

**CMHT 4790**  
**Internship in Hospitality and Tourism Management**  
**University of North Texas-College of Merchandising, Hospitality and Tourism**  
**Course Outline/Syllabus**  
**Fall 2017**  
**Section 701**

**COURSE INSTRUCTOR**

Mrs. Rosa Malave  
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Office: Chilton Hall #359-E  
Phone: 940-565-4696  
Fax: 940-565-4348  
Please e-mail for an appointment



**ON-CAMPUS CLASS MEETINGS**

Friday, September 8, 2017  
12:00 PM-2:00 PM  
Chilton Hall 345  
Resident Interns

**COURSE DESCRIPTION**

3 Credit hours: Supervised work experience in business, agencies or institutions as related to major field. Each semester credit hour requires a minimum of 100 hours of work experience. Student must complete 300 hours. Course requirements include internet-based assignments, educational activities and scheduled lecture times on campus.

**REQUIRED TEXT**

No book required

**LEARNING OUTCOMES**

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

- ✓ To assess the business practices observed in the industry.
- ✓ To observe and participate in application of management principles and concepts.
- ✓ To better understand policies and philosophies of different types of employers and of specific firms.
- ✓ To develop an awareness of the scope of jobs available within the field of hotel and restaurant management and to acquire competencies directly related to the jobs.
- ✓ To develop a "professional" approach to the hospitality field.
- ✓ To create a climate conducive to free exchange of ideas among students, supervising faculty and hospitality management personnel.

## **POLICIES AND PROCEDURES**

### **Approval Process**

1. Each student is responsible for securing his/her work experience position in a related area of study with an established company. Although faculty will be able to assist students in locating positions, the ultimate responsibility for obtaining employment is the student's.
2. The student is encouraged to secure employment with a company that provides new and different experiences. If a student requests to complete an internship with his/her present employer, there must be strong justification and support. If the student works in an hourly-employee capacity, the student should be able to transfer to at least 2 or 3 different positions or tasks and shadow a manager in each position for a minimum of one day.
3. CMHT policy stipulates that no student can complete an internship with companies in which a person related to them self is their direct supervisor, nor shall any student obtain employment with a family owned or operated business.
4. Students must maintain employment throughout an entire semester with the same employer (15 weeks during the long term / 10 weeks during summer). Each semester credit hour requires a minimum of 100 hours on the job. This equates to 300 hours (20 hours per week during the fall or spring semester/ 30 hours per week during the summer). Students must work a minimum of 300 hours during the required internship period.
5. If you are a CMHT major, you must attain a grade of "C" or better to receive credit toward your major for this course.
6. All students enrolled in Internship, CMHT 4790, must have internet access and email. Students must access the online blackboard class weekly. E-mails to students and other information will be posted in Blackboard.
7. Students may complete an 'off-campus' internship with an approved company. 'Off-campus' sites refer to those that are further than 90 miles from the UNT campus. Students who are approved for an '**off-campus**' internship must complete additional assignments in lieu of the class attendance.

### **Supervision**

1. At the onset of the semester, the faculty member will notify the employer of the student's intent to complete the internship through a formal email.
2. Each student will be evaluated by one supervisor. The name of the supervisor must be given to the instructor. **It is the student's responsibility to provide evaluation instruments to his/her employer and assure they are delivered to the faculty member in a timely manner. Faculty will provide electronic links that employers will be able to access and fill out the Midterm and Final Evaluation online.**

Provide to your employer the following links for the Midterm and Final Evaluation:

**Midterm Evaluation Link for Summer 2017:**

[http://untsmhm.az1.qualtrics.com/jfe/form/SV\\_6xqLLZjKRYym4Z](http://untsmhm.az1.qualtrics.com/jfe/form/SV_6xqLLZjKRYym4Z)

**Final Evaluation link for Summer 2017:**

[http://untsmhm.az1.qualtrics.com/jfe/form/SV\\_2h6UfDhy3mUSPgp](http://untsmhm.az1.qualtrics.com/jfe/form/SV_2h6UfDhy3mUSPgp)

3. Unless the instructor has approved the change, students must not change employment during their internship. In the event a student must terminate employment, two weeks notice should be given. Students must notify the instructor immediately, if employment issues occur.

