HTM 202/302
SYLLABUS & INFORMATION PACKET
2015-2016

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Rev. 4/9/15
# HTM 202/302 WORK EXPERIENCE/INTERNSHIP PACKET

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Student Professional Guidelines For HTM 202/302 Work Experience/Internship

Dear Student:

Congratulations on seeking an opportunity to complete the required HTM 202 Work Experience and/or HTM 302 Internship. You will soon become a part of what makes our HTM Purdue Work Experience/Internship Program the success that it is and aid in further securing opportunities for future work experience/internship participants by demonstrating the fine character Purdue HTM students. We trust that you will honor and uphold this obligation.

The following are requirements that will help you in continuing our successful program and that you need to be aware of as you undertake your new work experience/internship opportunity. They are as follows:

1. You are representing yourself, the School of Hospitality and Tourism Management, the College of Health and Human Sciences, and Purdue University; therefore, you are to act professionally during your work experience/internship, including the travel time to and from your employer. As such, we expect you to be courteous, positive, energetic, helpful, and respectful to each other, those representing the employer, and those you may come into contact with while you are completing your work experience/internship.

2. Those individuals staying on-premises at your place of employment or those arranged by your employer will need to act accordingly. There is to be no partying in the rooms. If necessary, security will check those rooms occupied by students to make sure there are no problems.

3. Have fun. This is a great chance to learn about the hospitality industry. It is also a good opportunity to market your talents to the possible future employers for permanent placement.

4. Lastly, all students who wish to do a work experience/internship will be required to attend a mandatory HTM 202/302 orientation session held by the School of HTM. This is held twice in the fall semester and twice in the spring semester. The dates and times are posted in the HTM weekly announcements or you may ask for the dates and times in the HTM Career Center. In addition, you are required to complete and pass an online exam (i.e., WebCert) regarding the HTM 202/302 syllabus.

Please take this letter seriously because those students who do not meet or exceed our expectations will be dismissed from their work experience/internship with all due haste. Those who are dismissed for misconduct will also be reported to Dr. Rich Ghiselli, Department Head, who may choose to have the offending students meet with him to explain the reason for acting unprofessionally during the work experience/internship.

In closing, if you have reason to believe you are incapable of meeting or exceeding these expectations as spelled out in the syllabus, you should excuse yourself from the work experience/internship until you are mature enough to undertake this responsibility. We trust that this will not be the case and you will comply with our expectations.

Sincerely,

Howard Adler
School of Hospitality & Tourism Management
Purdue University
HTM Internship Faculty Advisor

Maria Campos
School of Hospitality & Tourism Management
Purdue University
HTM Career Center Coordinator
### Comparison of HTM 202 vs. HTM 302

<table>
<thead>
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<tbody>
<tr>
<td><strong>Work Experience</strong></td>
<td><strong>Internship</strong></td>
</tr>
<tr>
<td>Hospitality and Tourism Management Work Experience</td>
<td>Hospitality and Tourism Management Internship</td>
</tr>
<tr>
<td>1 credit hour</td>
<td>1 credit hour</td>
</tr>
<tr>
<td>Pass/No Pass</td>
<td>Letter grade of A, B, C</td>
</tr>
<tr>
<td>Must Attend Mandatory Orientation Meeting</td>
<td>Must Attend Mandatory Orientation Meeting</td>
</tr>
<tr>
<td>320 hours</td>
<td>320 hours</td>
</tr>
<tr>
<td>Must Pass WebCert Exam</td>
<td>Must Pass WebCert Exam</td>
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<tr>
<td>Must be paid</td>
<td>Must be paid</td>
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<tr>
<td>Must provide pay stubs</td>
<td>Must provide pay stubs</td>
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<tr>
<td>Required to register for class</td>
<td>Required to register for class</td>
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*Students can complete in any order*
**Instructions for HTM Students for HTM 202/302 WebCert Exam**

In order for students to be able to sign up for an HTM 202 Work Experience and HTM 302 Internship, it is required that all HTM students must FIRST pass an online certification test. These questions relate to procedures and practices necessary for the student to successfully complete the HTM 202/302 requirement. The exam can be accessed at: www.purdue.edu/webcert. Below are the procedures for this test:

1. First you must read the HTM 202/302 Syllabus & Information Packet which can be found online on the HTM Career Center website.
2. You are required to pass the test! HOWEVER, if the time period between passing the test and starting HTM 202 OR HTM 302 is longer than 12 months, you will be required to take the test again.
3. After reading the HTM 202/302 Syllabus, you need to go the following address: www.purdue.edu/webcert, sign in with your Purdue career account, and click on School of Hospitality and Tourism Management. Then click on HTM 202/302 Exam and take the test.
4. Once you take the test and pass it, you must print out the certificate showing that you have passed it and turn it in to Maria Campos in the HTM Career Center where it will be kept on file. It is strongly suggested that you print a second copy for your own records.

The purpose of reading the HTM 202/302 Syllabus & Information Packet and passing the test is so that you understand everything that is necessary for you to successfully complete your required internship and receive credit. It is your responsibility to read and understand everything and to follow the simple procedures that we have outlined. We have designed the system to require as little paperwork as possible and to be as uncomplicated as possible and yet every year students do not read or follow the procedures.

We have over 150 students each year completing their HTM 202 Work Experiences and HTM 302 Internships; therefore it is important that everyone understands and follows the requirements.

We strongly suggest that you read this manual prior to the mandatory HTM 202/302 Orientation Session and that you ask questions if there is anything that is not clear to you. Chances are that someone else has the same questions you do!

Thank you and good luck!

Howard Adler Ed.D
HTM Internship Faculty Advisor

Maria Campos
HTM Career Center Coordinator
HTM 202
Hospitality Work Experience
Starting with the incoming class of 2019, as part of your graduation requirements, all HTM students must fulfill two work experiences, HTM 202 and HTM 302. *The School of Hospitality and Tourism Management does not require which order that these two requirements are completed.* However for most students, HTM 202 will be their first work exposure to the hospitality industry.

**DEFINITIONS**

HTM 202 requires that students work a minimum of 320 hours in a hospitality related position. This means that the company that a student is working for must be in the hospitality industry or the job that the student is performing is a hospitality related job performed in a non-hospitality company. For example, if a student is doing meeting planning with a sports team or wedding planning for a church, this would be acceptable. The School of Hospitality and Tourism Management will not accept such things as customer service related positions or accounting positions with CVS or Walmart, for an example. While it is a good idea to be able to move around to different positions in one company during your work experience, it is not required for you to move around or rotate through various positions in HTM 202.

**CODO STUDENTS (CHANGE OF DEGREE OPTION)**

For HTM 202, the School of Hospitality and Tourism Management will allow students to fulfill this requirement the summer before they officially begin the process of changing majors, if the student has already begun the process. The student must meet and complete all the same requirements as other HTM students. See below for the complete details.

**ATTENDING HTM 202/302 ORIENTATION SESSION**

All students in the School of Hospitality and Tourism Management must attend an HTM 202/302 Orientation Session. There are at least three of these sessions scheduled throughout the academic year. Any student who has not attended one of these sessions will not be allowed to register for either HTM 202 or HTM 302. Students only need to attend the mandatory orientation session one time while they are an undergraduate HTM student. However, if there is more than 12 months between the time you attend the orientation and when you take either HTM 202 or 302, then you will need to attend orientation again. For those students who fulfill HTM 302 first and attend the mandatory orientation session, they do not need to attend it again for HTM 202; however, all students who are doing HTM 202 first must attend one session before they can register for HTM 202. The HTM 202/302 mandatory orientation session normally takes approximately one hour. Attendance will be taken and entered into a database to track attendance.

**HTM 202/302 WEBCERT EXAM**

All students who will be completing HTM 202 and HTM 302 must complete the online WebCert Exam. Instructions on how to complete the exam are listed in this syllabus (refer to the table of contents for the page number) and the HTM Career Website by going to: [http://www.purdue.edu/hhs/htm/undergraduate/career_center/internships.php](http://www.purdue.edu/hhs/htm/undergraduate/career_center/internships.php)

The exam consists of multiple choice questions which can be answered by a thorough reading of the HTM 202/302 Syllabus and Information Packet. Once you have completed the HTM 202/302 WebCert, you must print out the Certificate of Completion page and bring it to the HTM Career Center, located in
Marriott Hall, Room 135. Your certification will be good for up to 12 months prior to starting HTM 202 or HTM 302. If you pass the HTM 202/302 WebCert Exam and do not do either HTM 202 or HTM 302 within 12 months, you will be required to take it again.

