**HFT 4941.100, Course Reference Number (CRN) 15301**

**Internship in Hospitality and Tourism Management**

**Fall Semester, 2017**

**No assigned classroom**

**Professor Information**

Name: Dr. Peter Ricci, CHA, CHSE, CRME, CHIA, CHRM

Email address: [peter.ricci@fau.edu](mailto:peter.ricci@fau.edu) **\*Email is my preferred method of communication**

Phone Number: 561-297-3666 (office), 954-234-3847 (cellular)

**Office Hours and Location**

# Office Location: Boca Raton campus, Fleming Hall, 3rd Floor, Office #320

Office Hours: Mondays 9:00 am – 1:00 pm and Thursdays 2:00 pm – 6:00 pm

Dr. Ricci is also available by appointment any day or evening with advance notice. Further, he may be reached via cell phone or email 7 days per week.

**Required Text and Materials**

*There are no required textbooks or other materials for this course*.

**Course Description**

Students must complete 1,000 clock hours of verifiable work experience in the hospitality/tourism/retail/customer service or related industries as a MAJOR or 500 clock hours of verifiable work experience in the hospitality/tourism/retail/customer service or related industries as a MINOR. The work experience may be obtained any time from the freshmen year at FAU to the semester of graduation at FAU and must be completed in its entirety before a degree will be awarded.

In addition, the student must perform a reflection paper on his or her internship experience and meet with the professor face-to-face.

**Prerequisite/Co-requisite**

Prerequisite: HFT 3003, Introduction to Hospitality Management

Co-Requisite: No co-requisite course required

**Credit Hours**

0

**Class Time Commitments**

This is a 0-credit course and, as such, does not have compliance requirements for Florida Administrative Code, Rule 6A-10.033. However, there are specific hours required for internship work experience as indicated below in the “Specific Course Requirements” section.

**Specific Course Requirements**

Students are required to submit to the professor a record of documentation indicating they have completed the required hospitality/tourism/retail/customer service or related work hours *prior* to being given permission (with one rare exception\*) to register for HFT 4941. Employers may submit documentation of a student’s internship hours directly to the instructor or may provide it to the student to provide to the instructor (this latter method is preferred). The written documentation must be on company letterhead and include: dates of employment, job titles/duties, and total number of hours worked. If the student is using multiple employers to accumulate hours, a letter must be obtained from each employer. The employer may evaluate the student’s performance if desired; however, documentation of hours worked is all that is officially required from the employer.

\*In the rare instance where a student has completed almost all (over 80%) of his or her necessary internship work hours, the departmental representative may provide authorization to add the course before the student completes 100% of the required hours. However, no student can complete this course with a satisfactory passing grade of “S” unless the instructor of record has been provided all documentation prior to the last week of the semester. Hence, if a student is given permission to add the course, but fails to produce the required documentation demonstrating successful completion of the total required hours before the end of the semester, he or she will then receive an unsatisfactory grade of “U”. An “S” is **required** for all students pursuing both a major or minor in hospitality management.

The student holds one hundred percent (100%) responsibility for proper documentation retrieval from the employer(s) and demonstration of hours earned. It is not the responsibility of the instructor of record to track down hours or verify the hours. Instead, the instructor of record will only review submitted documents for accuracy and authenticity.

Additionally, students are **required to schedule a 30-minute career consultation with the professor at some point during the semester**. The instructor of record will attempt to meet with the student at a mutually convenient time. These meetings will take place at the professor’s office location on the Boca Raton campus (see above for specific location). These meetings will only take place *after* the student has verified accurate documentation of his or her earned internship hours *and* submitted his or her reflection paper. **In the event that the student is a fully online student, this meeting will take place virtually either through the use of communications software (i.e., Skype) or by telephone**.

As mentioned elsewhere, the student is required to write a reflection paper on his or her internship duties, roles, and outcomes. The paper guidelines will be communicated both via email from the professor to the student as well as listed in Blackboard.

**Grading Scale**

Students will receive either an “S” grade (satisfactory) or a “U” grade (unsatisfactory) in this course dependent upon whether or not they successfully complete the requirements as discussed in the Course Evaluation Method section below. Only “S” or “U” grades are given for this course.

**Curving:** There is **no** curving in this course.

**Extra Credit:** There are no opportunities for extra credit in this course.

**Course Evaluation Method**

Students will be graded on a Satisfactory (S) or Unsatisfactory (U) basis. If a hospitality management *major* completes one thousand (1000) hours and these hours are verified by the departmental representative, the student will receive a satisfactory, passing grade (S) as long as the student also submits a reflection paper and the paper receives a grade of “S”. The guidelines for the paper will be detailed on the Blackboard website.