**4. To verify employment hours, students MUST COMPLETE a weekly work schedule (15 time logs and 15 administrative logs). Additionally, students are to retain copies of their payroll stub to verify hours worked and submit them at the end of the semester. Students must scan a copy of their original pay stub(s) and ONLY submit in in blackboard by the end of the semester under the pay stub assignment section. Failure to submit this assignment will result in an F grade for the course.**

5. The faculty instructor will make at least one contact per semester with the company representative to discuss the student's progress, future intern and career opportunities, and involvement with the university.

**Assessment**

1. Internship is a work experience requiring work related assignments. These assignments are designed to give students a greater insight into hospitality industries and better prepare them to assume a position upon graduation. All reports and assignments will be retained by the instructor.

2. Students are expected to exhibit the same level of responsibility and dependability toward their class work as toward their job. The student must receive a satisfactory rating from their supervisor in order to pass the course.

3. The instructor has the ability to monitor your usage of the software and you should expect that the usage figures will be checked.

**Student Responsibilities**

1. At the beginning of the semester, please provide your supervisor with the following documents:

## Midterm and Final Evaluation.

2. Approximately one week before each evaluation is due, please remind your employer to complete the evaluation online form.

### Midterm Evaluation Link for Summer 2017:

[http://untsmhm.az1.qualtrics.com/jfe/form/SV\\_6xqLLZjKRYyrm4Z](http://untsmhm.az1.qualtrics.com/jfe/form/SV_6xqLLZjKRYyrm4Z)

### Final Evaluation link for Summer 2017:

[http://untsmhm.az1.qualtrics.com/jfe/form/SV\\_2h6UfDhy3mUSPgp](http://untsmhm.az1.qualtrics.com/jfe/form/SV_2h6UfDhy3mUSPgp)

3. Class participation are **REQUIRED**. It is expected that you log on to the course **at least four times per week** to check for messages.

4. In this first class, we provide instruction on how to satisfy the objectives of the course, safety issues and forms, work places issues, and rules of conduct...

5. Reports, assignments and all logs are to be submitted electronically. Reports should be carefully written and proofread prior to submission. Reports should be written so they make sense without having to refer back to the assignment sheet. Make a copy of the report and all assignments for your records.

**6. All assignments and logs are due as stated in the calendar. Assignments will be due no later than 11:59 p.m. on the due date. Late assignments will not be accepted. Late logs will receive no points. In order to pass the course, you MUST turn in 15 time logs and 15 administrative logs.**

7. Students should contact the instructor privately by class email regarding personal or work issues.

8. Falsification of Administrative or Time logs will result in a grade of "F" for the course.

9. Copies of company pay stubs/time sheets must be submitted at the end of the semester prior to the last day of the summer term in order to verify hours worked during the internship.

10. The students must complete the **EXIT SURVEY**, this is mandatory for every student prior to the finish of the course.

**ASSIGNMENTS**  
**COURSE INFORMATION**  
**Grade Determination**

The student is not given a grade in CMHT 4790 just for working in a hospitality industry position and doing his/her job. Internship is a work experience requiring work-related assignments. These assignments are designed to give the student greater insight into hospitality management and better prepare him/her to assume a position upon graduation. Class grade will be based on the following:

Assignment	Points	Due date	
Internship Registration Form	15	September 18, 2017 by 11:59pm	
50 Miles Survey	15	Sunday, September 10, 2017 by 11:59pm	
Safety Evaluation Form	15	September 18, 2017 by 11:59pm	
Weekly Time Logs	75 (5 Points each)	Due Every Tuesday by 11:59pm	
		Date	Log
		12-Sep	0,1,2
		19-Sep	3
		26-Sep	4
		3-Oct	5
		10-Oct	6
		17-Oct	7
		24-Oct	8
		31-Oct	9
		7-Nov	10
		14-Nov	11
		21-Nov	12
		28-Nov	13
		5-Dec	14
		12-Dec	15
		Weekly Administrative Logs	75 (5 Points each)
Internship objectives Report and Signed Objective form by your supervisor.	75	September 22, 2017 by 11:59pm	
Employers Midterm Evaluation	150	October 13, 2017	
Case Study Assignment	85	November 1, 2015	
Employer’s Final Evaluation	150	November 15, 2017	
Online Forum Discussion	60	November 15, 2017- December 1, 2017	
Exit Survey	100	December 11, 2017	
Paystub Assignment	100	December 12, 2017	
Hospitality Event	25	September 27, 2017	
Total points		865	