REGISTERING FOR THE COURSE
Once you have attended the HTM 202/302 mandatory orientation and have passed the HTM 202/302 WebCert Exam, you will be allowed to register for either HTM 202 or HTM 302, whichever you want to complete first. The advisors in the School of Hospitality and Tourism Management Student Services office will have access to records indicating whether you have completed the two previously mentioned requirements.

If you are registered for HTM 202 for the summer, you must be signed up for it and we must have received the documentation no later than the dates listed on page 11 of this document. If you are doing it during a fall or spring semester and will be on campus and taking classes, you will simply add that to your schedule. If you will be away during the fall or spring, you must be registered for it during the time that you are completing the internship.

If a student registers for HTM 202 and then decides that they do not want to do it, they are free to drop HTM 202 up until the date indicated on the “HTM 202 Course Requirements – Checklist” in this syllabus. After that date, the student will have to contact the registrar’s office and the student may lose some or all of the money based on university policies.

TIME PERIOD
The 320 hours can be completed within the summer, fall or spring semester. However, the 320 hours must be completed by August 1st in order to earn credit for the summer semester; December 1st in order to earn credit for the fall semester; and May 1st in order to earn credit for the spring semester.
PAY REQUIREMENTS

Students must be paid for HTM 202. The pay rates must be at least minimum wage for the country in which the student is working. If the student is working in a country other than the United States, the minimum wage must be at the minimum wage of the appropriate country.

If the student will receive less than the minimum wage, there must be other forms of compensation such as housing, meals, transportation, etc., that will equal to the minimum wage and proof of this must be produced prior to starting the internship.

All students will be required to submit proof hours along with proof of payment, as follows:

<table>
<thead>
<tr>
<th></th>
<th>Fall</th>
<th>Spring</th>
<th>Summer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Submit proof of the 320 hours worked along with proof of payment by December 1st</td>
<td>Submit proof of the 320 hours worked along with proof of payment by May 1st</td>
<td>Submit proof of the 320 hours worked along with proof of payment by August 1st</td>
</tr>
<tr>
<td>If last paycheck or paystub is received after December 1st, 240 hours can be submitted by December 1st with proof of the additional 80 hours (completed by December 1st) sent by December 7th</td>
<td>If last paycheck or paystub is received after May 1st, 240 hours can be submitted by May 1st with proof of the additional 80 hours (completed by May 1st) sent by May 7th</td>
<td>If last paycheck or paystub is received after August 1st, 240 hours can be submitted by August 1st with proof of the additional 80 hours (completed by August 1st) sent by August 7th</td>
<td></td>
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For international students who do not receive pay checks or pay stubs, they must include a letter stating that they have worked the 320 hours and been paid. All documentation must be submitted in English.

All documentation must be scanned and uploaded to appropriate folder on the HTM 202 Blackboard site, no later than August 1st for summer; December 1st for fall; and May 1st for spring.

REQUIRED DOCUMENTATION: OFFER LETTER

In order to receive credit for HTM 202 all students must submit an offer letter from the company where they will be employed. This letter must be on company letterhead, or a letter from your supervisor with the business card attached. This letter should state the following:

(a) That you, the student is being offered summer or semester employment with the period of time stated. For example, the summer or fall semester or spring semester etc.
(b) That the student will be paid and at what approximate rate. If the student will receive less than the hourly minimum wage, the letter must state other things which are included such as housing, all meals, transportation etc. The additional non-monetary compensation must equal up to what would be minimum wage.
(c) That the supervisor or manager or owner who has signed this letter has read the documentation on HTM 202 which the student has provided to the employer and understands what is required.
(d) If a student is doing their HTM 202 requirement during the summer, this letter must be received no later than June 9th. If the student is taking HTM 202 during the fall semester the letter must be received by August 31, and if the student is completing HTM 202 in the spring semester the letter
must be received by January 29th. The letter can be dropped off or mailed the HTM Career Center, Attn: Career Center Coordinator, or sent to HTM via email to htm202-302@purdue.edu.

(e) If a student turns in a letter in a language other than English, you will be required to turn in the original as well as a translated copy.

Please see page 12 for an example of the employer letter.

STUDENT WEEKLY ASSIGNMENTS

All students will be required to complete six (6) assignments during their time of employment. Students will be notified of the exact due dates during the semester. The form for the assignment will be posted on the HTM 202 Blackboard course during the summer or semester in which you are registered. The form must be downloaded from the HTM 202 Blackboard site, completed and then uploaded as an attachment no later than the due date and time indicated. Each report is different; therefore, read the directions and questions thoroughly.

You are required to completely fill out each assignment in sufficient detail to demonstrate your experiences and what you have learned, using correct grammar, punctuation and sentence structure. Failure to thoroughly complete an assignment will result in a student receiving no credit for the entire assignment. All 6 of the assignments are required to be completed with a passing grade to receive a Pass Grade for the entire HTM 202.

For students completing HTM 202 during a summer period of time, they can begin their work experience as early as the first week of May and can work until just before school starts, however, all of the 320 hours must be completed by August 1st. Therefore, you may be required to complete the first of the 6 weekly assignments as early as the beginning of your first week of full time employment. To complete 320 hours, you will need to average 40 hours per week for 8 weeks (or less hours per week if you are able to start between the first week of May and the second week of June). During the fall or spring semester, you will need to average approximately 24 hours per week for 13 weeks. REMINDER: 320 hours must be completed by August 1 for the summer semester; December 1st for the fall semester; and May 1st for the spring semester.

GRADING OF HTM 202

HTM 202 is graded on a Pass/No Pass basis.

In order to receive a passing grade, students must complete all the previous requirements thoroughly and on time.

Reasons for receiving a no pass grade

1. Student has not turned in a letter from their employer with the required information on time.
2. Student has not appropriately registered for the class.
3. Student is missing any of the 6 weekly assignments in blackboard.
4. Student has not turned in final documentation of being paid 320 hours.
<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>DESCRIPTION</th>
<th>DEADLINE</th>
<th>Summer 2015</th>
<th>Fall 2015</th>
<th>Spring 2016</th>
<th>Summer 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attend Mandatory HTM 202/302 Orientation Meeting</td>
<td>Students receive syllabus packet which provides detailed information regarding the HTM 202/302 course and requirements</td>
<td>Check HTM Announcements or the HTM Career Center for dates. Must be completed before registering.</td>
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</tr>
<tr>
<td>Complete &amp; Pass on-line HTM 202/302 WebCert Exam</td>
<td>For WebCert Exam, go to <a href="http://www.purdue.edu/webcert">www.purdue.edu/webcert</a> (see instruction sheet for more details, page 4)</td>
<td>Must be completed before registering and within 12 months or less prior to starting HTM 202 or 302.</td>
<td></td>
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</tr>
<tr>
<td>Register for course</td>
<td>Meet with academic advisor</td>
<td>Complete during open registration</td>
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</tr>
<tr>
<td>Offer Letter</td>
<td>Must be on company letterhead or a letter from supervisor with business card attached. MUST be mailed to attn.: HTM Career Center or scanned and emailed to <a href="mailto:htm202-302@purdue.edu">htm202-302@purdue.edu</a>.</td>
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<tr>
<td>Submit Student Assignment #1</td>
<td>Submit to Blackboard.</td>
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<tr>
<td>Submit Student Assignment #2</td>
<td>Submit to Blackboard.</td>
<td></td>
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<tr>
<td>Submit Student Assignment #3</td>
<td>Submit to Blackboard.</td>
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<tr>
<td>Submit Student Assignment #4</td>
<td>Submit to Blackboard.</td>
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<tr>
<td>Submit Student Assignment #5</td>
<td>Submit to Blackboard.</td>
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<tr>
<td>Submit Student Assignment #6</td>
<td>Submit to Blackboard.</td>
<td></td>
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</tr>
<tr>
<td>Submit Proof of Hours to Blackboard</td>
<td>Submit copy of final pay stub showing minimum of 320 hrs worked &amp; pay rate of at least minimum wage</td>
<td>See pay guidelines for further information</td>
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<td></td>
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<tr>
<td>Date to drop course if decide not to complete this semester</td>
<td>Refer to “Purdue University Academic Calendar” for West Lafayette</td>
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*If you should ever have any questions on any or all parts of the process, do not hesitate to contact Maria Campos in the HTM Career Center, Dr. Howard Adler or other HTM faculty or staff.*
April 15, 20XX

Dr. Howard Adler,

RE: Purdue HTM Student - Ima Boilermaker

Dear Dr. Adler:

Ima Boilermaker has interviewed with our Human Resources Department and has been offered the position as an intern for the summer. Ima has requested that she would like to complete her summer work experience for HTM 202 credit.

