

**HADM 4900
WORK STUDY IN HOSPITALITY**

TO: HADM 4900 Students

**FROM: Debby Cannon, Ph.D., CHE
Director, School of Hospitality**

RE: HADM 4900 Work Study Portfolio

**Portfolio Due Date: Summer – Monday July 27, 2009
Fall -- Friday, December 4, 2009**

Please note: The performance evaluation form (which can be obtained from the hospitality office) should be completed by your supervisor(s)/manager(s) and mailed directly to the School of Hospitality to arrive by Monday, July 27, 2009 and Friday, December 4, 2009 for Fall.

Requirements:

1. HADM 4900 is a graduation requirement for students majoring in hospitality including double-majors.
2. This course is a non-credit course involving a grade of satisfactory or unsatisfactory.
3. The grading of HADM 4900 is based on two mandatory components.
 - A. Certification that the students has completed the required 400 units of hospitality-related work experience (The attached conversion sheet shows how units are calculated from work hours.) HADM students must submit W-2 forms paycheck subs or letters from employers certifying hours worked.
 - B. Students will complete an in-depth work portfolio in conjunction with their hospitality work experience (an outline of the work portfolio is attached.)

Learning Objectives for Work Study in Hospitality:

At the completion of HADM 4900, students will be able to:

1. Delineate the skills and areas of knowledge applied and developed through their work experiences.
2. Self-critique their own strengths and weaknesses as related to skills and knowledge necessary for their hospitality career path.
3. Describe the application of course work material to the operational setting of a hospitality organization.
4. Critique the work experience in regards to providing quality service and products and analyze the components necessary for quality service to internal and external customers.
5. Evaluate and synthesize managerial abilities in working with a diverse work force in being a change agent and maximizing the positive impact of change in dynamic organizations in conflict resolution in handling ethical decisions in business and in maximizing employee productivity.
6. Delineate specific career goals, action plans for achieving these goals and apply work study experiences to enhance marketability in job searching upon graduation.

Prerequisites: Completion of a minimum of 15 hours of hospitality courses. Completion of 400-work units of hospitality work experience and completion of the hospitality work study portfolio. After fulfilling these prerequisites, students register for HADM 4900 and submit documentation of work hours and the work portfolio.

Grade Breakdown for HADM 4900

Grade Options: Satisfactory/Unsatisfactory

To achieve a grade of "Satisfactory" the following requirements must be met:

- 1) Completion of 400 work units in a hospitality position
(Conversion chart from hours to units included on page 4 of this syllabus.)
- 2) A passing score (70%+) on the work portfolio with the section breakdown by points delineated below.

<u>Work Portfolio Section</u>	<u>Possible Points</u>
Part I	10
Part II	10
Part III	10
Part IV	10
Part V	
Section A	20
Section B	20
Section C	20
Section D	20
Part VII	20
Part VIII	10
Part IX (Optional)	
Part X	10
Part XI	20
Part XII	10
Part XIII	20
Total:	220
Minimum Acceptable Score:	154

Portfolio Assignment Components

The student portfolio must be submitted in a notebook. It should show how the student has evolved in work responsibilities and duties with the refinement of certain skill and knowledge areas.

Part I

A resume (preferably one page) - word-processed on a laser printer, free of any typos or errors.

Part II

Job descriptions of any position held for which work duty credit will be received. These may be developed by the student or can be those utilized by the organization. The Job description(s) must be complete and current for when the student worked in the position(s).

Part III

An organizational chart for each organization for which the student worked. A brief company history and a 2-3page description from the student of the organization's culture/philosophy/mission.

Part IV

An outline for each position worked in which the student delineates specific technical skills and knowledge areas utilized in the job.

For example, food server position:

1. Setting a formal table
2. Presenting a menu
3. Describing specials and answering questions about menu items
4. Knowledge of menu item ingredients/cooking techniques
5. Making wine suggestions based on foods ordered.
6. Opening a wine bottle
7. Table-side preparation of certain menu items etc.

Part V

A self-critique of particular strengths and weaknesses in knowledge/skill areas

Part VI

Examples of specific learning experiences in the following areas:

A. Providing quality service and products to external customers (guests)

1. Overall, how you would critique the organization(s) in how well quality service and products were consistently provided. This critique should include a brief description of the customer demographics and level of customer expectations.
2. Examples of at least three difficult situations in which you accommodated difficult customer demands made angry customers satisfied or otherwise dealt with challenging customer interactions.
3. A self-evaluation of your strengths and weaknesses in interpersonal skills based on your hospitality work experiences in providing quality customer experiences.
4. Constructive ideas based on Total Quality Management principles of what the organization(s) for which you have worked could do in providing higher levels of service and/ or products.

B. Providing quality service to internal customers (other employees)

1. Your critique of the level of teamwork that existed in the involved organization(s) and level of employee satisfaction and commitment to the organization's mission.
2. A self-analysis of your part in the team operation of the involved organization(s). What were your strengths and weaknesses as a team member? What roles did you play as a team member?
2. What suggestions could you make to the organization(s) in how to better maximize teamwork? Include in this discussion the level of employee empowerment involved and if this level was sufficient and accompanied by necessary organizational supports and training?

C. In every organization, there are conflicts and changes that occur. In Part IV. C, discuss:

1. At least three situations of conflict in which you were personally involved and how these were resolved (or not). Delineate specifically what you learned from these conflict situations and what you would do differently, if anything, if faced with a similar situation again.
2. At least three situations of change in which you were personally involved and how these were handled. Delineate specifically what you learned about positively dealing with change.

