

**HADM 4900
HOSPITALITY FIELD EXPERIENCE**

TO: HADM 4900 Students

FROM: Debby Cannon, Ph.D.
Director, School of Hospitality
dfcannon@gsu.edu (Do not email through iCollege.)
404.413.7617

RE: HADM 4900 Field Experience Portfolio

Portfolio Due Date: Last Thursday class (*not final exam week*) of the semester

Please note: The performance evaluation form (included with this packet) should be completed by your supervisor(s)/manager(s) and emailed, faxed or mailed directly to the School of Hospitality to arrive by the end of the semester.

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 three 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 stubs or letters from employers certifying hours worked.
 - B. Students will complete a work portfolio in conjunction with their hospitality work experience (an outline of the work portfolio is attached.)
 - C. While it is not required that you hold a supervisory/managerial position in hospitality, you are strongly urged to have your employer assign some supervisory-level responsibilities to you even if this involves a special project that would involve knowledge and skills above your present position.

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 field experience 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 of a minimum of 80 out of 100 points on the work portfolio.

Academic Dishonesty:

Please be advised that the content submitted for this course, including the employer(s), position(s) held, dates of employment and number of hours worked must be accurate. Misrepresentation of any part of this information will be considered academic dishonesty. Violations of academic dishonesty are described below and on the following slide in addition to penalties.

Policy on Academic Dishonesty: All students at Georgia State University are expected to demonstrate scholarly behavior, academic honesty and ethical behavior at all times. We believe it is reasonable to assume that individuals who are unethical business students are more likely to become unethical business practitioners. As a result, our school has an obligation to our business partners, other students, faculty and staff to react quickly to address concerns of academic dishonesty. Any and all forms of dishonorable or unethical conduct related to academic work, including without limitation, plagiarism, cheating on examinations, unauthorized collaboration, falsification and multiple submissions will result in immediate sanctions as determined solely by the instructor such as:

- A. Academic penalties, including without limitation:
 - A grade of “F” for the course;
 - A grade of zero for the assignment; and/or
 - Lowering of the final letter grade for the course.

- B. Disciplinary sanctions, including without limitation:
 - Suspension;
 - Expulsion; and/or
 - Transcript annotations.

Lack of knowledge of this policy, cultural differences or receiving help from someone that you didn’t know had plagiarized are not acceptable defenses to any charge of academic dishonesty. You will be required to sign a form stating that you have read and agree to abide by the syllabus and the University’s policies on Academic Dishonesty. Please see the policy set forth below (and can be located at: http://www2.gsu.edu/~wwwdos/wordFilesEtc/2011012_Academic_Honesty_Policy_Only_Revised_January_192012.pdf) for examples and definitions that clarify the standards by which such honesty and conduct are judged. The policy on academic honesty is also detailed in Section 409 of the Undergraduate Catalog and can be found at: <http://www2.gsu.edu/~wwwdos/codeofconduct.html>.

Portfolio Assignment Components

Possible Points

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

Part I

45

Documentation of work hours including summary form of hours worked and units calculated

Part II

15

A resume (preferably one page) - word-processed, free of any typos or errors, reflecting all work positions held including positions being counted for field experience credit.

Part III

10

Job descriptions of any position held for which work duty credit will be received. These may be developed by you, 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). For special supervisory responsibilities/projects not contained in the job description, include a short paragraph on what was entailed.

Part IV

25

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

In one to two word-processed pages, describe how your work experiences during college have helped prepare you for your career goals stated above.

Part V - Supervisor's evaluation is submitted.

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(An evaluation for each position held is not needed just the most recent position held.)

Total: **100**

Minimum Acceptable Score: **80**

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.

We have recently expanded this form to allow for more comments and these would be greatly appreciated.

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.

Director

Cecil B. Day School of Hospitality

Robinson College of Business

Georgia State University

Name of Employer: _____

Address: _____

Supervisor/Manager Completing the Evaluation: _____

Title: _____

Name of Student: _____

Dates of Employment for Above Student: _____

Position(s) Worked: _____

Approximate hours worked per week: _____

Area of Evaluation:	Outstanding	Above Expectations	Satisfactory	Did not meet expectations	Cannot evaluate
Overall knowledge areas involved in job position(s)					
Demonstration of applied knowledge and skills in the specific areas:					
• Quality Service					
• Operations					
• Human Resources					
• Marketing					
• Hospitality Law					
• Financial Analysis					
• Technology					
Comments on knowledge/skills:					
Interpersonal/service skills with guests/customers					
Interpersonal/service skills with co-workers					
Interaction with supervisors/managers					

	Outstanding	Above Average	Average	Below Average	Cannot evaluate
Comments on interpersonal skills:					
Written communication abilities					
Oral communication abilities					
Comments on communication abilities:					
Ability to accept feedback, willingness to learn					
Work habits (attendance, punctuality, accuracy)					
Professional demeanor/image					
Demonstration of potential leadership abilities					
Credibility/ethical issues					
Comments on professionalism:					

	Outstanding	Above Average	Average	Below Average	Cannot evaluate
Work performance was reflective of what would be expected of a major in hospitality					
Comments:					

Additional Comments:

Please send directly to Debby Cannon at dfcannon@gsu.edu or fax to 404-413-7625.

Thank you for your assistance.