Ima will be working in our Sales Department beginning May 15, 20XX and will complete the 320 hours required for her HTM 202 work experience no later than August 1, 20XX. She will be paid $10.00 an hour.

Please let me know if you have any questions. We are delighted to have Ima working with our Sales Department this summer.

Sincerely,

Sally Smith
Human Resource Manager
Indiana Hotel Group
Please give some background about the company such as the owners or the parent company, the size of the organization (both the parent company and the individual location), the number of employees, etc.

Please discuss the orientation that you were given on your first day of work whether it was formal or not.

Please list and discuss in detail 3 activities or functions that you were involved in this week.

1.

2.

3.

Discuss one unique situation that occurred during this week and how you dealt with it. It can deal with employees or customers or management, etc. Go into as much detail as to fully explain what occurred, your feelings and the resolution if there was any.

Please discuss in detail your impression of the company overall, the physical aspects of unit or company overall, the management team and the employees.
Please discuss the types of clientele that this company has in as much detail as possible.

Please list and discuss in detail 3 activities or functions that you were involved in this week. These should be different from the previous report. We are assuming that you have learned new things and are doing some different things the longer you work.

1.

2.

3.

Discuss one unique situation that occurred during this week and how you dealt with it. It can deal with employees or customers or management etc. Go into as much detail as to fully explain what occurred, your feelings and the resolution if there was any.
Please list and discuss in detail 3 activities or functions that you were involved in this week. These should either be different than in previous weeks or you can go into more detail than previous weeks because you have learned more about the job you are in.

1. 

2. 

3. 

Discuss one unique situation that occurred during this week and how you dealt with it. It can deal with employees or customers or management etc. Go into as much detail as to fully explain what occurred, your feelings and the resolution if there was any.

If you could sit down with the owner or manager of your company and tell them at least one major thing that you think that they should change, what would it be. Discuss in detail.
Please list and discuss in detail 3 activities or functions that you were involved in this week.

1.

2.

3.

Discuss one unique situation that occurred during this week and how you dealt with it. It can deal with employees or customers or management etc. Go into as much detail as to fully explain what occurred, your feelings and the resolution if there was any.

Please discuss in detail the competition that your specific location has to deal with.
Please list and discuss in detail 3 activities or functions that you were involved in this week.

1.

2.

3.

Discuss one unique situation that occurred during this week and how you dealt with it. It can deal with employees or customers or management etc. Go into as much detail as to fully explain what occurred, your feelings and the resolution if there was any.

Please discuss the training that you have been given during the time of your employment.
HTM 202 Weekly Student Assignment

Assignment 6

Date: ____________________________    Students Name: ____________________________

Students Purdue ID: ____________________________    Name of Company: ____________________________

Location of Company and Unit: ____________________________

Note: Reports completed by students are confidential and not shared with the employer.

Please list and discuss in detail 3 activities or functions that you were involved in this week.

1.

2.

3.

Discuss one unique situation that occurred during this week and how you dealt with it. It can deal with employees or customers or management etc. Go into as much detail as to fully explain what occurred, your feelings and the resolution if there was any.

Please discuss the quality of the management at your organization. Discuss the positives and negatives and what should or should not be changed.

Please give a brief summary of your HTM 202 work experience. Has this been valuable to you or not...and why?? Be detailed. Are you planning on staying with the company----If not, why not???
HTM 302
Hospitality Internship
HTM 30200: Hospitality and Tourism Industry Internship

Course Description
This course is a supervised and structured industry practical experience. Students are required to obtain a signed HTM Internship Application from an employer prior to initiating the internship that includes periodic reviews from the employer. Students are also required to prepare three written management reports reflecting upon their internship experience. A minimum of 320 paid work hours is needed for each credit hour and the pay rate must be equivalent to at least minimum wage. Maximum number of credit hours given for a summer experience is one. Maximum number of credits given in a semester experience is two. Students can repeat this internship one time and earn up to 2 credits in total.

Pre-requisite
Hospitality and Tourism Management majors only; and 6 credits in HTM. (Departmental Approval Required)

Course Objectives
At the completion of this course, the student will be able to:

- Develop and apply interviewing and negotiating skills during the process of seeking and being hired into an internship.
- Recall and explain the strengths and weaknesses of departments and work units from the hospitality operation in which they interned.
- Describe and explain interactions with the hospitality operation’s guests and the development of a positive service oriented attitude.
- Compare and contrast the differences and similarities of management styles and leadership skill of the supervisors they worked with; evaluate the effectiveness of supervisor or manager; analyze which type of style or skill fits best with their style.
- Identify new and different experiences encountered during the internship; distinguish the positive and negative aspects of the experience, and appraise these experiences as to their value to their future Hospitality management career.
- Recall coursework related knowledge and apply and demonstrate this knowledge in areas of Human Resource Management, Finance, Management, Law, and other applicable areas in a hospitality organization.
- Synthesize the total internship learning experience by completing a comprehensive management report.

Instructor Information
Howard Adler, Ed.D
Office: Marriott Hall, Room 261
Phone: (765) 494-5998
E-mail: adlerh@purdue.edu
HTM 302 - Hospitality Internship Requirements

HOSPITALITY INTERNSHIP REQUIREMENT DESCRIPTION

Undergraduate students in the School of Hospitality and Tourism Management (HTM) are required to complete one (1) hospitality internship before graduation. The HTM faculty considers an internship as a structured and supervised industry experience in which the following conditions are met:

1) The student attends the mandatory HTM 202/302 orientation meeting prior to the internship
2) The student must pass the HTM 202/302 WebCert Exam prior to the internship
3) The student is paid at a pay rate equivalent to at least minimum wage
4) The student rotates through a minimum of three functional areas
5) The student completes a minimum of 320 paid hours for summer or semester internship

REGISTRATION REQUIREMENTS

The following registration requirements must be completed for the student to receive credit:

1) The above conditions must be met
2) Student registers for the course during open registration (after completing 202/302 web cert and attended a mandatory 202/302 orientation session)
3) Student submits the signed Internship Application form to the HTM Career Center
4) Student completes the Acknowledgement Agreement form on Blackboard.

Summer Internships – Forms must be submitted by June 9th
International students – please refer to page 40 for specific guidelines pertaining to your individual situation.

Fall and Spring Internships – Forms must be submitted by September 4th for the fall; by January 22nd for spring
International students – please refer to page 40 for specific guidelines pertaining to your individual situation

Students who will be graduating in the same semester in which they are completing their HTM 30200 internship need to MEET WITH AN HTM ACADEMIC ADVISOR in addition to fulfilling the registration/application requirements stated above. The student needs to be sure that the HTM advisor is aware that he/she needs to graduate at the end of the internship. If the HTM 30200 internship is the only course in which the student will be enrolled during their last semester, the HTM advisor will also need to enter an override for the student to allow him/her to register for DEGREE ONLY.

CREDITS FOR HTM 302

1) Students may receive one credit for 320 paid hours or two credits for a semester internship of 640 hours.
2) HTM 302 may be repeated up to a total of two (2) credit hours
3) A completed application form, all written assignments, proof of paid hours worked must have been completed to earn the HTM 302 credit
4) Students receive a letter grade from A to F based on completing the HTM 302 requirements.

ALL PACKET MATERIALS CAN BE FOUND AT THE FOLLOWING WEBSITE:

HTM 302 – Registration Process

Students wishing to fulfill HTM 302 requirements must complete the following procedures in order to register for credits.

