



The Bachelor's degree in Hospitality, Tourism and Event Management prepares graduates for leadership positions in the hospitality industry through foundational knowledge of hospitality operations and business experiences that promote diversity, ethical responsibility, lifelong learning, and community engagement.

Southern Illinois University

Hospitality, Tourism and Event Management (HTEM)

HTEM
FIELD EXPERIENCE PACKET
HTEM 371A-001

For “On Campus” Students

Field Experience in Hospitality, Tourism and Event Management

HTEM 371A-001

Introduction

Field Experience (HTEM 371A – 3 credit hours): A total of 48 hours on campus during the sophomore or junior year over the course of the Spring Semester. This includes 12 hours in class and 36 hours at a campus department offering hospitality related services. Students who are working in the industry will still have to comply with the required hours of **HTEM 371A**.

HTEM PROGRAM LEARNING OUTCOMES (PLOs):

PLO 1: The HTEM program will graduate students who will be able to identify and demonstrate skills relevant to the operational areas of hospitality and business management.

PLO 2: The HTEM program will graduate students who will be able to communicate effectively.

PLO 3: The HTEM program will graduate students who will be able to apply hands-on and real-world experiences necessary to become successful professionals.

PLO 4: The HTEM program will graduate students who will be able to think critically.

PLO 5: The HTEM program will graduate students who have developed an awareness of community service, ethical values, and social responsibilities in a multicultural environment.

HTEM COURSE LEARNING OUTCOMES (PLOs):

Upon successful completion of this course, student will be able to:

CLO 1: Gain relevant experience working within the Hospitality and/or Tourism industry.

CLO 2: Demonstrate the ability to work in teams.

CLO 3: Develop practical and managerial skills in the working environment

CLO 4: Recognize the importance of quality guest service.

CLO 5: Understand the importance of ethical decision making in the work environment.

FIELD EXPERIENCE (HTEM 371A) – 3 credit hours per week

This field experience (**48 hours**) has to be completed in **Spring Semester** of either **sophomore** or **junior year**. **The students will train for a minimum of 36 hours in an allocated department, which will be over a period of twelve weeks, 3 hours per week. The balance 12 hours will be in class.**

Field Experience (HTEM 371A) will be in one of the following Departments on campus:

1. Student Center
2. Touch of Nature
3. University Events
4. Athletics
5. University Housing

The students will attend interviews in class with the above mentioned departments in the second week of the semester and will be allocated based on their interest and interview performance. **This field experience fulfills 3 credit hours requirement for HTEM 371A.**

The schedule for the field experience classes are as follows:

Weeks 1 – 2: Introduction to Field Experience, Resume, Interview & paperwork. (In class)

Weeks 3 – 8: Field Experience at the designated area.

Week 9: Progress Report. (In class)

Weeks 10 – 15: Field experience in designated area.

Week 16: Final report and presentation. (In class)

Registration

Students will register for **Field Experience (HTEM 371A)** in Spring Semester, the year they plan to complete this field experience.

SCHEDULE FOR 371A – FIELD EXPERIENCE

The students will train a minimum of 36 hours for their field experience requirement, which will be over a period of twelve weeks at 3 hours per week.

These 36 hours will be unpaid and will be considered “training” as a requirement of 3 credit hours of class work per week. Some students who are interested, will be given additional 50

hours or more and this can be mutually agreed upon between the students and the employing department.

WEEKLY SCHEDULE

Week 1 Monday:	Students will meet the faculty member in class. This time will be spent to go over the course syllabus, resumes, and introduction to departments where students will have their field experience.
Week 1 Wednesday:	Discussion on goals, professional development, and expectation from the students during field experience. Discussion on approach to field experience; attitude, professionalism, attendance and punctuality, and how these will be observed during the field experience period.
Week 2 Monday:	Students will interview with approved departments in classroom. Feedback is collected from the departments on the selection of students to pursue their field experience
Week 2 Wednesday:	Students will be informed on their placement center, field experience agreement and field experience evaluation. Field Experience Agreement will be signed with the concerned department.
Week 3 – Week 8:	Field experience placement will be offered at respective departments. Performance will be observed and regular feedback from the employer will be noted. If a student does not perform as per department standards, the student will have their field experience agreement terminated.
Week 9 Monday:	Spring Break
Week 10 – Week 15:	Field experience at the placement center. Performance will be observed and regular feedback from the employer will be noted. If a student does not perform as per department standards and regulations, the student will have their field experience agreement terminated.
Week 16 Wednesday :	Class presentation on the field experience End of course