For students pursuing a *minor* in hospitality management, he or she must complete five hundred (500) hours and have these hours verified by the departmental representative in order to receive a satisfactory, passing grade (S) along with submission of the reflection paper which must also receive a grade of “S”.

Both the necessary minimum hours (1000 for majors and 500 for minors) ***and*** the reflection paper are required to receive a satisfactory grade of “S”. The paper must also receive a grade of “S” in order to successfully fulfill the course requirements. Lastly, it is **an additional requirement** that students meet in person with the professor at a mutually agreeable time/day at the Boca Raton campus during the semester *OR* virtually using appropriate software (i.e., Skype) or telephone if the student is in the online bachelor of business administration (OBBA) program.

If a student fails to obtain proper documentation in the proper format for the required hours OR fails to complete a sufficient number of hours (1000 for majors, 500 for minors) the student will receive an unsatisfactory, failing grade (U). And/or, if the student receives a grade of “U” on his or her reflection paper or does not meet with the professor, an overall grade of “U” will be assigned.

FAU does not calculate S or U grades in a student’s GPA. In order to complete graduation requirements, students must receive an S in this course. The course must be retaken if a student received a grade of U.

**Additional Course Policies**

**Late Assignments**

Students must complete all necessary hours, their professor face-to-face meeting, and submit his or her reflection paper by the date provided on the syllabus. No extensions on missed hours are provided; students who do not complete their necessary field experience hours will receive a grade of Unsatisfactory (“U”) or Incomplete (“I”) depending on the particular situation.

**Attendance Policy**

There are no formal class meetings; hence, there is no attendance policy for this course. However, one scheduled visit with the instructor in person or via web chat is required to discuss the student’s paper in detail as well as his or her experience in the field.

**Approved FAU Holidays – No Class**

There is no classroom assigned with face-to-face meetings; hence, official FAU Holidays do not apply for the semester. Additionally, no assignments or face-to-face meeting with the professor would ever be scheduled on an official FAU holiday.

**Email Account Requirements**

FAU students sometimes have problems if they have their FAU emails forwarded to their personal account on another Internet Service Provider (ISP).

As a student in this course, you are **required** to utilize your FAU email for all correspondence.

All electronic mail correspondence from the professor will be sent to the FAU email address you have on file. Please make sure this address is functioning and able to accept incoming emails.

**University Approved Absence Policy Statement**

There are no formal class meetings for this course; so absence policies do not apply.

**Religious Observances Policy Statement**

In accordance with rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices, observances, and beliefs with regard to admissions, registration, class attendance and the scheduling of examinations and work assignments.  For further information, please see FAU Regulation 2.007 at: <http://www.fau.edu/regulations/chapter2/Reg%202.007%208-12.pdf>

The reflection paper due date AND the due date for proof of hours worked are scheduled from the **very first day of class in the syllabus**. In order to change the date due to a religious accommodation request, please notify the professor as early as possible to arrange an alternative date.

**Reaching Your Goal of a College Degree**

In today’s busy world, it’s easy for students to get off track due to their busy lives with work, families, significant others, financial problems, etc. Florida Atlantic University is committed to helping you make it through to your goal of earning a college degree. We encourage you to use **any** or **all** of the resources below if you encounter problems along the way. Remember that if you attend class regularly, take good notes, and read the assignments in a timely manner, you should succeed and reach your goals. If you have problems understanding the lecture topics, specific components within the lectures or reading assignments, or would like to review your exams in person, please set up an appointment with the instructor. He will be as flexible as possible to accommodate your busy schedule. Remember; *do not wait until the end of the semester to seek assistance!* Reach out to the professor as early as possible when the need arises.

Instead of just dropping a course or putting a stop to your attendance when “life gets in the way”, the professor encourages you to also use the ***vast*** resources here at FAU. Please use any/all of the resources at the following link: <http://fau.edu/studentresources/>

**Other University and College Policies**

**FAU Code of Academic Integrity Policy Statement**

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the university mission to provide a high quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty. For more information, see **University Regulation 4.0001 at** <http://www.fau.edu/regulations/chapter4/4.001_Code_of_Academic_Integrity.pdf>

**Disability/Accessibility Policy Statement**

In compliance with the Americans with Disabilities Act Amendments Act (ADAAA), students who require reasonable accommodations due to a disability to properly execute coursework must register with Student Accessibility Services (SAS)—in Boca Raton, SU 133 (561-297-3880); in Davie, LA 131 (954-236-1222); or in Jupiter, SR 110 (561-799-8585) —and follow all SAS procedures. Their web site is: <https://fau.edu/sas>

This course is distributed in a fully eLearning format. As such, the professor will not be able to identify any student’s specific needs unless the student communicates this information to the professor. Please make sure that you forward requests for accommodations to the professor as early in the semester as possible. The professor strives to provide the best learning experience for all students in all cases – every attempt will be made to provide reasonable accommodations.

