

San José State University
Department of Hospitality, Tourism & Event Management
HSPM 191A Internship Level 1

Fall 2017

Contact Information

Instructor:	Dr. Jooyeon Ha
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Office Hours:	M/W 11am-1pm
Prerequisites:	HSPM 1, HSPM 65

Course Description

Supervised professional broad-based work experience in hospitality management industry for a total of 200 hours.

Learning Outcomes

Course Learning Outcomes (CLO)

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.

Required Texts/Readings

Textbook

There is no required textbook or readings for this course. Students are expected to locate and access the resources necessary to meet the course objectives.

Library Liaison:

Christa Bailey, Reference and Instruction Librarian, Liaison for Hospitality, Tourism & Event Management, Dr. Martin Luther King Jr. Library, San Jose State University, Office location: #4046,

Course Requirements and Assignments

Internship Requirements for SJSU Hospitality Students

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 Coordinator must approve of your location for an internship. This is done by looking at your completed application in the beginning of the semester! Your location supervisor must also sign and submit a CSU/Organizational agreement form to the Department of Hospitality Management Internship Coordinator before you can receive any credit for your internships.

191 A must be a minimum of 200 hours and 191B 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. Upon approval 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). In addition to approval of your internship, your agency must submit a signed CSU university/organizational agreement to the Department. It is good for five years. If the agency signed one in Spring or Summer 2015, there is no need to sign it again until 2020.
- 3). 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 for either 191A or 191B. You cannot take both these classes in the same semester!
- 4). In addition, when your internship is approved by the Internship Coordinator, your employer will automatically be sent a Final Performance Evaluation to document the number of hours you worked and evaluate your performance.
- 5). 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 a Credit, No Credit, or Incomplete.

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.

6). 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 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**. 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](http://www.sjsu.edu/isa/employment/curricular_practical_training/index.html) for the Curricular Practical Training (CPT) application, http://www.sjsu.edu/isa/employment/curricular_practical_training/index.html.

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

Grading Policy

This is a credit/no credit course. Student will receive credit upon completing the required 200 hours and receiving satisfactory evaluation from their supervisor.

University Policies (Required)

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 web page](http://www.sjsu.edu/gup/syllabusinfo/) at <http://www.sjsu.edu/gup/syllabusinfo/>"

STEPS TO A SUCCESSFUL INTERNSHIP

1. Identify an internship site!

If you have trouble finding an internship site, make an appointment with Dr. Ha (191A) or Dr. Sullivan (191B) and bring a list of 5 possibilities you're interested in.

2. Download the Internship Application and University & Organization Agreement (UOA) on Canvas.

- 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.
- UOA: Give your supervisor the form and have them sign the completed form.

3. Scan and submit your completed **Internship Application** and the **UOA** on Canvas by **September 25, 2017**.

4. **Wait for an approval** email from Dr. Ha (191A) or Dr. Sullivan (191B) by October 6, 2017. **If you do not hear anything by October 6, you are approved.**

5. Do a great job on your internship! Go above and beyond expectations!

6. Contact us with any issues.

7. **You will receive the mid-semester progress report form by email in early November. Be sure you submit it back with your supervisor's email.**

8. **We will email the Final Performance Evaluation form to your supervisor directly in early December. Your supervisor must fill out and return your Final Performance Evaluation directly to us via email to Dr. Ha (191A) or Dr. Sullivan (191B) by December 20, 2017.**

9. Submit the **confidential Student Reflection Paper** on Canvas **by December 20, 2017**.

10. Wait for your grade in January. (Either CR, NC, or InC).

11. Congratulations! You have finished this class!