1. Students must have attended one of the mandatory HTM 202/302 Orientation Sessions

2. Students must have completed the online HTM 202/302 WebCert exam and bring proof of passing the exam to the HTM Career Center in Marriott Hall

3. Once the prior two steps have been completed, students can request an override from the HTM Student Services Office. HTM advisors will have lists of those students who have met the first two steps. They will not give overrides until students have met those requirements.

4. Once students receive the department override from HTM Student Services, they can go online and register for HTM 302 immediately. Registration for this class will not be accepted after the University calendar’s official last day to add a course (see “Purdue University Academic Calendar” for West Lafayette), unless they have their signed internship agreement form completed. If the agreement form is not complete, the student will not be allowed to proceed and will not have access to the HTM 302 Blackboard course as registration for the class will not have been processed.

5. Students can start earning hours as early as the first week of class for fall and spring internships and the first week of May for summer internships; however, the HTM Acknowledgement Agreement must be completed on Blackboard and the signed and completed Internship Application must be received by the HTM Career Center Coordinator by the date on the “HTM 302 Course Requirements Checklist” in this syllabus. If these documents are not received by the due date, you will receive no credit and fail the course.

6. If a student registers for HTM 302 and then decides that they do not want to do it, they are free to drop HTM 302 up until the date indicated on the “HTM 302 Course Requirements – Checklist” in this syllabus. After that date, the student will have to contact the registrar’s office and the student may lose some or all of the money based on university policies.
HTM 302 – Assignments and Grading

Students will be given a beginning date and ending date for each of the below assignments. The assignment can only be uploaded on the HTM 302 Blackboard course site into the appropriate assignment box during that window of time. If a student does submit it by the due date, he or she will not get credit for that assignment and it will affect the final grade. HTM 302 Instructors will not listen to excuses or reasons of any type for students could not or did not meet the deadlines.

Graded Mandatory Assignments (due dates will be announced at the beginning of each semester):

5%  Internship Acknowledgement Agreement Form
    Completed on Blackboard as an assignment.

10%  Employer Progress Report
    Completed by supervisor at the place of employment on a hard copy form and uploaded into the assigned folder on Blackboard. If the supervisor wishes to give the completed form to the student, the student can scan it or take a photo of it and upload it to the Blackboard folder himself. However if the supervisor wishes to email a scanned copy of the form or send the actual hard copy of the form, it will be uploaded for the student to the appropriate folder on Blackboard.

25%  Student Report #1
    Completed reports must be uploaded to the assigned folder on Blackboard. Students will not have a second chance to do the assignment so it is imperative that they do a thorough and complete job with each part of the report.

25%  Student Report #2
    Completed reports must be uploaded to the assigned folder on Blackboard. Students will not have a second chance to do the assignment so it is imperative that they do a thorough and complete job with each part of the report.

35%  Student Report #3
    Completed reports must be uploaded to the assigned folder on Blackboard. Students will not have a second chance to do the assignment so it is imperative that they do a thorough and complete job with each part of the report.

Grading:
HTM 302 must be passed with a grade of C or better.

90% to 100%  = A
80% to 89%  = B
70% to 79%  = C
Less than 70% = F
Ungraded Mandatory Assignments:

The following requirements (except the Internship Application) must be uploaded to Blackboard by the assigned dates in order to complete HTM 302 requirements. There is no credit for these because if they are not done by the assigned date, students simply will not receive credit for the course and will fail the course.

1. Internship Application Form
   Signed internship application form (see specific additional information in this manual). This form must be signed by the student AND the employer. The hard copy can be dropped off in the HTM Career Center, mailed to Attn: HTM Career Center Coordinator (see first page of the syllabus for the address) or emailed to htm202-302@purdue.edu.

2. Proof of Hours and Pay
   This must consist of paystubs showing the number of hours and payment. Students will need to scan copies of the paystub and deposit them into the appropriate HTM 302 Blackboard assignment box. Proof of 320 hours is required to receive any grade for HTM 302. The 320 hours must be completed according to the schedule below.

<table>
<thead>
<tr>
<th>Fall</th>
<th>Spring</th>
<th>Summer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit proof of the 320 hours worked along with proof of payment by December 1st</td>
<td>Submit proof of the 320 hours worked along with proof of payment by May 1st</td>
<td>Submit proof of the 320 hours worked along with proof of payment by August 1st</td>
</tr>
<tr>
<td>If last paycheck or paystub is received after December 1st, 240 hours can be submitted by December 1st with proof of the additional 80 hours (completed by December 1st) sent by December 7th</td>
<td>If last paycheck or paystub is received after May 1st, 240 hours can be submitted by May 1st with proof of the additional 80 hours (completed by May 1st) sent by May 7th</td>
<td>If last paycheck or paystub is received after August 1st, 240 hours can be submitted by August 1st with proof of the additional 80 hours (completed by August 1st) sent by August 7th</td>
</tr>
</tbody>
</table>

If this requirement is not met, it will not matter that the student met any of the other requirements because the student will receive an F for the course.

YES! It is fine if students earn more than 320 hours and in fact students are encouraged to work as long as they can. Students are strongly encouraged to start their HTM 302 hours as early as possible. This means that students can start earning hours as early as the first week of class for fall and spring internships and the first week of May for summer internship. Even if the student has not registered for HTM 302 or uploaded his or her signed internship agreement by that time, hours earned will still be accepted. The longer that a student waits to start the internship, the more difficult it will be for him or her to meet the 320 hours requirement. Students need to be prepared to take into account situations that may arise during the semester, such as the student becomes sick, the student needs to take a few days off, or the company cuts hours due to slow business. These situations may result in students failing to meet the requirement of working 320 hours by deadline. Keep this in mind as you work with your employer on your schedule.
<table>
<thead>
<tr>
<th>REQUIREMENT</th>
<th>DESCRIPTION</th>
<th>DEADLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Summer 2015</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Attend Mandatory HTM 202/302 Orientation Meeting</strong></td>
<td>Students receive syllabus packet which provides detailed information regarding the HTM 202/302 course and requirements</td>
<td>Check HTM Announcements or the HTM Career Center for dates. Must be completed before registering.</td>
</tr>
<tr>
<td><strong>Complete &amp; Pass the on-line HTM 202/302 WebCert Exam</strong></td>
<td>For WebCert Exam, go to <a href="http://www.purdue.edu/webcert">www.purdue.edu/webcert</a> (see instruction sheet for more details, page 4)</td>
<td>Must be completed before registering and within 12 months or less prior to starting HTM 202 or 302.</td>
</tr>
<tr>
<td><strong>Register for course</strong></td>
<td>Meet with academic advisor</td>
<td>Complete during open registration</td>
</tr>
<tr>
<td><strong>Application</strong></td>
<td>Signed and completed application must be mailed or emailed per the contact information on the form.</td>
<td>June 9, 2015</td>
</tr>
<tr>
<td><strong>Acknowledgement Agreement</strong></td>
<td>Must be completed on Blackboard</td>
<td>June 9, 2015</td>
</tr>
<tr>
<td><strong>Submit Employer Progress Report</strong> (refer to form in the HTM 202/302 syllabus packet)</td>
<td>Must be mailed or emailed per the contact information on the form. It is the student’s responsibility to ensure employer reports are received by the internship coordinator.</td>
<td>Between July 13 and 19, 2015</td>
</tr>
<tr>
<td><strong>Submit Student Report #1</strong></td>
<td>Submit to Blackboard</td>
<td>Between June 26 and June 30, 2015</td>
</tr>
<tr>
<td><strong>Submit Student Report #2</strong></td>
<td>Submit to Blackboard</td>
<td>Between July 10 and July 14, 2015</td>
</tr>
<tr>
<td><strong>Submit Student Report #3</strong></td>
<td>Submit to Blackboard</td>
<td>Between July 24 and 28, 2015</td>
</tr>
<tr>
<td><strong>Submit Proof of Hours to Blackboard</strong></td>
<td>Submit copy of final pay stub showing minimum of 320 hrs worked &amp; pay rate of at least minimum wage.</td>
<td>Aug 1, 2015</td>
</tr>
<tr>
<td><strong>Date to drop course if decide not to complete this semester</strong></td>
<td>Refer to “Purdue University Academic Calendar” for West Lafayette</td>
<td>June 15, 2015</td>
</tr>
</tbody>
</table>

