

## FLORIDA STATE COLLEGE AT JACKSONVILLE

## COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER:	HFT 2942
COURSE TITLE:	Hospitality Internship II
PREREQUISITE(S):	HFT 2941
COREQUISITE(S):	None
CREDIT HOURS:	3
CONTACT HOURS/WEEK:	20
CONTACT HOUR BREAKDOWN:	
Lecture/Discussion:	2
Laboratory:	
Other <u>Field Work</u> :	18
FACULTY WORKLOAD POINTS:	Calculated on the # of students in the internship
STANDARDIZED CLASS SIZE ALLOCATION:	15
CATALOG COURSE DESCRIPTION:	
<p>This course, an extension of Hospitality Internship I, consists of on-the-job work experience supplied by the hotel, motel and restaurant industries. Students will concentrate on 3 specific areas or functions that are career-goal oriented. Job placement will be dependent upon availability of participating hospitality institutions. The course consists of 18 hours per week of on-the-job instruction accompanied by two, one hour seminar per week.</p>	
SUGGESTED TEXT(S):	None
IMPLEMENTATION DATE:	Fall Term, 1990 (911)
REVIEW OR MODIFICATION DATE:	Fall Term, 1996 (971) Fall Term, 2002 (20031) Fall Term, 2003 (20041) Fall Term, 2008 (20091) - Outline Review 2007

COURSE TOPICS	CONTACT HOURS <u>PER TOPIC</u>
I. Review Employability Skills	2
II. Facility Orientation	2
III. On-the-job Work Experience Work a Minimum of 60 Contact hours in Five of the following areas:	296
A. Front Desk	
B. Sales and Marketing	
C. Reservation	
D. House Keeping	
E. Security	
F. Engineering	
G. Maintenance	
H. Purchasing	
I. Accounting/Comptroller	
J. Personnel	
K. Food and Beverage	
L. Banquet	

PROGRAM TITLE: Hospitality Management  
COURSE TITLE: Hospitality Internship II  
CIP NUMBER: 0206.079900

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S):        TITLES(S):

01.0 DEMONSTRATE EMPLOYABILITY SKILLS -- The student will be able to:

- 01.01 Conduct a job search.
- 01.02 Secure information about a job.
- 01.03 Identify documents that may be required when applying for a job.
- 01.04 Complete a job application form correctly.
- 01.05 Demonstrate competence in job interview techniques.
- 01.06 Identify or demonstrate appropriate responses to criticism from employer, supervisor, or other person.
- 01.07 Identify acceptable work habits.
- 01.08 Discuss how to make job changes appropriately.
- 01.09 Demonstrate acceptable employee health habits.

02.0 APPLY HUMAN RELATIONS, LEADERSHIP AND COMMUNICATIONS SKILLS -- The student will be able to:

- 02.02 Identify basic leadership skills.
- 02.03 Apply verbal skills.
- 02.12 Listen effectively.

06.0 IDENTIFY ORGANIZATION AND FUNCTION OF HOSPITALITY INDUSTRY -- The student will be able to:

- 06.01 Identify career opportunities in hospitality industry.
- 06.03 Analyze organizational structure of hotel operations.

07.0 DEVELOP AND IMPLEMENT SALES AND MARKETING STRATEGIES -- The student will be able to:

- 07.25 Promote room sales.
- 07.26 Evaluate sales programs.

09.0 MANAGE FRONT OFFICE -- The student will be able to:

- 09.01 Plan and administer front-office operations.
- 09.04 Reconcile employee disputes/complaints.

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S):            TITLES(S):

11.0 PROVIDE GUEST SERVICES -- The student will be able to:

- 11.01 Answer questions concerning services.
- 11.04 Communicate house's mission statement concerning quest services.

15.0 DEMONSTRATE KNOWLEDGE OF FOOD SERVICE AND BEVERAGE SANITATION -- The student will be able to:

- 15.07 Discuss safe food handling.
- 15.15 Discuss accident prevention.

16.0 SET UP AND CONTROL MAINTENANCE, SECURITY, AND SAFETY PROCEDURES --  
The student will be able to:

- 16.08 Set up and apply preventive maintenance program.
- 16.19 Interpret and apply procedures from equipment manuals.

17.0 PLAN AND MAINTAIN PURCHASING AND RECEIVING PROCEDURES -- The student will be able to:

- 17.01 Identify sources of supply.
- 17.05 Prepare requisitions and transfers.
- 17.06 Prepare purchase orders.

19.0 DEMONSTRATE FOOD AND BEVERAGE MANAGEMENT AND SERVICES -- The student will be able to:

- 19.06 Discuss food service and beverage facilities and equipment.

21.0 DEMONSTRATE KNOWLEDGE OF RESORT MANAGEMENT -- The student will be able to:

- 21.06 Analyze requirements for recreational activities.
- 21.08 Identify front of house functions.
- 21.09 Identify heart of house functions.

22.0 DEMONSTRATE KNOWLEDGE OF CONVENTION MANAGEMENT AND SERVICES -- The student will be able to:

- 22.01 Discuss the scope and segments of convention market.
- 22.07 Discuss customer services.

24.0 DEMONSTRATE KNOWLEDGE OF RECREATIONAL MANAGEMENT -- The student will be able to:

- 24.06 Identify sales promotions and merchandising techniques.



NOTE: Use either the Tab key or mouse click to move from field to field. The box will expand to accommodate your entry.

<b>Section 1</b>	
COURSE PREFIX AND NUMBER: HFT 2942	SEMESTER CREDIT HOURS (CC): 3 CONTACT HOURS (NCC): 300
COURSE TITLE: Hospitality & Tourism Management Internship II	

**Section 2**  
TYPE OF COURSE: (Click on the box to check all that apply)

<input type="checkbox"/> AA Elective	<input checked="" type="checkbox"/> AS Required Professional Course	<input type="checkbox"/> College Prep
<input type="checkbox"/> AS Professional Elective	<input type="checkbox"/> AAS Required Professional Course	<input type="checkbox"/> Technical Certificate
<input type="checkbox"/> Other _____	<input type="checkbox"/> PSAV	<input type="checkbox"/> Apprenticeship
<input type="checkbox"/> General Education: (For General Education courses, you must also complete Section 3 and Section 7)		

**Section 3 (If applicable)**  
INDICATE BELOW THE DISCIPLINE AREA FOR GENERAL EDUCATION COURSES:

<input type="checkbox"/> Communications	<input type="checkbox"/> Social & Behavioral Sciences	<input type="checkbox"/> Mathematics
<input type="checkbox"/> Natural Sciences	<input type="checkbox"/> Humanities	

**Section 4**  
INTELLECTUAL COMPETENCIES:

<input type="checkbox"/> Reading	<input checked="" type="checkbox"/> Speaking	<input checked="" type="checkbox"/> Critical Analysis	<input checked="" type="checkbox"/> Quantitative Skills	<input type="checkbox"/> Scientific Method of Inquiry
<input type="checkbox"/> Writing	<input checked="" type="checkbox"/> Listening	<input type="checkbox"/> Information Literacy	<input checked="" type="checkbox"/> Ethical Judgment	<input checked="" type="checkbox"/> Working Collaboratively

<b>Section 5</b>	
LEARNING OUTCOMES	METHOD OF ASSESSMENT
<ul style="list-style-type: none"> <li>• Students will satisfactorily demonstrate their learned skills while under the supervision of a qualified hospitality person within the lodging community.</li> </ul>	Written assignments and site supervisor evaluation.
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**Section 6**  
Name of Person Completing This Form: W.R. Mark \_\_\_\_\_ Date: November 2, 2009 \_\_\_\_\_