

**SAN JOSE STATE UNIVERSITY**

**HOSPITALITY MANAGEMENT**

**Operations Management Apprentice (191A) INFORMATION**

**SEMINAR MEETING INFORMATION (Mandatory)  
191A/191B**

**Spring, 2005**

First meeting: *Friday, Feb. 4 MH510*

Proposal due *Feb. 18, by 5pm*

Final meeting: *May 18*

Times:

*191A: 10:30am*

*191B: 11:30 am*

All final papers are due on *May 18*

**ALL MEETINGS ARE MANDATORY FOR STUDENTS  
ENROLLED IN 191A AND 191B**

**SAN JOSE STATE UNIVERSITY**  
**HOSPITALITY MANAGEMENT PROGRAM**  
**APPRENTICESHIP & INTERNSHIP COURSES**  
**Spring, 2005**

**Course Descriptions:**

HSPM 191A: Approved professional work experience of 200 hours in the hospitality management industry earned within one year of registration.  
Pre-requisite: HSPM 001

HSPM 191B: Approved professional in-depth work experience of 300 hours in the hospitality management industry earned within six months of registration.  
Pre-requisite: HSPM 001, 191A, senior standing and Internship Coordinator consent.

**Course Objectives:**

These two experience-related courses allow the student to develop and exposure, understanding, and working knowledge of actual operations within the hospitality industry. The student will be able to apply some of the theoretical and academic subject matter to this work experience, and be able to identify opportunity areas for permanent employment upon graduation.

**Grading:**

Grades of CR (Credit) or NC (No Credit) will be determined by the Evaluation Form and the Written Report of the students' experience. It is imperative that both elements of the grade be satisfactory to receive a CR. Incomplete will not be allowed.

## 191A

### HOSPITALITY APPRENTICESHIP REQUIREMENTS

- 1). Approved work hours in the hospitality industry must total 200 hours to enrollment in 191A.
- 2). **The students are responsible for finding their own Apprenticeship placement.** An approved list with contacts is available from the Hospitality Management office or Dr. Sullivan, Internship Coordinator. Please call for an appointment.
- 3). The **Proposal Form, Student Profile sheet, Additional Info. Sheet, Field Experience and Agency Profile sheet** must be submitted to the instructor for approval of the Apprenticeship within the first 3 weeks of semester (Feb. 18<sup>th</sup>)
- 4). At the end of the Apprenticeship, the **Supervisor Evaluation Form** must be submitted to the Internship Coordinator.
- 5). The student must submit **ONE copy** of a typed written report of their work experience during the Apprenticeship. This report should be 3-5 pages in length and must outline the following:
  - a) Describe your work experience by listing 20 valuable skills that you have gained from your Apprenticeship.
  - b) Describe the management or leadership style employed by your immediate supervisor.
  - c) How could the Apprenticeship be improved for subsequent students? Explain at least five ways.
- 6). All students must attend ONE-hour **final apprenticeship seminar** (May 18) during which all evaluation forms and assignments must be turned in. **Failure to do so will result in an “NC” (no credit) grade for 191A.**



**Additional Information**  
**(Attach to Profile Sheet)**

This form is due the third week of the semester to the Internship Coordinator.  
*(Due Friday, Feb. 18, bring to main office by 5pm)*

**191A**

1. Assess your strengths – both professional and personal.  
*Professional:*

*Personal:*

2. In what areas do you believe you need further development? Include personal attributes and professional needs.

3. Your professional aspirations:  
*Upon graduation:*

*Five years after graduation:*

4. Problems that may influence Internship placement (i.e. travel restriction, international student, etc.)

5. Preference for placement (i.e. Lodging, Food Service, Tourism)

**Proposal Form**

This form is due the third week of the semester to the Internship Coordinator.  
*(Due Friday, Feb. 18, bring to main office by 5pm)*

**191A**

Today's date: \_\_\_\_\_  
Semester and year HSPM 001 was taken: \_\_\_\_\_

Student Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone (day) \_\_\_\_\_ Phone (evening) \_\_\_\_\_

E-mail: \_\_\_\_\_ Fax: \_\_\_\_\_

Internship Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Direct Supervisor: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Will you be paid? \_\_\_\_\_ Yes \_\_\_\_\_ No If no, any tuition, transportation, stipend  
or other reimbursement?