*(Dates are subject to change)*

If you should ever have any questions on any or all parts of the process, do not hesitate to contact Maria Campos in the HTM Career Center, Dr. Howard Adler or other HTM faculty or staff.
GENERAL RESPONSIBILITIES OF INTERNSHIP PARTIES

STUDENT RESPONSIBILITIES:

- Attend HTM Career Center orientation and follow applicable guidelines
- Take and pass the WebCert Exam before before registering for HTM 302 (must be completed within 12 months or less prior to starting HTM 202 or 302)
- Submit the internship application form with employer signature by the deadline date
- Complete the Acknowledgement Agreement Form on Blackboard
- International students and all students who will be graduating at the end of the semester in which the internship is completed, are required to meet with an HTM academic advisor in Marriott 128 prior to the internship for registration procedures.
- Provide the internship packet to the employer which includes the Employer Progress Form
- Submit written reports to the employer upon request
- Abide by all rules and policies of the cooperating employer
- Keep a daily journal/log of job responsibilities to use when writing your final report
- Submit the following requirements to the HTM 302 Blackboard Course site by the outlined due date:
  a. Ensure Employer Progress Report is received by the HTM Career Center and/or course teaching assistants
  b. Submit all three Student Reports
  c. Submit proof of hours (minimum of 320 hours per credit hour paid at a rate equivalent to at least minimum wage)
- Contact the HTM Career Center Coordinator or the Internship Faculty Advisor to discuss any problems encountered during the internship as early as possible.
- Continue with the employer as per the agreed upon dates of employment and meet all obligations to the employer.

SCHOOL OF HOSPITALITY & TOURISM MANAGEMENT RESPONSIBILITIES

- Identify the primary contact for the employer to maintain communication with the university regarding internship opportunities.
- Inform the students of internship opportunities and facilitate on-campus interviewing opportunities as applicable.
- Approve placement per internship requirements.
- Award university departmental credit to student, where appropriate, upon completion of student requirements.
COMPANY RESPONSIBILITIES:

- Complete their part of the HTM Internship Application form.
- Specify the employment time periods in advance and confirm starting date and ending date of the internship no fewer than five (5) days prior to the student’s starting date.
- Pay the student at a rate equivalent to at least minimum wage.
- Schedule and/or offer work opportunities to the student such that he/she can fulfill the 320 hour paid internship requirement during the specified employment period (semester or summer). If the position requires overtime, inform the student of overtime expectations prior to beginning employment.
- Expose the students to at least three functional areas during the internship. Significant time should be spent in each area so the student can be knowledgeable within each area. The HTM Internship Faculty Advisor can provide additional information on possible rotations.
- Place the student under the supervision of a training director, personnel director, internship coordinator or other appropriate person so the student's progress can be monitored. This individual would be responsible for completing one evaluation during the internship according to the due dates on the Employer Internship Progress Form. This person should also counsel and advise the student on his/her progress and offer suggestions for improvements.
- Whenever possible and applicable, allow the student to attend departmental meetings and training sessions.
- Complete student progress reports midway through the internship using Purdue University's School of Hospitality & Tourism Management's evaluation form or a company form.
- Provide the student with reasonable wages and compensation commensurate with his/her ability, experience, the position and the cost of living in the area.
- When applicable, provide realistic housing and transportation information to the student.
- In the event of a site visit, the employer will permit the Purdue Internship Faculty Advisor to visit the employer's site and speak with them for the purpose of reviewing the program with the appropriate officials and speaking with students presently at the facility.
- In the event a student is not performing in accordance with both company and the School of Hospitality & Tourism Management standards, the employer is under no obligation to continue employment. Prior to termination of the internship agreement, the Internship Faculty Advisor must be notified.
DUE DATE: This form is due for fall internships on September 4th; spring internships, January 22nd; summer internships June 9th.

The following is a summary of the requirements necessary for Purdue HTM students to complete their internship requirement:

1. Students and employers agree to complete 320 hours of paid employment for summer, fall, or spring semester at a pay rate equivalent to at least minimum wage.
2. Employers are required to rotate students through at least three (3) functional areas.
3. Employers are required to complete one progress report.
4. Students are required to complete three (3) student reports, which are due on dates specified during the semester.
5. The student will be given a grade depending on documentation of the required number of work hours, completion of the written assignments.
6. The student MUST mail, email, or hand deliver the completed application to HTM Career Center Coordinator (or email htm202-302@purdue.edu).
7. The student should check the course Blackboard site about a week after your application is submitted to confirm it was approved.

PLEASE PRINT OR TYPE

Student Information - To be completed by Student

Student: ___________________________ Student ID #: ___________________________
Mailing Address during Internship: _____________________________________________
City: ___________________________ State: ___________ Zip: ___________
Home Phone # during Internship: ________________ Wk Phone # (if available): ________________
E-mail: ___________________________
Student’s Signature: ________________ Date: ________________

Company Information - To be completed by Supervisor

Parent Company Name: _______________________________________________________
Property Unit/Location Name: ___________________________________________________
Mailing Address: _____________________________________________________________
City: ___________________________ State: ___________ Zip: ___________
Supervisor Name & Title (Please Print): _______________________________________
Supervisor’s Phone #: ________________ Fax: ________________ E-mail: ________________
Beginning Date: ________________ Ending Date: ___________________________
Areas of Exposure: 1) ___________________________ 2) ___________________________ 3) ___________________________
Supervisor’s Signature: ___________________________ Date: ___________________________

The signature of both parties indicates that both agree to the Purdue University School of Hospitality & Tourism Management Internship Guidelines.

International students must obtain proper ISS or INS approval prior to commencing any Co-op/internship experience. Failure to do so will lead to loss of legal status with no means to regain it.
Explanation of What Constitutes 3 Functional Rotations

In order to fulfill HTM 302 requirements, students must rotate through 3 functional areas. The three areas will vary according to the type of organization that you are working for. Three functional areas constitutes that a student is learning and participating in different job duties and responsibilities within an organization or establishment. If you are working for a very small mom and pop type of operation, you might end up doing a little of everything. As long as you are exposed to 3 major areas of the operation, you will meet the HTM 302 requirements. An example of this would be any 3 or more of the following: food preparation, stocking and inventory, reservations and seating, or maintenance and cleaning of the restaurant. In some cases, you might be doing these activities simultaneously. In other words, sometimes a student might not be solely in one area for 4 weeks and another area for 4 weeks, etc. There may be overlapping as well as going back and forth between these areas.

If you are working in a larger establishment such as a larger hotel or restaurant operation, you perform your 3 functional areas within one department. An example of this could be a housekeeping department where a person might do room cleaning, laundry and linen, room and room inspections. In a foodservice company, you might do banquet set up and service, banquet or catering sales, and food preparation.

Your time in each of the 3 functional areas does not have to be the same amount. For example, if you are at a hotel and you are at the front desk for 150 hours and then in housekeeping for 100 hours and then in accounting or maintenance for 70 hours, that would be fine.

The above are all examples—and if you are in doubt or not sure about whether your potential rotations meet the criteria, please check with either Maria Campos or Howard Adler.
HTM 302 Hospitality Internship

General Guidelines for All Three Student Reports

All students enrolled in HTM 302 are required to submit to Blackboard detailed reports of their experience, which will consist of three reports due on three specified dates. Please check with the HTM 302 Instructor if you are unsure of whether or not you have fulfilled all of the requirements.

All HTM 302 internship reports must be written in a professional and thorough manner following the below guidelines. Failure to follow those could result in a student not receiving HTM 302 credit. Note: Reports completed by students are confidential and not shared with the employer.

- Reports should be submitted to Blackboard. Specific due dates will be posted at the beginning of each semester. Students will receive emails well in advance to inform them of all deadlines.

- Every report should have a title page, which includes the student’s name, student ID number, campus phone number, name of the organization, and location of the internship.

- Reports should be double-spaced with 1 inch margins on all sides using 12 pitch Times New Roman font.