## **Hospitality Events**

**Wednesday, September 27, 2017**

Executive in Residence Lecture

Mr. Michael Stengal

Senior Vice President

The Gaylord Hotel Brand at Marriott International

9:00am-12:00pm

Gateway Ballroom

**MIDTERM/FINAL EVALUATION:** The student must receive a satisfactory rating from his/her supervisor in order to pass the course. Students are expected to receive good evaluations from employers. A good/outstanding evaluation will not make up for assignments that are not handed in; however, a poor evaluation will lower the student's course grade. If a rating is not acceptable for both evaluations or if the student is fired from the job, the course grade will automatically be an "F".

**BUSINESS OBJECTIVES ASSIGNMENT:** When writing your objectives, I would like you to consider the following: You must have a minimum of five objectives (maximum of 8). Each objective must include the ABC's of objectives (i.e., audience, behavior, conditions, and degree). A well-written objective will include:

1. The written objective
2. The Method of Accomplishment
3. The A B C D breakdown

Remember, a well-written objective will not be just one sentence. A well-written objective will need to include the A B C D breakdown, thus, you will find your objective will be detailed and include 2-4 sentences. Once you complete writing your objectives, you will need to go over them with your supervisor and have him/her sign off on them (you will submit this form on blackboard under the "Assignments" icon by the due date. This form is part of your overall objectives grade. You will also need to submit your objectives report under the "Assignments" icon by the due date. Remember please try to make sure you can work on your objectives throughout the semester; therefore, really consider what your objectives will require you to accomplish in a 10-week time period.

**Example of the Final Form for objectives you turn in (include complete objective AND the breakdown of the parts):**

By the end of the second week of my internship, I will be able to check in a guest at my hotel without the help of notes or assistance from my co-workers. I will do this with 100% accuracy when observed by my supervisor.

In order to accomplish this objective, I will memorize the section of the training manual that pertains to guest check-ins. I will also spend the first two weeks shadowing a co-worker so that I will be completely familiar with the basic check-in procedures and have some understanding of what to do in the more unusual cases.

Parts of this objective:

A (Audience): Me, the student intern

B (Behavior): Check in a guest at my hotel

C (Conditions): Without the help of notes or assistance from my co-workers / Observed by my supervisor

D (Degree): By the end of the second week / with 100% accuracy

**SIGNED OBJECTIVE FORM: NEED TO BE SIGNED BY YOUR SUPERVISOR:** Signed Objective Form must be signed by your supervisor. **Students must scan the Signed Objective Form and ONLY submit it in blackboard under the objective form submission section.**

### **Server Failure/Software Problems**

In the unlikely event that the Blackboard Learn server should fail and you cannot access your course materials...DON'T PANIC! When you attempt to log into the course, a message should automatically pop up telling you when things should be back up and running. You should also be able to get the same information from the UNT homepage, but this is frequently slower to appear. Downtime is usually brief, but if you have something due and cannot submit it, just realizes that we know when these problems occur and will not punish you for system server problems. If you submit the assignment within 24 hours once Blackboard Learn is back up and running, it will be considered "on time." Should you encounter any problems with the WebCT software, you may email your questions to <https://learn.unt.edu/>, or phone (940) 565-2324 or visit the ISB room 119 during regular business hours.

### **Vision of the Hospitality & Tourism Management Program**

To be a global leader in advancing education, creating knowledge, and shaping the hospitality and tourism professionals of the future.

**Mission of the Hospitality & Tourism Management Program** Educating students for leadership in the global hospitality and tourism industries and advancing the profession through excellence in teaching, research, and service.

### **Program Learning Outcomes**

Upon graduating with a Bachelor of Science in Hospitality and Tourism Management, students will be able to:

1. Demonstrate basic knowledge of theoretical constructs pertaining to the hospitality and industries.
2. Apply the basic principles of critical thinking and problem solving when examining hospitality and tourism management issues.
3. Apply technical aspects of the hospitality and tourism industry.
4. Demonstrate professional demeanor, attitude, and leadership needed for managerial positions in the hospitality industry.

