



# University of New Haven

College of Business  
Hospitality and Tourism Management

## COURSE SYLLABUS

### FIELDWORK I

### HTMG 2293

#### GENERAL INFORMATION

**Professor:** Joshua Hecht, Esq.  
**Office:** M127  
**Office Hours:** By Appointment  
**Phone:** (203)932-7012 OR 203-772-0070  
**E-mail:** Jhecht@newhaven.edu

#### COURSE DESCRIPTION

This course is a supervised and structured industry practical experience exploring line-level positions in hospitality and tourism. Students are required to obtain a signed learning agreement with an employer prior to initiating this fieldwork experience. Students are also required to prepare and present a comprehensive written report reflecting upon their fieldwork experience. ***A minimum of 200 work hours is required.***  
***(DEPARTMENTAL APPROVAL REQUIRED)***

***NOTE: IF YOU ELECT TO DO FIELDWORK I AS A MANAGER AT THE CAFÉ, YOUR HOURS CANNOT BE USED TO COVER THE EMPLOYEE HOURS REQUIRED FOR HTMG 3356.***

#### LEARNING OBJECTIVES

Fieldwork is a carefully planned and supervised learning experience. The fieldwork experience connects the skills and knowledge acquired in the classroom with pragmatic hands-on industry applications. Students will:

1. Carry out job tasks representative of expected work in the field.
2. Demonstrate competence in basic hospitality and tourism job tasks.
3. Gain exposure to an organization's environment, culture, and purposes.
4. Develop professional judgment and contacts.
5. Help clarify career goals.

#### STUDENT LEARNING OUTCOMES

To provide a platform where students can apply the management concepts learned in class and to acquire the hands-on experience necessary to qualify for an entry-level position in the hotel, restaurant/foodservice and/or tourism industry.

1. Acquire entry-level practical experience within a business environment in the hospitality industry.
2. Develop the ability to analyze and propose solutions to business problems.
3. Develop an understanding of the activities and functions of hospitality line staff.
4. Develop a greater understanding about career options while defining personal career goals.
5. Refine written communication skills.

**TEXTBOOK REQUIRED: NONE**



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## **FIELD WORK EXPERIENCE GUIDE**

A sound education is the first step in reaching your career goals. This Field Work Experience will provide you with the invaluable opportunity to obtain on-the-job training under the direct supervision of qualified professionals. The forms provided in this Guide will enable you to document your experiences and maintain contact with your professor. You must assume primary responsibility for the timely completion of all paperwork. Please carefully review the responsibilities and policies outlined in this guide and plan ahead accordingly.

### **Section One:**

#### **General Information**

- Student Responsibilities
- Time Commitment/ Work Schedule
- Meetings
- Professional Obligations/ Confidentiality
- Evaluation

### **Section Two:**

#### **Forms**

- Field Work Experience Placement Verification Form
- Field Work Experience Site Supervisor Evaluations
- Field Work Experience Student Exit Questionnaire

### **Section Three:**

#### **Course Guidelines**

- Daily Journal Instructions
- Final Report Instructions
- Final Checklist

## General Information

### Student Responsibilities

1. Students are required to secure a suitable work site. The work site must be approved by the professor to ensure the anticipated work experiences are sufficiently related to degree program objectives. Once the site is approved, the student may begin the Field Work Experience. HTM will assist as much as possible with finding the student an appropriate fieldwork.
2. On or before the first day of the Field Work Experience, the student will be required to submit a Placement Verification Form. This form verifies contact information and willingness to participate in the Field Work Experience for the student, site coordinator, and University administrator. The field experience form requires the signatures of the student, professor, and Site Supervisor.
3. Students will be required to complete time sheets and keep a daily journal as part of the course requirements.
4. Students must have their performance evaluated by the site supervisor. These evaluations should be documented on the Evaluation Forms.
5. Students will also be required to complete an evaluation of the work site and submit a final report that summarizes the Field Work Experience.
6. Students must perform all assignments in a professionally responsible manner.

### Time Commitment/ Work Schedule

Students will need to establish a work schedule consistent with the needs of the site supervisor and the workplace. Students must complete a ***minimum of 200 hours to earn full credit for the Field Work Experience course***. The University does not mandate how many hours per week must be served by the student. Instead, the schedule of the workplace is given precedence.

### Meetings

All students should try to schedule time with the site supervisor on a weekly basis. During this meeting, the student should ask to have his or her performance evaluated. This weekly evaluation can help you improve and make adjustments, as needed, to your work performance. Students should attend regularly scheduled employee meetings of the host employer if asked to do so by the site supervisor.

### Professional Obligations/ Confidentiality

Students must perform all services professionally under the supervision of the site supervisor. Students must be aware of and follow the confidentiality policies of the host employer. Information designated as confidential by the site supervisor should not be disclosed by the student.