- Required: Subject headings for each section. You must list the subject heading and then list the question followed by the answer. Answers should be informative. The student will be asked to address information specific to the internship which is to be completed in an organized question and essay format. There are three reports required.

  o Report #1 covers organizational information such as background of the organization and the organizational structures as well as management philosophy and clientele and a critique of the organization.

  o Report #2 consists of specific information regarding the first rotational on-the-job experience.

  o Report #3 covers the second two rotations of on-the-job experiences and also covers the overall evaluation and critique of the internship.

- All reports must be submitted in sufficient detail to adequately cover what the student learned. The student should be able to complete this report with information that they have gained through training and observation of the organization and should not simply copy and paste from the company’s website, although the website may be used as a reference source.

- The students are encouraged to keep a daily journal to assist them when writing the three sections of the Student Report.

- Refer to the specific details in the syllabus for each report for more information.

Please Note: Failure to follow the format and do a quality job will result in you receiving a much lower grade or no credit for each part.
Guidelines for Student Report #1
(Required: Report to be uploaded on Blackboard)

Report must be saved in this format: LastName_FirstName_Report 1 (example: Doe_Jane_Report 1)

NOTE: Refer to “General Guidelines for All Three Student Reports” in the syllabus for additional guidelines. Failure to follow the format and do a quality job will result in you receiving a much lower grade or no credit.

Report #1 (the exact due date will be announced at the beginning of the semester):

Title Page: (1 page) (3 points)
Student’s name, student ID number, campus phone number, email, name of the organization, and location of the internship.

Section I: Organizational Information (minimum 5 pages)

1. Organizational History and Growth (12 points): Give detailed information on the history and growth of the organization. We are primarily interested in your local unit although you should include some information about the parent company.

2. Organizational Structure (12 points): What are the organizational structures of your specific location (for example, a specific Courtyard)? If your parent company was a management company, then you must discuss that also. Organizational charts must also be included as part of the discussion to highlight who does what at all levels within your specific unit. If you cannot find this out, ask and do not wait until the end of your internship to find out. If the organization does not have one to give you, you must develop one based on information provided by the organization.

3. Management Philosophy (12 points): Discuss the management philosophy or corporate culture of the organization. What is the organization’s mission or vision statement? Discuss this from the standpoint of management and employees. Does the company actually practice what is outlined in these statements? You can find this on the website or you can ask the HR Department.

4. Organizational Clientele (12 points): Give specific information on the clientele of your organization. Who are the customers by the various segments that your locations serves (What type of business; during what times and periods of the week, month, or year, etc. and what are the prices the clientele pay for various products or services?)

5. Competition (12 points): Discuss the specific competition to your organization both locally and nationally. This should include the names of the business, a description of how each competes, and the impact of the competitors.

6. Employee Orientation (12 points): All employees receive some type of orientation. Discuss in detail the orientation you received. Was there a formalized general employee orientation when you first started or was the orientation informal? Was it a group or individual orientation? How was the orientation presented: written, verbal, computer? Was the orientation effective and how could it have been improved? Make sure to include information from the orientation such as: when you were to be paid, uniforms, benefits, behaviors, parking, etc.

Section II: Critique of Organization (minimum 4 pages)

1. What were your expectations for this internship and are they being met at this point? (5 points)
2. How were you made to feel welcome? (5 points)
3. How are procedures communicated and how well are they followed? (5 points)
4. Discuss approaches to customer service. (5 points)
5. Discuss the competency of the managers. (5 points)
Guidelines for Student Report #2

(Required: Report to be uploaded on Blackboard)

Report must be saved in this format: LastName_FirstName_Report 1 (example: Doe_Jane_Report 1)

NOTE: Refer to “General Guidelines for All Three Student Reports” in the syllabus for additional guidelines. Failure to follow the format and do a quality job will result in you receiving a much lower grade or no credit.

Report #2 (the exact due date will be announced at the beginning of the semester):

Title Page: (1 page) (5 points)
Student’s name, student ID number, campus phone number, email, name of the organization, and location of the internship.

Section I: Specific Job Information (minimum of 4-5 pages)

Functional Rotation Area #1 _________________________________

1. Functional Area Description (20 points): Discuss this functional area, its responsibilities and its importance to the overall organization.

2. Job Description (20 points): For your current rotation, write a job description similar to one that may be posted on a job board (for example, Monster.com or CareerBuilder.com) or in the newspaper. This must include: duties, responsibilities, abilities, etc., that an individual would need to do the job.

3. Staffing/Hiring/Training/Scheduling/Turnover (35 points):
   a. Staffing (7 points): Discuss how this functional area was staffed. Discuss staffing level in relation to job requirement. Was the functional area understaffed or overstaffed; explain in detail the rational for your opinion. Was the work level equitably distributed among employees? What staffing changes would you recommend?
   b. Hiring (7 points): How does the department hire most of its employees: are they internal or are from people who simply walk in or apply through the internet, explain? Were there any specific requirements for the employees that were hired for these positions? If so, what were they?
   c. Training (7 points): Who trained new employees? Describe the training methods used and whether they were effective or not.
   d. Scheduling (7 points): How were employees scheduled and who did the scheduling? What factors were considered in scheduling and was it possible for employees to change schedules? If so, how do they do it?
   e. Turnover (7 points): What is the turnover in the department? How is it handled and how did it affect the department? Why do people leave and why do people stay? Apply what you have learned in your classes.

4. Managerial Structure (10 points): What is the managerial structure of the department? This should include the responsibilities of each manager/supervisor in the functional area.

5. Departmental Supervisor (10 points): Discuss your department supervisor. What was his/her name? What was his/her education and industry background? What style of management does he/she practice and is he/she a good manager or not? Discuss in detail his/her abilities or expertise and management philosophy.
Guidelines for Student Report #3
(Required: Report to be uploaded on Blackboard)

Report must be saved in this format: LastName_FirstName_Report 1 (example: Doe_Jane_Report 1)

NOTE: Refer to “General Guidelines for All Three Student Reports” in the syllabus for additional guidelines. Failure to follow the format and do a quality job will result in you receiving a much lower grade or no credit.

Report #3 (the exact due date will be announced at the beginning of the semester):

Title Page: (1 page)
Student’s name, student ID number, campus phone number, email, name of the organization, and location of the internship.

Section I: Specific Job Information (minimum of 4-5 pages) (40 points)

Functional Rotation Area #2

1. **Functional Area Description (8 points):** Discuss this functional area, its responsibilities and its importance to the overall organization.

2. **Job Description (8 points):** For your current rotation, write a job description similar to one that may be posted on a job board (for example, Monster.com or CareerBuilder.com) or in the newspaper. This must include: duties, responsibilities, abilities, etc., that an individual would need to do the job.

3. **Staffing (8 points):** Discuss how this functional area was staffed. Discuss staffing level in relation to job requirement. Was the functional area understaffed or overstaffed; explain in detail the rational for your opinion. Was the work level equitably distributed among employees? What staffing changes would you recommend?
   a. **Hiring (2 points):** How does the department hire most of its employees: are they internal or are from people who simply walk in or apply through the internet, explain? Were there any specific requirements for the employees that were hired for these positions? If so, what were they?
   b. **Training (2 points):** Who trained new employees? Describe the training methods used and whether they were effective or not.
   c. **Scheduling (2 points):** How were employees scheduled and who did the scheduling? What factors were considered in scheduling and was it possible for employees to change schedules? If so, how do they do it?
   d. **Turnover (2 points):** What is the turnover in the department? How is it handled and how did it affect the department? Why do people leave and why do people stay? Apply what you have learned in your classes.

4. **Managerial Structure (8 points):** What is the managerial structure of the department? This should include the responsibilities of each manager/supervisor in the functional area.

5. **Departmental Supervisor (8 points):** Discuss your department supervisor. What was his/her name? What was his/her education and industry background? What style of management does he/she practice and is he/she a good manager or not? Discuss in detail his/her abilities or expertise and management philosophy.
Section II: Specific Job Information (minimum of 4-5 pages) (40 points)

Functional Rotation Area #3

1. **Functional Area Description (8 points):** Discuss this functional area, its responsibilities and its importance to the overall organization.

