

San José State University
Department of Hospitality, Tourism and Event Management
HSPM-191B Sec 80 - Internship Level 2, fall 2019

Course and Contact Information

Instructor:	Faranak Memarzadeh
Office Location:	MacQuarrie Hall 409
Telephone:	(408) 924-7487
Email:	Faranak.memarzadeh@sjsu.edu
Prerequisites:	HSPM 1, HSPM 65, Bus 20 or 20N, HSPM Major only

Course Description

300 hours of supervised professional broad-based work experience in the hospitality management industry.

Course Learning Outcomes (CLO)

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

1. Exhibit proficiency.
2. Demonstrate customer service capability.
3. Evaluate the challenges of growth in the hospitality industry.
4. Describe the issues in the service industry.

Required Texts/Readings

Textbook

There is no required textbook for this course. This is the students' responsibility to access all the necessary resources, which require meeting the course objectives.

Library Liaison

Carli Lowe, Reference and Instruction Librarian, Liaison for Hospitality, Tourism & Event Management, Dr. Martin Luther King Jr. Library, San Jose State University. Phone: 408-808-2343, E-mail: carli.lowe@sjsu.edu
Helpful electronic resource: URL: <http://libguides.sjsu.edu/hospitality>.

Course Requirements and Assignments

The Department of Hospitality Management requires that all undergraduate students complete two Internships (work experiences), 191A, and followed in a later semester, 191B. While the Career Center will assist you in seeking sites for your internship, the Department faculty and Internship Coordinators can also help. The Internship Faculty Supervisor must approve of your location for an internship by looking at your completed application at the beginning of the semester. Your location supervisor must also sign and submit a CSU/Organizational Agreement form (UOA). The UOA should be approved by the university before you can receive any credit for your internships.

191 B must be a minimum of 300 hours.

Internships can be completed full time during the summer or part-time during the school year but YOU MUST BE REGISTERED IN THE CLASS THE SEMESTER YOU ARE AN INTERN.

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. Internship documentation submitted after the internship deadline is over may not be approved to fulfill the internship requirement.
- 2) In addition to approval of your internship, your agency must sign CSU university/organizational agreement (UOA) through SJS4 unless your agency is listed in SJS4. It is good for five years. For example, if the agency signed one in Spring or Summer 2018, there is no need to sign it again until 2023.
- 3) At the end of the semester, Final Performance Evaluation will be sent to your employer to document the number of hours you worked and evaluate your performance.
- 4) All forms; your internship application, 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 and submits it to the Internship Coordinator. In this class, you can earn **Credit**, **No Credit**, or **Incomplete**.

An incomplete grade 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, the student should discuss with the Internship Coordinator as soon before the end of the semester as possible. A plan for completion must then be established and approved.

- 5) 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. 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 do 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. Therefore, we request that at least one of your internships to 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**. They have final approval over all off-campus work; however, we will help you begin the process.

Please contact the International Programs and Services to discuss your individual situation, or if you have additional questions regarding CPT, OPT, etc.

Click [here](#) for the Curricular Practical Training (CPT) application, http://www.sjsu.edu/isa/employment/curricular_practical_training/index.html.

Click [here](#) for the Optional Practical Training (OPT) application, http://www.sjsu.edu/isa/employment/optional_practical_training/.

Assignments

- ***A weekly report of business experience:*** At the end of each week, you need to submit ***one paragraph report*** of the week's highlights from your experience. You may briefly discuss any challenges, innovation, issue, etc. you have faced and the way the issue is being handled. You need to submit this report every week on Canvas.
- ***Monthly timesheets:*** each month, you need to track how many hours you have completed. Upload the monthly timesheet on Canvas **by the end of each month**. The monthly timesheet is available on Canvas.
- ***Performance evaluation:*** your immediate supervisor needs to complete the performance form at the end of your internship. Your supervisor's evaluation/score of you in each category will affect your overall results. Therefore, you must work hard at scoring high in each category. You will find that form under the modules tab on Canvas.
- ***Final report:*** at the end of your internship, you need to submit **two pages report of your evaluation** of your internship. You may conduct a SWOT analysis for the company you completed your internship.

Based on your experience, provide your recommendations on how that particular business could be improved and become more effective.

Grading Information

Credit (CR) or No Credit (NC)

Determination of Grades

This is a credit/no-credit course. The student will receive credit **upon completing the required 300 hours, receiving a satisfactory evaluation from their supervisor, and submitting the required documents (application and UOA) and assignments.**

University Policies

Academic integrity

Your commitment as a student to learning is evidenced by your enrollment at San Jose State University. The [University Academic Integrity Policy F15-7](#) requires you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of Student Conduct and Ethical Development. Visit the [Student Conduct and Ethical Development](#) website for more information.