Students will experience a vast array of services at the Student Accessibility Services Office (SAS) including, but not limited to: reader software, speech recognition, digital pens, ergonomic keyboards, alternative mice devices, standard and scientific calculators with speech, etc.

**Incomplete Grade Policy Statement**

A student who is passing a course, but has not completed all work due to exceptional circumstances, may, with consent of the instructor, temporarily receive a grade of incomplete (“I”). The assignment of the “I” grade is at the discretion of the instructor, but is allowed only if the student is passing the course. **For the purposes of this course, an Incomplete (“I”) is only assigned in rare circumstances where the student is *at least 90% complete* with his or her required number of hours upon completion of the semester and has an emergency situation or illness arise. In these rare cases, the situation will be evaluated and decided upon, in full, by the professor as to whether or not an “I” grade will be offered**.

The specific time required to make up an incomplete grade is at the discretion of the instructor. However, the College of Business policy on the resolution of incomplete grades requires that all work required to satisfy an incomplete (“I”) grade must be completed within a period of time not exceeding one calendar year from the assignment of the incomplete grade. After one calendar year, the incomplete grade automatically becomes a failing (“F”) grade.

**Withdrawals**

Any student who decides to drop is responsible for completing the proper paper work required to withdraw from the course by the university deadlines.

**Grade Appeals/Grievance Process**

A student may request a review of the final course grade at any time. However, a student may appeal a grade *only* if one of the following conditions applies:

* There was a computational or recording error in the grading.
* Non-academic criteria were applied in the grading process.
* There was a gross violation of the instructor’s own grading system.

The procedures for a grade appeal may be found in Regulation 4.002, Student Academic Grievance Procedures for Grade Reviews. This document may be accessed at the following link: <http://www.fau.edu/regulations/chapter4/4.002_Student_Academic_Grievance_Procedures_for_Grade_Reviews.pdf>

**Disruptive Behavior Policy Statement**

Disruptive behavior is defined in the FAU Student Code of Conduct as *“... activities which interfere with the educational mission within classroom.”* Students who behave in the classroom such that the educational experiences of other students and/or the instructor’s course objectives are disrupted are subject to disciplinary action. Such behavior impedes students’ ability to learn or an instructor’s ability to teach. Disruptive behavior may include, but is not limited to: non-approved use of electronic devices (including cellular telephones); cursing or shouting at others in such a way as to be disruptive; or, other violations of an instructor’s expectations for classroom conduct. T**here are no formal class meetings in this course; this policy is for informational purposes only.**

**Faculty Rights and Responsibilities/Student Code of Conduct**

Florida Atlantic University respects the right of instructors to teach and students to learn. Maintenance of these rights requires classroom conditions which do not impede their exercise. To ensure these rights, faculty members have the prerogative:

* To establish and implement academic standards
* To establish and enforce reasonable behavior standards in each class
* To refer disciplinary action to those students whose behavior may be judged to be disruptive under the “FAU Student Code of Conduct, Regulation 4.007”

To review the FAU Student Code of Conduct, Regulation 4.007, please visit: <http://www.fau.edu/artsandletters/new-pdfs/4.007.Student%20Code%20of%20Conduct.pdf>

# Tentative Course Schedule

The student must show proof of required internship hours either prior to enrolling in the course or, once enrolled, no later than December 1st, 2017.

The student’s reflection paper is due no later than December 1st, 2017, but **may be submitted ahead of time once completed.** Once the student completes his or her paper, he or she can **then set up his or her face-to-face meeting with the professor (or virtual meeting for OBBA students).**

To clarify:

1. Proof of hours must be submitted no later than December 1st, 2017. He or she may submit as an email attachment or brought to the instructor of record’s office in person.
2. The students submits his or her reflection paper (see Blackboard for specific Paper Guidelines) no later than December 1st, 2017.
3. The student’s paper is graded by the professor and then he or she meets with the professor either virtually (for OBBA students) or in person to discuss career planning.
4. The student receives an “S” or “U” grade for the course.