2. **Job Description (8 points):** For your current rotation, write a job description similar to one that may be posted on a job board (for example, Monster.com or CareerBuilder.com) or in the newspaper. This must include: duties, responsibilities, abilities, etc., that an individual would need to do the job.

3. **Staffing (8 points):** Discuss how this functional area was staffed. Discuss staffing level in relation to job requirement. Was the functional area understaffed or overstaffed; explain in detail the rational for your opinion. Was the work level equitably distributed among employees? What staffing changes would you recommend?
   - a. **Hiring (2 points):** How does the department hire most of its employees: are they internal or are from people who simply walk in or apply through the internet, explain? Were there any specific requirements for the employees that were hired for these positions? If so, what were they?
   - b. **Training (2 points):** Who trained new employees? Describe the training methods used and whether they were effective or not.
   - c. **Scheduling (2 points):** How were employees scheduled and who did the scheduling? What factors were considered in scheduling and was it possible for employees to change schedules? If so, how do they do it?
   - d. **Turnover (2 points):** What is the turnover in the department? How is it handled and how did it affect the department? Why do people leave and why do people stay? Apply what you have learned in your classes.

   **NOTE:** If you are in a smaller organization and many things are the same as in rotation 1 and 2, please guide your answer toward things that can be changed or improved upon for this specific rotation.

4. **Managerial Structure (8 points):** What is the managerial structure of the department? This should include the responsibilities of each manager/supervisor in the functional area.

5. **Departmental Supervisor (8 points):** Discuss your department supervisor. What was his/her name? What was his/her education and industry background? What style of management does he/she practice and is he/she a good manager or not? Discuss in detail his/her abilities or expertise and management philosophy.

Section III: Evaluation and Critique (minimum of 4 pages) (20 points)

1. **Organizational Strengths (5 points):** Discuss the major strengths of the organization and the specific management of your location in regards to the way it hired, trained and managed its employees. In your opinion, was the organization doing a good job? Explain and be specific and in what areas.

2. **Organizational Weaknesses (5 points):** Discuss the major weaknesses of the organization and the specific management of your location in terms of the way it treated its employees.

3. **Internship Reflections (5 points):** Reflect upon your feelings on the value of this internship. Both good and bad things and what did you learn that will better prepared you for a management career in hospitality?

4. **Suggestion for Improving Experience (5 points):** What would have made this internship a better learning experience for you on how to manage a hospitality business? What things would you do to change the internship? If you were organizing this internship or you were the manager who supervised internships how would you do things differently?
Purdue University, West Lafayette Campus

Employer Internship Progress Form

Name of Student: ___________________________________________  Start Date: ____________
Employer’s Name: ___________________________________________
Street Address: _____________________________________________
City: ___________________    State: ___________________   Zip Code: ________________
Contact Persons Name and Title: ______________________________
E-mail: ______________________________________ Phone: ( ) __________________

Please give us your comments on the above named student by rating the student on a scale of 1 to 7 with 7 being the highest.

Interns Professionalism 1 2 3 4 5 6 7
Interns work attitude 1 2 3 4 5 6 7
Adaptability 1 2 3 4 5 6 7
Co-worker cooperation 1 2 3 4 5 6 7

What were the major strengths of this student?
________________________________________________________________________
________________________________________________________________________

What were the major weaknesses of this student and what would you recommend?
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Would you be willing to take another intern in the future?
Yes ___  No ___ (if no, please explain)
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Date: ____________________
Contact Person’s Signature

Please complete and either the employer or student scan and email to htm202-302@purdue.edu or mail to: HTM Career Center Coordinator, Marriott Hall, Room 135 900 W. State St., West Lafayette, Indiana, 47907. Note to students, if the employer submits the form, acknowledgement of receipt of this form will be indicated on the HTM 302 Blackboard course site to meet this requirement.
STUDENT FREQUENTLY ASKED QUESTIONS (FAQS) for HTM 302 Internship

What is HTM 302?

It is the paid internship requirement that is necessary for all HTM students to graduate.

How many internships are required?

Only one paid (pay rate equal to minimum wage) 320 hour internship is required. You will receive one (1) credit hour for an internship. If you do an internship for a full semester and complete 640 hours then you may receive two (2) credits.

Do they have to be during the summer?

Internships can either be during a summer or during a semester. The number of hours required is still 320 hours, but they all must be completed during one block of time, either a summer or a semester (not over the course of two semesters or a summer and a semester).

When can a student do a HTM 302 internship?

You are required to have completed a minimum of six (6) credit hours in the School of Hospitality & Tourism Management before you can complete your internship. Many students will get a job in the industry their first summer in HTM and then look for an internship during future summers or semesters.

What if I do not have 6 credit hours of HTM completed?

You may take HTM 202, which is 320 hours of work experience. Please see the HTM 202 section of this syllabus for additional information.

Do I have to complete HTM 202 before HTM 302?

You can complete HTM 202 and HTM 302 in any order. That is, you can take HTM 202 prior to taking HTM 302 or you can take HTM 302 prior to taking HTM 202.

What does the School of Hospitality & Tourism Management consider an internship to be?

Our internship requirements are different from what a company might list as an internship. The School of Hospitality & Tourism Management considers an internship to be a position within a hospitality company for 320 hours where the student is rotated and gets experience in at least three (3) major areas. For example, in a hotel you could be at the front desk, reservations, and housekeeping, or, if it is a larger hotel you might work at the front desk, service desk, and concierge, etc.

What if a company does not offer internships?

Many companies that recruit on campus offer internships but the majority of companies that you might contact on your own DO NOT offer internships. HOWEVER, very often by not mentioning the word internship to a company, you can secure a summer position where you are given experience in a variety of different areas. This meets the HTM internship requirements even though the company does not call it an internship.
Does there have to be an equal number of hours between all 3 major areas of rotation?

No, we only require a reasonable exposure to those areas. Therefore, if you work 320 hours in a restaurant and do food preparation for 100 hours, 100 hours in service related areas, and the rest in a variety of different assignments, you have met our requirements.

What kind of company should I try to work for to fulfill my requirement?

The main goal of this internship requirement is to get experience in our industry. Other than that we are very flexible in the kind of business you can work for. Basically, it needs to be related to the hospitality industry. Some examples might be country clubs, hotels or motels, foodservice in airports, businesses, sports venues or health care facilities. Some students work at theme or amusement parks or at state or national parks. Some are involved in special event companies and some work at Purdue in related areas. If you are not sure if your job meets our requirements please see either a faculty member or the HTM Career Center Coordinator in the HTM Career Center.

How do I go about getting an internship?

We ask that you read our HTM 302 Internship packet and attend the HTM 202/302 Orientation if you are planning to do your internship the following summer or semester. There are a variety of different methods through which you can secure an internship. It is never too early for you to start talking to people about employment. If you want to live at home during a summer, then we recommend that you start contacting companies in your area and take the internship information with you so that you can explain to potential employers what their role is. You can also attend our career fair or other presentations and ask companies if they have locations near your home and ask for contact names or other help.

Another way to obtain an internship is by interviewing in the HTM Career Center. Many of the companies recruiting in the HTM Career Center offer internships. Some of these internship placements require you to live in another location for the summer, most often resort areas or bigger cities. Sometimes housing is supplied and sometimes not. There are also various job postings in the HTM Career Center for companies that are looking for people but who do not interview on campus, therefore you have to pursue these opportunities on your own. Do not wait until after school starts for a fall and spring semester internship or after you get home in May before starting your search for a summer internship. This process could take several weeks to secure and begin a summer internship and by then you might not be able to complete the 320-hour requirement.

Can I use my prior work experience to count for my internship?

No, you may not count work experience that has already been completed as your internship experience.

How do I go about negotiating for an internship?

You need to know all the rules and requirements so that you can explain them to the employer. For example, it is important for the employer to know that you MUST complete 320 paid hours during the internship in order to receive credit. You will need to hand in pay stubs to show proof of a minimum of 320 hours and a pay rate equivalent to minimum wage. The internship must be paid. If the employer offers room and/or meals in exchange for some of your salary, that is acceptable. However, you must receive either an hourly or weekly salary. You must explain that in order to receive internship credit that they will
need to expose you to 3 functional areas. The employer will sign the Application Form stating what these 3 or 4 areas are and that they will be employing you as a summer intern.