Were you previously employed at this agency before you began your internship? \_\_\_\_\_ Yes \_\_\_\_\_ No

What will be your position/title? \_\_\_\_\_

Direct Supervisor Signature X \_\_\_\_\_ Date: \_\_\_\_\_

HSPM 191A Instructor Approval X \_\_\_\_\_ Date: \_\_\_\_\_

Field Experience  
(ASAP)

**To be completed with your Direct Supervisor**

**\*Obtain their signature**

OBJECTIVES: (List a minimum of 3) Continue on a separate page if needed.

Summary of planned activities: (List 10)

Direct Supervisor Signature      X \_\_\_\_\_ Date: \_\_\_\_\_

HSPM 191A Instructor Approval      X \_\_\_\_\_ Date: \_\_\_\_\_

**Agency Profile Sheet**

(ASAP)

Student Name: \_\_\_\_\_ 191A

Agency Name: \_\_\_\_\_ Type of Business: \_\_\_\_\_

Main Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Direct Supervisor's Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Direct Supervisor's Signature: \_\_\_\_\_

**Questionnaire**

How will you compensate the intern for 200 hours of service?

_____ Hourly Wage, if so, amount \$_____	_____ Tuition Waiver, of so, contact Internship Director
_____ Stipend, if so, amount \$_____	_____ Scholarship, if so, amount \$_____
_____ Transportation Reimbursement	_____ Other, explain: _____

Have you had SJSU interns at your site in the past? If so, in what areas? Was it a positive experience?

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Thank you for taking the time to fill out the Agency Profile! From your answers we can guide students to find the agencies best suited to their skills. Your interest in helping educate the next generation of hospitality professionals is commended!

**Supervisor Evaluation Form**  
*(5/18 WITH FINAL REPORT)*

To be completed by Direct Supervisor  
Apprenticeship (191A) in Hospitality Management  
San Jose State University

Name of Student \_\_\_\_\_

Name/Title of Direct Supervisor: \_\_\_\_\_

Agency/Organization: \_\_\_\_\_ Phone: \_\_\_\_\_

Please rate the student's performance during the Apprenticeship/Internship using the following scale:  
1= Unsatisfactory    2=Needs Improvement    3=Average    4=Above Average    5=Excellent

1) **Technical Ability** 1   2   3   4   5  
Comments: \_\_\_\_\_  
\_\_\_\_\_

2. **Degree of Initiative Shown** 1   2   3   4   5  
Comments: \_\_\_\_\_  
\_\_\_\_\_

3. **Ability to Take Direction From Supervisor or Co-Workers** 1   2   3   4   5  
Comments: \_\_\_\_\_  
\_\_\_\_\_

4. **Ability to Utilize Constructive Criticism From Supervisor** 1   2   3   4   5  
Comments: \_\_\_\_\_  
\_\_\_\_\_

5. **Ability to Work With Others** 1   2   3   4   5  
Comments: \_\_\_\_\_  
\_\_\_\_\_

6. **Attendance** 1   2   3   4   5  
Comments: \_\_\_\_\_  
\_\_\_\_\_

7. **Overall Performance** 1   2   3   4   5  
Comments: \_\_\_\_\_  
\_\_\_\_\_

8. **Would you recommend this student for employment in your organization of an opening existed?** ? Yes    ? No    ? Not Certain  
Comments: \_\_\_\_\_  
\_\_\_\_\_

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This is verification the \_\_\_\_\_ (Student's Name) has completed 200 hours or more of employment under my supervision between the dates of \_\_\_/\_\_\_/\_\_\_ and \_\_\_/\_\_\_/\_\_\_ in the \_\_\_\_\_ (department) area of this agency.

Direct Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HSPM 191A Instructor Signature \_\_\_\_\_ Date: \_\_\_\_\_

? I am interested in other interns in the future. Please contact me.

My Phone # \_\_\_\_\_ E-mail: \_\_\_\_\_ Fax: \_\_\_\_\_

My suggestion to the University for improving the internship experience and program are: (please use back)