### **ACADEMIC REQUIREMENTS**

- ✓ Students majoring in Hospitality and Tourism Management are required to have a minimum grade point average of at least 2.35 on all courses completed at UNT. First term/semester transfer students must have a transfer grade point average of 2.35.
- ✓ A grade of C or above must be earned in each merchandising, digital retailing, hospitality and tourism management course completed in residence or transferred to UNT.
- ✓ Academic requirements for graduation with a BS in Hospitality and Tourism Management from the College of Merchandising, Hospitality and Tourism include:
- ✓ A minimum GPA of at least 2.35 on all courses completed at UNT.
- ✓ A grade of C or above in each hospitality and tourism management course completed in residence or transferred to UNT. This includes all courses with prefixes CMHT, HMGT, MDSE, DRTL and HFMD.
- ✓ A minimum of 2.35 GPA in all work attempted, including transfer, correspondence, extension and residence work.

**For additional information regarding requirements and policies, refer to Undergraduate Catalog.**

### **Do you want to graduate on time?**

A prerequisite is a course or other preparation that must be completed before enrollment in another course. All prerequisites are included in catalog course descriptions. Advisors help you sequence courses correctly to help you graduate on time. Ultimately, it is a student's responsibility to ensure they have met all prerequisites before enrolling in a class. Students who have not met prerequisites will not be allowed to remain in a course. Once classes begin, students often have few, if any, options for adding a different course, which can be an issue for financial aid.

### **Have you met with your advisor?**

ALL students should meet with their Academic Advisor at least one time per semester (Fall & Spring). All pre-majors **MUST** meet with their Academic Advisor to receive an advising code to register for classes each semester. Update your degree plan regularly to stay on track for a timely graduation.

### ***Advising Contact Information (Chilton Hall 385 – 940.565.4635)***

Merchandising A-K Shannon Selby

Merchandising L-Z Brittany Barrett

Hospitality Management A-K Jaymi Wenzel

Hospitality Management L-Z Philip Aguinaga, M.Ed.

Kelly Ayers, M.Ed. Home Furnishings & Digital Retailing

### **Are you receiving financial aid?**

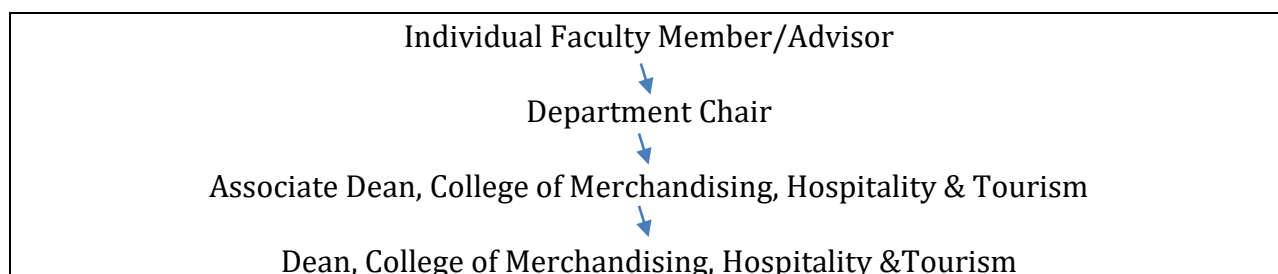
A student must maintain Satisfactory Academic Progress (SAP) to continue receiving financial aid by maintaining a minimum 2.0 cumulative GPA and successfully completing the required number of credit hours based on total registered hours per semester. Students cannot exceed attempted credit hours above 150% of their required degree plan. If a



student does not maintain the required standards, the student may lose financial aid eligibility.

### **Do you know who to contact for a course-related or advising issue?**

Understanding the academic organizational structure is important when resolving class-related or advising issues. When you need problems resolved, please follow the step outlined below:



### **Do you require special accommodations?**

The University of North Texas and the College of Merchandising, Hospitality and Tourism make reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information see the Office of Disability Accommodation website at <http://www.unt.edu/oda>. You may also contact them by phone at 940.565.4323.

