



# University of New Haven

COLLEGE OF BUSINESS  
HOSPITALITY AND TOURISM MANAGEMENT

## COURSE SYLLABUS FIELDWORK II HTMG 3303

### **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 manager-in-training practical experience industry practical experience. 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 II AS A MANAGER AT THE CAFÉ, YOUR HOURS CANNOT BE USED TO COVER THE EMPLOYEE HOURS REQUIRED FOR HTMG 3356.***

### **LEARNING OBJECTIVES**

This course provides a platform where students can apply the management concepts learned in class and to acquire the hands-on experience necessary for successful entry into the hotel, restaurant/foodservice and/or tourism industry.

- Apply critical thinking skills to on-the-job training
- Develop high-level customer service skills
- Understand how to exceed guest expectations in a service setting
- Refine student managerial approach to leading line employees.

### **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.

- Develop the ability to analyze and propose solutions to business problems.
- Develop an understanding of the activities and functions of hospitality managers.
- Develop a more complete understanding of various hospitality managerial functions.
- Develop a greater understanding about career options while defining personal career goals.
- Refine written communication skills.

**TEXTBOOK REQUIRED: NONE**



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## FIELD WORK II EXPERIENCE GUIDE

### General Information

#### Student Responsibilities

1. Students are required to secure a suitable work site. Faculty will work with students to locate suitable work sites. The work site must be approved by an 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.
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.
7. Students are required to attend all meetings held by the professor prior to the start of Fieldwork II.
8. The student will develop a fieldwork rotation schedule in conjunction with the needs of the employer. A rotation schedule should detail the student working at varying job tasks across different job positions within the hospitality organization. These rotation schedules, along with all completed paper work must be submitted to the professor prior to the start of the fieldwork II experience.

#### 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 II 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 grade for this course will **not** be determined by how hard you had to work or how many hours you had to work. It will **stead** be determined by:

- How much you learned
- How you translated that learning into writing - even though you might have had a very good learning experience, if you are unable to convey that learning in an appropriately written report, you will not receive a top grade.
- How well you follow directions and your attention to details - if you submit papers late, get confused on your due dates, or fail to submit your objectives in a timely manner, you will be downgraded.

Your Evaluation will consist of:

Placement Verification Form	5 Points
Journal	30 Points
Report 1	15 Points
Report 2	35 Points
Supervisor Evaluations (2)	60 Points
Student Exit Questionnaire	<u>5 Points</u>
<b>Total</b>	<b>150 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 II 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

\*\*\*\*\*  
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 field work 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 field work experience.

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



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## PROGRESS REPORT FIELD WORK II 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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## FIELD WORK II EXPERIENCE REPORT I

### **REPORT # 1 –COVERS THE FIRST 100 HOURS AND MUST INCLUDE:**

1. A cover page, with your name, e-mail address, a picture of yourself and the property you worked, your student ID number, e-mail address and Title of your project, (including the facility's name address and telephone number)
2. Attach/include any brochures, pictures, schedules, or other materials that reflects the organization you interned in.
3. A meticulously TYPED compilation of daily log of work activity experiences.
4. A completed and signed (by you and supervisor) progress report form and letter(s) written by the supervisor(s) under whom you worked during this period on company letter head
5. Description of the Operation to include:
  - Describe the owners of the business, chain affiliation, and information about the chain and/or parent organization.
  - Description of the location and local trading area
6. Describe the business/venue where you are working including:

#### FOR RESTAURANTS/FOODSERVICE OPERATIONS

- Type of restaurant such as fast food, casual dinner house, etc.
- Square footage of the restaurant/foodservice
- Total capacity (number of seats)
- Approximate dollar volume sales per week/month (if available to the student)
- Food cost percentage, beverage cost percentage, labor cost percentage, amount of inventory on hand, etc.
- Number of employees (including management) necessary to operate the facility
- Any other pertinent information the student finds necessary to adequately describe the operation

