

**El Paso Community College  
Syllabus  
Part II  
Official Course Description**

|                                 |   |   |     |   |    |         |     |  |     |
|---------------------------------|---|---|-----|---|----|---------|-----|--|-----|
| <b>SUBJECT AREA</b>             | <u>Hospitality Operations</u>   |   |     |   |    |         |     |  |     |
| <b>COURSE RUBRIC AND NUMBER</b> | <u>HAMG 2266</u>  |   |     |   |    |         |     |  |     |
| <b>COURSE TITLE</b>             | <u>Practicum (or Field Experience) – Hospitality Administration/Management, General</u>   |   |     |   |    |         |     |  |     |
| <b>COURSE CREDIT HOURS</b>      | <table border="0" style="width: 100%; border-collapse: collapse;"> <tr> <td style="border-bottom: 1px solid black; text-align: center;">2</td> <td style="border-bottom: 1px solid black; text-align: center;">0</td> <td style="border-bottom: 1px solid black; text-align: center;">:</td> <td style="border-bottom: 1px solid black; text-align: center;">14</td> </tr> <tr> <td style="text-align: center;">Credits</td> <td style="text-align: center;">Lec</td> <td></td> <td style="text-align: center;">Lab</td> </tr> </table> | 2 | 0   | : | 14 | Credits | Lec |  | Lab |
| 2                               | 0   | : | 14  |   |    |         |     |  |     |
| Credits                         | Lec   |   | Lab |   |    |         |     |  |     |

**I. Catalog Description**

Provides practical, general workplace training supported by an individualized learning plan developed by the employer, college, and student. **(3:0). Prerequisite: HAMG 1313. (0:14).**

**II. Course Objectives**

- A. Unit I. Overview of the Hospitality Industry
  - 1. Determine traditional and modern employment opportunities in the hospitality industry.
  - 2. Identify key positions in the workplace and how they relate.
  - 3. Determine management’s responsibilities, positions, and wages.
  
- B. Unit II. Career Goals and Organization
  - 1. Explain the importance of setting and attaining goals
  - 2. Develop a realistic timeline for goal accomplishment
  - 3. Define personal organization and identify its importance in the professional workplace
  
- C. Unit III. Resume, Work Experience, Letter of Introduction, and Thank You Letter
  - 1. Develop proper resume writing skills.
  - 2. Identify the importance of letters of introduction, letters of recommendation, and letters of intent.
  - 3. Identify the importance of a thank you letter.
  - 4. Write and/or obtain letters of introduction, letters of recommendation, letters of intent, and thank you letters
  
- D. Unit IV. Job Descriptions, Organizational Charts, and Job Responsibilities
  - 1. Identify the need for job descriptions and how they relate to the employee.
  - 2. Identify the importance of an organizational chart.
  - 3. Identify the responsibilities of particular jobs.
  
- E. Unit V. Finding the Right Job and Place of Employment
  - 1. Identify the standards that indicate an appropriate work environment for the individual.
  - 2. Determine the qualities/standards of a job site that best meet individual needs.
  - 3. Assess the need for professional networking.
  - 4. Participate in a job interview.
  - 5. Maintain employment.

F. Unit VI. Equal Employment Opportunity

1. Establish the role of the EEOC in employment.
2. Define the term sexual harassment.
3. Define the term discrimination.
4. Identify appropriate methodologies employed by management in cases of sexual harassment, hostile environment, quid pro quo, or discrimination.

G. Unit VII. Internship/Externship

1. Complete a minimum of 210 hours of work experience on the job within the Hospitality Industry
2. Perform the various functions required by the job site.
3. Adhere to work practices, policies, and procedures established by the employer.
4. Prepare a report on progress of employment-related skills.

H. Unit VIII. Summarization of Job Experience

1. Document work experience.
2. Identify skills learned and expanded upon.
3. Assess the importance of teamwork, communication, and a baseline of hospitality skills in the workplace.
4. Summarize the overall experience.

I. Unit IX. Final Project Completion

1. Prepare a portfolio that includes all materials mentioned above.
2. Complete an essay documenting your experience.

**III. THECB Learning Outcomes (WECM)**

As outlined in the learning plan, apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry and will demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

**IV. Evaluation**

A. Work Experience

1. Work experience will be graded on the basis of being correct and complete.
2. Work reports will be due as stated in the instructor's calendar.
3. It is the responsibility of the student to complete work experience as outlined in the syllabus.

B. Unit Participation and Attendance

1. There will be no written tests.
2. Participation, completion of reports, and satisfactory attendance will be part of the evaluation of the competence of a student.

C. Final Evaluation

1. The course grade will be based on reports submitted by the student, interviews with company personnel, and attendance during work shifts and at scheduled classroom and guest activities.
2. The final grade will be determined by the cumulative evaluation of reports, attendance, company reports, company interviews, and job performance.

D. Grading Scale

|                             |   |   |            |   |   |
|-----------------------------|---|---|------------|---|---|
| 900-1000 points (90 – 100%) | = | A | Incomplete | = | I |
| 800-0899 points (80 – 89%)  | = | B | Withdrawal | = | W |
| 700-0799 points (70 – 79%)  | = | C |            |   |   |
| 600-0699 points (60 – 69%)  | = | D |            |   |   |
| 000-0599 points (00 – 59%)  | = | F |            |   |   |

E. Remediation

Students seeking additional help may obtain tutoring assistance from the instructor as time permits.

**IV. Disability Statement (Americans with Disabilities Act [ADA])**

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

**V. 6 Drop Rule**

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.