

**Summer 2018**  
**CAHM 198 - Hospitality Management Work Experience**  
**May 14, 2018- August 25, 2018**  
**Online**

Instructor: Dr. Lynsey Madison

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Office hours: Tuesday 9:30-10:30, Wednesday 11:00-12:00, Thursday 9:30-11:00, and by appointment

**REQUIRED TEXT:** No text required

**COURSE DESCRIPTION:** Students will work in a supervised environment related to their hospitality management career interests. Students are expected to recognize the relationship between principles taught in the CAHM curriculum and the practices they experience and observe in the workplace.

**STUDENT LEARNING OUTCOMES**

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

- Demonstrate improved job readiness skills and enhance their resumes.
- Learn about the interview process and demonstrate their interview skills.
- Show a deeper understanding of interactions between the "front" and "back" of the house through improved interpersonal skills
- Explore possible career paths within the industry.
- Describe the connections between theory and practice within the industry.
- Demonstrate improved skills in customer service and quality control.
- Demonstrate knowledge of industry terminology and practices.

**IMPORTANT:**

1. Students are responsible for reviewing the **student handbook** to understand the college policies and procedures.
2. According to the College policy, any student who has missed the equivalent of two weeks of class may be dropped from the course.  
<http://www.ccp.edu/site/prospective/orientation/orientationfaq.php>
3. Students registered with the Center on Disability must inform the instructor by the end of the first week of class if special accommodations are requested.
4. Students are encouraged to speak with the instructor about assignments, exams, etc., during scheduled office hours or through the discussion post titled “Questions that need answers”.
5. Plagiarism and academic cheating (including cyber-cheating) are prohibited and will be dealt with severely.
6. All quizzes, homework assignments, and exams should be completed as per the guidelines. All assignments are due by the specified date and must be typed double-spaced (unless otherwise noted) in 12 pt. Times New Roman font. Late submissions will result in a loss of 10 grade points per day. No make-ups or extra-credit will be given. (Exceptions will be considered if a student can provide documentable evidence of unavoidable emergencies.)
7. Courtesy and respect in the classroom are encouraged and required of all students through all discussion posts.
8. Students are encouraged to utilize free tutoring services offered by the college and the student access computer center to complete projects that require the use of a computer.

Week	Topics	Class Activities & Assignments
Week 1	<ul style="list-style-type: none"> <li>Syllabus review</li> <li>Hospitality Career videos</li> </ul>	-Post to Career discussion and comment on 2 classmates' post <b>Due May 24</b> -Post to Introduce Yourself discussion <b>Due May 24</b> -Submit ideal job posting for Resume & Cover Letter assignment
Week 2	<ul style="list-style-type: none"> <li>Interview skills</li> <li>Watch interview videos</li> </ul>	- Post to Interview discussion and comment on 2 classmates' post <b>Due May 26</b>
Week 3	<ul style="list-style-type: none"> <li>Resume &amp; Cover letter rough draft</li> </ul>	-Submit resume & cover letter rough draft <b>Due June 2</b>
Week 4	<ul style="list-style-type: none"> <li>Progress report #1</li> </ul>	-Submit Progress Report #1 <b>Due June 9</b>
Week 5	<ul style="list-style-type: none"> <li>Watch customer service videos</li> </ul>	-Post to Customer Service discussion and comment on 2 classmates' post <b>Due June 16</b>
Week 6	<ul style="list-style-type: none"> <li>Resume &amp; cover letter final draft</li> </ul>	-Submit resume & cover letter final draft <b>Due June 23</b>
Week 7	<ul style="list-style-type: none"> <li>Experiences in FOH &amp; BOH</li> </ul>	-Discuss experiences in FOH & BOH <b>Due June 30</b>
Week 8	<ul style="list-style-type: none"> <li>Hiring &amp; Selecting Employees</li> </ul>	-Submit the Hiring & Selecting Employees <b>Due July 7</b>
Week 9	<ul style="list-style-type: none"> <li>Online review evaluation</li> </ul>	-Post to Hospitality Business Online Review <b>Due July 14</b>

Week 10	<ul style="list-style-type: none"> <li>Progress Report # 2</li> </ul>	-Submit Progress Report # 2 <b>Due July 21</b>
Week 11	<ul style="list-style-type: none"> <li>Customer service evaluation</li> </ul>	-Submit Customer Service Evaluation assignment <b>Due July 28</b>
Week 12	<ul style="list-style-type: none"> <li>Theory vs Practice</li> </ul>	-Post to Theory vs Practice discussion and comment on 2 of your classmates' posts <b>Due August 4</b>
Week 13	<ul style="list-style-type: none"> <li>Map My Future</li> </ul>	-Submit Map my Future assignment <b>Due August 11</b>
Week 14	<ul style="list-style-type: none"> <li>Final Report Due</li> </ul>	-Submit the Final Report <b>Due August 18</b>

**NOTE:**

**The Instructor reserves the right during the course of the semester to give new assignments (not listed on the syllabus) germane to the topic (s) covered.**

**Grading scale for this course:**

A	90-100%	666-740
B	80-89%	592-665
C	70-79%	518-591
D	60-69%	444-517
F	0-59%	0-443

<b>Grading Distribution</b>	<b>Percentage</b>
Discussion Posts: 220 points (3 @ 20 pts 4 @ 40 pts)	29%
Resume & cover letter: 100 points (Rough draft: 35 pts & Final draft: 65 pts)	14%
Hiring & selecting employees: 60 points	8%
Progress Reports: 100 points (2 @ 50 points each)	14%
Customer Service Evaluation: 90 points	12%
Map My Future: 100 points	14%
Final Report: 70 points	9%
Total points: 740	100%