## **Evaluation**

The following grading scale will be used to assure the educational soundness of the program and the students' compliance with course requirements.

Placement Verification Form	5 Points
Daily Journal	20 Points
Supervisor Evaluations (2)	40 Points
Final Report	30 Points
Student Exit Questionnaire	<u>5 Points</u>
<b>Total</b>	<b>100 Points</b>

## **University Grading System:**

The following grading system is in use for undergraduate courses and students and, except where otherwise specified, applies both to examinations and to term work. The weight of a final examination grade is a matter individually determined by the instructor. A+, A, A- Excellent; B+, B, B- Good; C+, C, C- Fair; D+, D, D- Poor; F Failure

### **Suggested Weighting For Final Grades:**

A+	=	97 – 100
A	=	94 – 96
A-	=	90 – 93
B+	=	87 – 89
B	=	83 – 86
B-	=	82 – 80
C+	=	77 – 79
C	=	73 – 77
C-	=	70 – 72
D+	=	67 – 69
D	=	60 – 66
F	=	BELOW 60



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## FIELD WORK I EXPERIENCE- PLACEMENT VERIFICATION FORM

Field Work Experience Course Number: \_\_\_\_\_

Student Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Alt. Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Host Employer: \_\_\_\_\_

Address: \_\_\_\_\_

Site Supervisor Name: \_\_\_\_\_

Site Supervisor Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Number of course credit hours completed at this date \_\_\_\_\_ hrs.

Current Student Status: (circle one)

Freshman    Sophomore    Junior    Senior    Graduate Student

Anticipated Dates of Employment: (Month/Day/Year)

From \_\_\_\_\_ To \_\_\_\_\_

Work Title \_\_\_\_\_

Estimated Total Hours at this Work Title: \_\_\_\_\_ hrs.

\_\_\_ Summer Employment    \_\_\_ P/T School Year    \_\_\_ F/T School Year

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### AUTHORIZATIONS MUST BE SIGNED IN THE FOLLOWING ORDER.

1. I have read the Field Work Experience Guide and agree to fulfill all course requirements. I understand that if I fail to satisfy these requirements, I will not receive academic credit or meet the requirements for graduation from the University of New Haven.

\_\_\_\_\_  
Signature of Student                      Date

2. I agree to act as Professor for the above named student. I will assist both student and employer to achieve a productive fieldwork experience.

\_\_\_\_\_  
Signature of Professor                      Date

3. I acknowledge that we have assigned a work schedule to the above named student of the University of New Haven to begin on the date set forth. I agree to act as site supervisor for this student and provide a skills assessment, verification of work hours performed, and an exit evaluation upon completion of the fieldwork experience.

\_\_\_\_\_  
Signature of Site Supervisor              Date



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## PROGRESS REPORT FIELD WORK I EXPERIENCE SITE SUPERVISOR EVALUATION

Student Name: \_\_\_\_\_ Start Date of Field Work: \_\_\_\_\_

Last Date of Field Work: \_\_\_\_\_

Hours performed: \_\_\_\_\_

Host Employer: \_\_\_\_\_

Site Supervisor Name: \_\_\_\_\_ Title: \_\_\_\_\_

Please evaluate the student on a scale of 1-10 scale (1 being highest). Denote "N/A" only if the student did not have the opportunity to develop this skill during the Field Work Experience.

1) Student demonstrated knowledge of, and sensitivity to, contextual factors (e.g. worker culture and/or socioeconomic background) which affect the workplace.

1 2 3 4 5 6 7 8 9 10 N/A

2) Student communicated well with co-workers and/or clients

1 2 3 4 5 6 7 8 9 10 N/A

3) Student handled constructive feedback appropriately

1 2 3 4 5 6 7 8 9 10 N/A

4) Student took initiative when appropriate

1 2 3 4 5 6 7 8 9 10 N/A

5) Student showed confidence and leadership capability

1 2 3 4 5 6 7 8 9 10 N/A

6) Student demonstrated effective use of problem solving, critical inquiry, and collaboration

1 2 3 4 5 6 7 8 9 10 N/A

7) Student investigated sources of and solutions to company challenges as needed

1 2 3 4 5 6 7 8 9 10 N/A

Additional Comments:

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Site Supervisor Signature

Title

Date

**\*\*PLEASE SEND THIS FORM BY MAIL ALONG WITH AN OFFICIAL LETTER BRIEFLY SUMMARIZING THE STUDENT'S GENERAL WORK PERFORMANCE.\*\***



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## LAST DAY OF FIELD WORK I EXPERIENCE SITE SUPERVISOR EVALUATION

Student Name: \_\_\_\_\_ Start Date of Field Work: \_\_\_\_\_

Last Date of Field Work: \_\_\_\_\_

Hours performed: \_\_\_\_\_

Host Employer: \_\_\_\_\_

Site Supervisor Name: \_\_\_\_\_ Title: \_\_\_\_\_

Please evaluate the student on a scale of 1-10 scale (*1 being highest*). Denote "N/A" only if the student did not have the opportunity to develop this skill during the Field Work Experience.