### **Are you aware of safety regulations?**

Students are urged to use proper safety procedures and guidelines. In lab sessions, students are expected and required to identify and use property safety guidelines in all activities requiring lifting, climbing, walking on slippery surfaces, using equipment and tools, handling chemical solutions and hot and cold products. Students should be aware that the University of North Texas is not liable for injuries incurred while students are participating

class activities. All students are encouraged to secure adequate insurance coverage in the event of accidental injury. Students who do not have insurance coverage should consider obtaining Student Health Insurance for this insurance program. Brochures for this insurance are available in the UNT Health and Wellness Center on campus. Students who are injured during class activities may seek medical attention at the UNT Health and

Wellness Center at rates that are reduced compared to other medical facilities. If you have an insurance plan other than Student Health Insurance at UNT, please be sure that your plan covers treatment at this facility. If you choose not to go to the UNT Health and Wellness Center, you may be transported to an emergency room at a local hospital. You are responsible for expenses incurred there.

**Do you know the penalties of academic dishonesty?**

Academic dishonesty includes, but is not limited to, the use of any unauthorized assistance in taking quizzes, tests, or exams; dependence upon the aid of sources beyond those authorized by the instructor, the acquisition of tests or other material belonging to a faculty member, dual submission of a paper or project, resubmission of a paper or project to a different class without express permission from the instructors, or any other act designed to give a student an unfair advantage. Plagiarism includes the paraphrase or direct quotation of published or unpublished works *without* full and clear acknowledgment of the author/source. Academic dishonesty will bring about disciplinary action which may include expulsion from the university. This is explained in the UNT Student Handbook.

**Do you meet ALL expectations for being enrolled in a course?**

Students are expected to be respectful of others, i.e., other students and faculty. Behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and may be referred to the Dean of Students for possible violation of the Code of Student Conduct. UNT's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at [www.deanofstudents.unt.edu](http://www.deanofstudents.unt.edu)

The College of Merchandising, Hospitality and Tourism requires that students respect and maintain all university property. Students will be held accountable through disciplinary action for any intentional damages they cause in classrooms. (e.g., writing on tables). Disruptive behavior is not tolerated (e.g., arriving late, leaving early, sleeping, talking on the phone, texting or game playing, making inappropriate comments, ringing cellular phones/beepers, dressing inappropriately).

**What is SPOT?**

The Student Perceptions of Teaching (SPOT) is a requirement for all organized classes at UNT. This short survey at the end of the semester gives students the opportunity to comment on how the course is taught. Student feedback is important and is essential as we strive for excellence.

**Do you know the date/time of the final exam in this course?**

Final exams or other appropriate end of semester evaluation will be administered at the designated times during the final week of each long semester and during the specified day of each summer term. *Please check the calendar early in the semester to avoid any schedule conflicts.*

**Are you thinking about dropping course?**

**A decision to drop a course may affect your current and future financial aid eligibility.** Visit <http://financial.aid.unt.edu/satisfactory-academic-progress-requirements> for more information about financial aid Satisfactory Academic Progress. Talk to your academic advisor or Student Financial Aid if you think about dropping a course.

A student needing to drop an online course should send their instructor an email with their name, student ID#, reason for dropping a course, and date you are sending the email. This *must be done prior to the UNT deadline to drop a course.*

If approved, the instructor will contact the Director of CMHT Advising in Chilton 385 where you may obtain a signed drop form. **It is your responsibility to turn in the completed drop slip to the UNT Registrar's office before the deadline to make sure you have been dropped from the course with a "W".** If you are taking only online courses and your instructor approves the drop, please contact the CMHT Director of Advising for instructions.

#### **Do you know what you may be missing?**

Your access point for business and academic services at UNT occurs within the my.unt.edu site [www.my.unt.edu](http://www.my.unt.edu). If you do not regularly check EagleConnect or link it to your favorite e-mail account, please do it to learn about job and internship opportunities, CMHT events, scholarships, and other important information. The website that explains Eagle Connect and how to forward your email: <http://eagleconnect.unt.edu/>

#### **Are you considering transferring a course to meet UNT degree requirements?**

Any CMHT equivalent course from another university must receive prior approval from the CMHT academic advisor to insure that all CMHT degree plan requirements are met. For example, courses that are taken online or from a program that offers course material via CD, booklet, or other manner of correspondence must have prior advisor approval.

#### **Are you an F-1 visa holder?**

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component must be approved in advance by the instructor and can include activities such as taking an on-campus exam, participating in multiple on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

- (1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
- (2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Advising Office. The UNT International Advising Office has a form available that you may use for this purpose.

**Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, students should contact the UNT International Advising**

**Office (telephone 940-565-2195 or email [international@unt.edu](mailto:international@unt.edu)) to get clarification before the one-week deadline.**