D. Understanding diversity

1. Discuss the level of cultural diversity you experienced in your place(s) of employment with customers and/ or employees. What did you learn from you work experiences on the topic?
2. As a present or future manager, how can you apply your experience in cultural diversity to better enable employees you supervise to work with culturally diverse groups?
3. Add any other experiences of diversity that you learned from - i.e. working with different age groups, people from different socioeconomic backgrounds, educational level and so forth.

Part VII

Business Ethics - give at least three examples of how during your employment situations you encountered in which you had to make ethical decisions. What did you learn about your personal "code of ethics" from these situations? If you could, how would you handle the situations differently? As a manager, how would you help employees in bettering understanding principles of ethics?

Part VIII

Professional image - Critique your professional image in the following areas. Indicate particular strengths or weaknesses and any action plans that you may have. For example: Weakness: Do not own an appropriate suit for interviewing. Action plan: Start saving on weekly basis, shop around for good "bargain" spots or hit sale times.

- A. Overall professional image - Grooming, body language, eye contact, handshake style, other non-verbal language
- B. Communication style
 - 1. Oral
 - 2. Written
- C. Wardrobe

Part IX

Indicate any special projects or assignments you worked on during your hospitality work experience(s). Include a description of the project, your role, percent of time or actual number of hours involved, and specific skills or knowledge acquired through working on such assignments. Additional work samples can be included.

Part X

Knowing what you know about your organization's profitability, what suggestions can you offer to maximize profits? Include cost control suggestions as well as marketing suggestions to increase revenue.

Part XI

State your career goals as specifically as you can for the following time periods:

- A. When you graduate from college
- B. When you have been out of college for two years
- C. When you have been out of college for five years

As part of Part XII, delineate your action plans for achieving your most immediate career goal - when you graduate from college.

Part XII

This section includes any type of feedback from your work experience and can include:

- A. Completed evaluation forms from the company (ies) for which you worked.
- B. Letter from immediate supervisor summarizing your work experience and your work strength and weakness.

This section can also include in addition to the above:

- C. Copies of comment cards/letters from guests
- D. Any other documents - letter of commendation, recognition, training certificates from work experiences.
- E. Work samples

Part XIII

This section focuses on environmentally aware practices of hospitality employers.

- A. For each of your employers, delineate “green” environmentally-proactive processes and activities practiced.
- B. If there are no such processes/activities, are there any planned for the future?
- C. For those employers who have adopted green practices, what have been the benefits?
For example, are there Return on Investment figures available?
Has the business received any favorable, positive media coverage?
Have certain business segments been gained from “going green” ?
- D. What ideas do you have for the business in becoming more environmentally conscious?

Work Study Conversion Chart

"All students majoring in hospitality administration must have practical industry experience in order to be approved for graduation. Student who have full-time jobs in non-hospitality occupations do not have to quit their job; however, in order to satisfy the requirements for the work-study experience, students are advised to begin working part-time in an advisor-approved hospitality position as soon as possible."

Work Study Requirement: 400 units in a hospitality-related position, paid or unpaid; Working hours have to be documented through copies of paycheck stubs, W-2 forms, or letter on company stationary from the departmental manager (or a higher-level position).

Position Description

Unit Credit Per Hour Worked

Hourly hospitality position with no supervisory responsibilities. Examples: Food server, food prep, front office receptionist, concierge, clerical worker in hospitality organization.

. 7 units per each hour worked

Hourly hospitality position with some supervisory responsibilities such as new employee training.

. 8 units per each hour worked

Hourly hospitality position with multiple supervisory responsibilities including training, scheduling, coaching employees.

. 9 units per each hour worked

Full supervisor or manager in a hospitably position or a structured hospitality internship approved in advance by an academic advisor. Such an internship must include supplemental education opportunities such as special projects or seminars.

1.0 units per each hour worked

The above are guidelines for unit credits. Because job positions vary greatly, it is highly recommended that students meet with an advisor to specifically discuss the hour-unit conversion.

**Cecil B. Day School of Hospitality
Work Experience Evaluation Form**

Dear Hospitality Supervisor/Manager:

Your feedback regarding the hospitality major employed with your organization is very important. It not only helps us assess our students in application of knowledge and skills but helps in our assessment of our curriculum and course content. Your comments will remain confidential and will only be seen by the student and me. Thank you for your participation. Please feel free to contact me with any specific questions or concerns. My direct telephone number is 404-413-7617 and my e-mail address is dfcannon@gsu.edu .

Thank you for your support in working with our students and this School.

Sincerely,

**Debby Cannon, Ph.D., CHE
Director
Cecil B. Day School of Hospitality**

Student's Name: _____

Name of Employer: _____

Address: _____

Supervisor/Manager Completing the Evaluation: _____

Title: _____

Dates of Employment for Above Student: _____

Position(s) Worked: _____

Approximate hours worked per week: _____

Student Name _____

Please check (✓) the appropriate box:

Area of Evaluation:	Outstanding	Above Expectations	Satisfactory	Did not meet expectations	Can not evaluate
Knowledge areas involved in job position(s)					
Technical skills involved in job position(s)					
Interpersonal/service skills with customers					
Interpersonal/service skills with co-workers					
Interaction with supervisors/managers					
Written communication abilities					
Oral communication abilities					
Ability to accept feedback, willingness to learn					
Work habits (attendance, punctuality, accuracy)					
Demonstration of potential leadership abilities					
Credibility/ethical issues					
Work performance was reflective of what would be expected of a major in hospitality					

Comments: _____

Please include additional comments on back . Thank you for your assistance.