1) Student demonstrated knowledge of, and sensitivity to, contextual factors (e.g. worker culture and/or socioeconomic background) which affect the workplace.

1    2    3    4    5    6    7    8    9    10    N/A

2) Student communicated well with co-workers and/or clients

1    2    3    4    5    6    7    8    9    10    N/A

3) Student handled constructive feedback appropriately

1    2    3    4    5    6    7    8    9    10    N/A

4) Student took initiative when appropriate

1    2    3    4    5    6    7    8    9    10    N/A

5) Student showed confidence and leadership capability

1    2    3    4    5    6    7    8    9    10    N/A

6) Student demonstrated effective use of problem solving, critical inquiry, and collaboration

1    2    3    4    5    6    7    8    9    10    N/A

7) Student investigated sources of and solutions to company challenges as needed

1    2    3    4    5    6    7    8    9    10    N/A

Additional Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Site Supervisor Signature

Title

Date

**\*\*PLEASE SEND THIS FORM BY MAIL ALONG WITH AN OFFICIAL LETTER BRIEFLY SUMMARIZING THE STUDENT'S GENERAL WORK PERFORMANCE.\*\***



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## LAST DAY OF FIELD WORK I EXPERIENCE STUDENT EXIT QUESTIONNAIRE

Student Name: \_\_\_\_\_ Start Date of Field Work: \_\_\_\_\_  
Last Date of Field Work: \_\_\_\_\_  
Hours performed: \_\_\_\_\_

Host Employer: \_\_\_\_\_  
Site Supervisor Name: \_\_\_\_\_ Title: \_\_\_\_\_

I. Were you able to develop activities on your own initiative? Yes or No  
Please explain:

\_\_\_\_\_

II. Did the site supervisor provide you with assistance as needed? Yes or No  
If no, please explain:

\_\_\_\_\_

III. What did you enjoy the most while completing the Field Work Experience?

\_\_\_\_\_

IV. What did you dislike the most while completing the Field Work Experience?

\_\_\_\_\_

V. Did your coursework prepare you for the Field Work Experience? Yes or No  
If no, please explain:

\_\_\_\_\_

VI. Are there any areas where the University of New Haven could improve curriculum in order to better prepare for work in this field? Please explain:

\_\_\_\_\_

VII. Would you consider full time employment with this facility if they were to make you an offer for full time employment?  
Yes or No

If no, please explain:

\_\_\_\_\_

Additional Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

*Thank You for taking time to fill out this questionnaire.*

*Any comments or suggestions will help us to better serve the needs of our future students.*





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## FIELD WORK I EXPERIENCE

### DAILY JOURNAL INSTRUCTIONS

The Daily Journal is not a formal report. Rather, it is a way for you to document the observations, ideas, and feelings that result from the Field Work Experience. Each entry should give a glimpse into your day-to-day experiences.

#### Do:

- Analyze and draw conclusions about situations in the work environment
- Describe your role and the roles of others
- Reflect on decisions made which influence the work environment
- Give examples of textbook vs. real life situations
- Make **daily** entries
- Type your Journal

#### Do Not:

- Critique the performance of your site supervisor or co-workers
- Make entries to your journal during working hours
- Make entries which are excessive in length – 1-2 paragraphs per day is plenty!

### FINAL REPORT INSTRUCTIONS

The Final Report should be a **minimum of (10) typewritten pages and a maximum of twelve (12) typewritten pages**. The report must be typed (double-spaced with a 10-12 point, conservative font). Please proofread your Final Report prior to submission.

Your report must cover the following 5 sections:

1. Description of the organization (nature/functions)
2. Organizational strategies and policies observed
3. Organization daily operating procedures
4. Organization managerial approaches and styles
5. Analytical critique of your observations: quality of management, teamwork, etc.; areas of strength and weakness (as you perceive them, with explanations); fulfillment of organizational functions (with evaluative commentary and assessment).
6. Overall evaluation of the field work experience and the specific examples of how this experience impacted your professional perspectives and constituted a learning experience (in a variety of ways).



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## FIELD WORK I EXPERIENCE

Name: \_\_\_\_\_

### FINAL CHECKLIST

#### Graded Assignment Completed?

Placement Verification Form	Yes	No
Daily Journal	Yes	No
Site Supervisor Evaluation 1	Yes	No
Site Supervisor Evaluation 2	Yes	No
Final Report	Yes	No
Student Exit Questionnaire	Yes	No