
| **1/28** |  |
| **2/4** | **Due: Student Internship Application** |
| **2/11** |  |
| **2/18** |  |
| **2/25** | **Due: Internship Description Discussion**  **Due: SJS4 Site Placement** |
| **3/4** |  |
| **3/11** |  |
| **3/18** |  |
| **3/25** | Reading Discussion 1,2,3,4 |
| **4/1** |  |
| **4/8** |  |
| **4/15** | **Due: Mid-term** |
| **4/22** |  |
| **4/29** |  |
| **5/6** | Reading Discussion 5, 6, 7 |
| **5/13** |  |
| **5/20** | **Due: Timesheets, evaluation, and final paper** |

**Discussion One:** Read pages 1-8: Think of an excellent “manager”. What made them an excellent manager? Reflect on a past “leader”, why do you consider them a “leader”?

**Discussion Two:**: Read pages 9-15: Can you think of any “Transformation” leaders currently or in history? What made/makes them a transformational leader?

**Discussion Three:** Reflecting on past jobs or school- can you identify three different leadership styles that you have witnessed? What were they? Were those styles effective for the role? Why or why not?

**Discussion Four:** Read pages 16-34: Which would you say is the strongest leadership theory/ which one do you identify with? Why?

**Discussion Five:** Which leadership theory do you disagree with/ find the most holes in it? Why?

**Discussion Six:** Identify your favorite leadership quote (from any source). Why does it speak to you? How will it/does it affect your leadership style?

**Discussion Seven:** Read page 42: Think of your current supervisor. Please rank their ability to adapt their leadership style to: Environment, Organization, Team, Individuals, Task, and Wider Environment. How has this been shown in their leadership style? What is there top leadership characteristic?

**Final Packet (Timesheets, evaluation, paper)**

**Final Paper:**

**Analysis of Leadership Styles:**

**Part One:** Identify three managers/supervisors/coworkers. Write an analysis of each individual’s leadership style and how this helps and hinders the organization. Think of your direct supervisor. What leadership models and philosophies does he/she demonstrate? Think of specific examples.

**Part Two**: Students will begin to identify their own leadership style, model, and philosophy. How did you determine that these relate to you? Students will express their perceived strengths and weaknesses and how this effects their leadership style. Students will identify valuable leadership lessons that they learned while gaining experience. (Paper should be double-spaced using 12-point Times New Roman or Arial font with 1” margins)