Department Responsibilities

- The department will adequately train and orient the student interns in their position according to the job description provided for field experience approval. The student will train for a minimum of three hours per week for 12 weeks.
- The department agrees to inform the student intern in advance of any required additional hours and compensate the intern in accordance with the governing laws and regulations, policies, and procedures of the organization. The students who require additional hours will be given a minimum of 50 additional hours or more over and above the 36 hours of training.
- The student intern must be placed under the direct supervisor, named in the field experience agreement, so that the student's progress can be monitored; and counsel, advice, and suggestions may be given to the student intern to perform as per set standards.
- If the student intern does not perform in accordance with the policies, procedures, rules, and regulations of the concerned department and has been given the necessary opportunities to improve, the department may terminate the field experience agreement. However, all documentation for said termination must be sent to the field experience coordinator.
- The student intern is given the opportunity and assistance in completing the competencies provided by the internship coordinator to the direct supervisor to enhance their field experience.
- The SIU department and/or the direct supervisor, by signing the field experience agreement, agrees to the above employer responsibilities.
- Upon completion of the field experience the department will complete the 'Field Experience Evaluation' of the student and return the completed form via email or fax to the internship coordinator.



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SOUTHERN ILLINOIS UNIVERSITY CARBONDALE**

FIELD EXPERIENCE AGREEMENT

HTEM 371A: Field experience - (36 hours)

This agreement must be completed before the field experience begins, signed and on file with the SIU department's authorized supervisor, the student, and the field experience coordinator.

_____ (SIU department name), located at _____
(address) agrees to accept _____ (student name) for the field experience
position of _____ (position name) commencing on 01/27/20 and concluding on
05/01/20.

The intern's supervisor is _____ (name) and may be contacted at _____
(phone and email) for updates on the student intern's progress.

By signing this agreement, the department agrees to the responsibilities attached to this agreement. _____ (student name) agrees to perform in the above named position at the above named department, for the above named time (3 credit hours per week for the designated 12 weeks). Any hours over and above the 3 hours per week will be compensated by the department as per their rate structure.

Signed:

Department's Authorized Supervisor Signature

Date

Name and Designation

Fax: _____

Email: _____

Phone: _____

Student Signature

Date

Internship Coordinator Signature: _____



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**SUPERVISOR FIELD EXPERIENCE EVALUATION FORM
HTEM 371A (36 hours)**

Thank you for providing this feedback to the intern and to HTEM. This feedback is critical to the professional development of our interns and HTEM students.

Purpose of Evaluation:

1. To assist in the development of the intern, both personally and professionally.
2. To identify weaknesses and strengths.
3. To set realistic goals for improvement.
4. To provide HTEM students exposure to hospitality industry

Student Name: _____
 Department Name: _____
 Work Location: _____
 Field experience Term (Spring, & Year): _____
 Start and end date of field experience: _____
 Fulfilled the number of hours requirement: _____

For the following Competencies, please evaluate using one of the following:

5) Excellent, 4) Very good, 3) Average, 2) Below Average, 1) Poor

Attitude toward Work: _____
 Quality of Work: _____
 Verbal & Written Communication: _____
 Judgement (Decision Making): _____
 Dependability: _____
 Initiative (Self-starter): _____
 Productivity: _____
 Interpersonal Skills: _____
 Attendance/Punctuality: _____
 Overall Performance: _____

Additional comments: _____

Supervisor Name: _____
 Supervisor email: _____
 Supervisor Signature: _____ Date: _____

Please return this evaluation by email to ravikaran@siu.edu or fax to: Attn. Ravi Karan at 618 453 7517

JOURNAL WRITING – REFLECTIONS

You will write a reflective report on each week you trained in your respective department. This may or may not include orientation process, corporate culture/management philosophy, college learning and On-Job-Training, customer satisfaction, attitude towards trainees, diversity, day to day chores and feedback, skills learnt, etc.

RUBRIC FOR JOURNAL WRITING

CATEGORY	Excellent - 4pts	Good - 3pts	Acceptable - 2pts	Weak - 1 pts	Very weak – 0 pt.
Organization	Information is very organized with well-constructed paragraphs and subheadings. No grammatical, spelling or punctuation errors.	Information is organized with well-constructed paragraphs. Almost no grammatical, spelling or punctuation errors	Information is organized, but paragraphs are not well-constructed. A few grammatical, spelling, or punctuation errors.	The information appears to be disorganized. Many grammatical, spelling, or punctuation errors.	No relevant organization structure. Full of grammatical or punctuation errors.
Quality of Information	Information clearly relates to the main topic. It includes several supporting details and/or examples.	Information clearly relates to the main topic. It provides 1-2 supporting details and/or examples.	Information clearly relates to the main topic. No details and/or examples are given.	Information has little or nothing to do with the main topic.	No relevant information