#### FOR HOTEL, RESORT AND LODGING OPERATIONS

- Type of lodging operation (budget/economy, limited service, full-service, etc.)
- Total number of rooms
- Approximate dollar sales volume per week/month (if available to the student)
- Occupancy percentage, ADR, RevPar, number of rooms cleaned per housekeeper every day
- A brief description of services and amenities provided
- Number of people (including managers) necessary to operate the facility
- Any other information the student finds necessary to adequately describe the operation

## FOR EVENT AND TOURISM OPERATIONS

- Describe the tourism operation (winery, theme park, attraction etc.)
- Square footage if appropriate
- Indicate the number of guests per day, or any other "counts" that would be appropriate performance indicators for that operation
- Approximate dollar sales volume per day/week/month, as appropriate
- Cost of admission, entrance fees, and other charges
- Number of people (including managers) to operate the facility/operation
- Any other information the student finds necessary to adequately describe the operation

7. Describe the function of the department/area where you are working and how it relates to the entire organization.

8. Describe the function of your job in relation to the department as a whole.

9. Discuss the flow of authority and the assignment of responsibility within the organization. (Use an organizational chart to illustrate)

10. Describe at least 5 critical incidents have occurred while you were on duty during this period? Who handled the incident(s) and how effective were they handled? If you were the manager, how would you have handled the situation?

11. Analyze any relevant situation(s) that occurs in the organization (e.g., the rate of turnover and the reasons why? employee empowerment; guest complaint handling procedures; etc.)



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## LAST DAY OF FIELD WORK II 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 II 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:

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II. Did the site supervisor provide you assistance as needed? Yes or No

If no, please explain:

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

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

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V. Did your coursework prepare you for the Field Work Experience? Yes or No

If no, please explain:

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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:

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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:

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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 II EXPERIENCE REPORT II

### **REPORT # 2 –COVERS THE FINAL 100 HOURS AND MUST INCLUDE:**

1. A cover page, with your name, e-mail address, a picture of yourself and the property you worked, your student ID number, e-mail address and Title of your project, (including the facility's name address and telephone number)
2. A meticulously TYPED compilation of daily log of work activity experiences.
3. A completed and signed (by you and supervisor) final evaluation form and letter(s) written by the supervisor(s) under whom you worked during this period on company letter head describing your performance.
4. A **10-15 page paper** fully discussing the management structure and quality of service of your fieldwork site. Give examples to support your answers.
  - Who is the boss and who reports directly to him/her?
  - What are the departments or sections in the facility?
  - Are there other supervisory or quasi-supervisory positions such as "lead server," trainer etc.?
  - Which of the workers are most influential in the organization (informal leaders)?
  - How much influence do these influential workers have?
  - How does management deal with the informal leadership structure?
  - What incidents have occurred while you were on duty? Who handled the incident(s) and how effective were they handled? If you were the manager, how would you have handled the situation?
  - Provide your analysis of any relevant situation that occurs in the organization.
  - How would you characterize the style of service in your organization?
  - What are the good points regarding the service rendered to guests in your facility?
  - What areas need improvement in the service delivery system in your facility?
  - If you were the general manager, what would you do differently?
  - Overall, how would you rate the quality of service received by the guests at your facility?
  - What incidents have occurred while you were on duty? Who handled the incident(s) and how effective were they handled? If you were the manager, how would you have handled the situation?
  - Provide your analysis of any relevant situation that occurs in the organization.
  - In concluding your paper discuss:
    - a. The degree to which you feel you accomplished your objectives.
    - b. How your fieldwork contributed to your professional goals. Did your career goals change as a result of the fieldwork?
    - c. Did what you learned in your fieldwork parallel what you learned at the University of New Haven?

- d. During the fieldwork did you acquire any special skills?
- e. What are some of the most important management skills you feel are a must for a successful hospitality manager?
- f. What are some personal characteristics which you feel are necessary for a successful hotel, resort, event, spa, or restaurant manager?
- g. Summarize what you feel were the most important learning experiences during your fieldwork.



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## FIELD WORK II EXPERIENCE

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

### FINAL CHECKLIST

#### Graded Assignment Completed?

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