**When should I begin and end my internship if it is during the summer or during a semester?**

Since you are going to need to complete a minimum of 320 paid hours it will probably be necessary for you to work at least 8 weeks for 40 hours in the summer and 13 weeks and 24 hours per week during the fall or spring. If you can do it in less time, that is also acceptable. However, if you start the internship later in the summer or semester and run out of time to get your hours or the employer cuts back on your hours, then you will not be able to receive the internship credit. It is your responsibility to complete the hours.

**What happens if during the summer or semester the employer isn’t giving me the proper number of hours or rotating me as they had originally promised?**

It is your job to negotiate and work with the employer. The School of Hospitality & Tourism Management cannot force an employer into meeting their commitment. If the job is one you got from an employer through the HTM Career Center, then we can offer you some assistance.

**What do I need to do to get the internship credit from the School of Hospitality & Tourism Management?**

1) You must submit the signed Internship Application Form to the HTM Career Center Coordinator by the due date indicated in the syllabus. This form is in the HTM Internship Packet or you can find it on the HTM website. Once we receive this, your employer will receive a letter from us thanking them for giving you this opportunity and attaching the employer progress report forms for the internship.

2) You must complete the Acknowledgement Agreement on the HTM 302 Blackboard course site no later than the date indicated on the “HTM Course Requirements Checklist” in this syllabus.

3) International students and all students who will be graduating at the end of the semester in which the internship is completed, are required to meet with an HTM academic advisor in Marriott 128 prior to the internship for registration procedures.

4) All internships require the employer to complete one evaluation/progress report, which have specific due dates and must be uploaded to Blackboard or submitted by the employer to the course teaching assistant or HTM Career Center Coordinator.

5) All internships require students to complete three student reports, which must be uploaded to Blackboard on specified dates.

6) All internships require students to upload proof of hours worked and proof of pay that meets at least minimum wage, which must be uploaded to Blackboard by the due date indicated in the syllabus.

7) If you complete all of the internship requirements, you will be granted a grade of A, B, C, or F for HTM 302.

**REMEMBER:**

Please keep in mind that you will be in a real world situation. In some instances the experience turns out differently from what you might have imagined. Remember, it is only for one summer or semester and you will learn a great deal from the overall experience. Your experience will go on your resume and be helpful toward future employment. Please remember to be as professional as you can because not only do you represent Purdue University and the School of Hospitality & Tourism Management, but most importantly yourself.

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Guidelines for International Students

As an international HTM student, you will have a unique set of guidelines that you will need to understand and follow when you decide to participate in an HTM 30200 internship. These guidelines are explained below in detail, and it is important that you read them carefully to assure that:

- You understand your responsibilities regarding your continued enrollment status at Purdue so that your VISA status remains active (according to ISS)
  - It is your responsibility to speak with ISS before doing an HTM 30200 internship. Each student’s VISA status is different, therefore all international students need to discuss internship plans with ISS.
- You understand that you need to communicate with an HTM academic advisor BEFORE you leave campus to participate in your HTM 3020 internship.
  - The HTM advisors will be able to assist and advise you according to the situation that applies to you (example scenarios are explained in detail below).
- Your OPT eligibility remains available to you after you graduate (OPT= the ability to work in the U.S.A. for one year after graduation). International students can work no more than 364 days of full-time work per year in order to keep their OPT eligibility.

Which situation applies to you?

SUMMER Internship in the U.S.A.:

SITUATION A - HTM 30200 Summer Internship in the U.S.A. (not on Purdue campus)/Continuing student (i.e. Not planning to graduate in the summer)/ Does wish to earn credit for HTM 30200 internship:

1. Go to the ISS Office to obtain a CPT form. Bring the CPT form to an HTM academic advisor to sign. Advisor will copy for student’s HTM academic folder. Student will deliver completed CPT form back to ISS.
2. If application is deemed acceptable by Dr. Adler, student will be given an override by an academic advisor which enables student to self enroll in HTM 30200 for SUMMER session.
3. Student self enrolls in MyPurdue for HTM 30200 for 1 credit (1 credit=320 hours worked) for SUMMER session.

SITUATION B - Summer Internship in the U.S.A. (not on Purdue campus)/ Continuing student (i.e. Not planning to graduate in the summer)/ Has already earned credit for an HTM 30200 internship:

1. Go to the ISS Office to obtain a CPT form. Bring the CPT form to an HTM academic advisor to sign. Advisor will copy for student’s HTM academic folder. Student will deliver completed CPT form back to ISS.
2. Student will be given an override by an academic advisor which enables to self enroll in HTM 30200 for SUMMER session.
3. Student self enrolls in MyPurdue for HTM 30200 for 1 credit (1 credit=320 hours worked) for SUMMER session.

NOTE: ISS wants international students to enroll in HTM 20200 for zero credits. They will be fee assessed for 1 credit. HTM 20200 is used for international students who have already completed the HTM 30200 internship requirement previously and serves the purpose of a ‘place marker’ for Purdue to recognize that a student is a continuing Purdue student in an approved experience.

SITUATION C - HTM 30200 Summer Internship in the U.S.A. (not on Purdue campus)/Plans to graduate in the summer, & the internship is the only course in which the student will be enrolled for summer/ Does wish to earn credit for HTM 30200 internship:

1. Go to the ISS Office to obtain a CPT form. Bring the CPT form to an HTM academic advisor to sign. Advisor will copy for student’s HTM academic folder. Student will deliver completed CPT form back to ISS.
2. If application is deemed acceptable by Dr. Adler, student will be given an override by an academic advisor which enables to self enroll in **HTM 30200** and **CAND 991 (Degree Only)** for **SUMMER** session.

3. Student self enrolls in MyPurdue for **HTM 30200** and **CAND 991 (Degree Only)** for 1 credit (1 credit=320 hours worked) for **SUMMER** session.

**SITUATION D - HTM 30200 Summer Internship in the U.S.A. and internship IS on Purdue campus- ex. At Purdue Memorial Union/Continuing student (i.e. Not planning to graduate at the end of the summer)/ Does wish to earn credit for HTM 30200 internship:

1. Go to the ISS Office to obtain a CPT form. Bring the CPT form to an HTM academic advisor to sign. Advisor will copy for student’s HTM academic folder. Student will deliver completed CPT form back to ISS.

2. Student will be granted Departmental Credit for **HTM 30200** for 1 credit (1 credit=320 hours worked) in December if all internship requirements have been completed.

**SUMMER Internship in International Student’s Home Country:**

**SITUATION E - HTM 30200 Summer Internship in Home Country/ Continuing student (i.e. Not planning to graduate at the end of the summer)/ Does wish to earn credit for HTM 30200 internship:**

1. CPT form is not necessary.

2. Student will be granted Departmental Credit for **HTM 30200** for 1 credit (1 credit=320 hours worked) in December if all internship requirements have been completed.

**SITUATION F - Summer Internship in Home Country/ Continuing student (i.e. Not planning to graduate at the end of the summer)/ Has already earned credit for an HTM 30200 internship:**

1. CPT form is not necessary.

2. Nothing needs to be turned in to Dr. Adler.

3. Student does not need to be enrolled in anything in MyPurdue system.

**SITUATION G - HTM 30200 Summer Internship in Home Country/Plans to graduate at the end of the summer, & the internship is the only course in which the student will be enrolled for summer/ Does wish to earn credit for HTM 30200 internship:**

1. CPT form is not necessary.

2. If application is deemed acceptable by Dr. Adler, student will be given an override by an academic advisor which enables to self enroll in **CAND 992 (Degree Only)** for **SUMMER** session.

3. Student self enrolls in MyPurdue for **CAND 992 (Degree Only)** for 1 credit (1 credit=320 hours worked) for **SUMMER** session.

4. Student will be granted Departmental Credit for **HTM 30200** for 1 credit (1 credit=320 hours worked) at the end of the summer if all internship requirements have been completed.

**SUMMER Internship in a Foreign Country that is NOT the International Student’s Home Country:**

**SITUATION H - HTM 30200 Summer Internship in Foreign (non-Home) Country/ Continuing student (i.e. Not planning to graduate at the end of the summer)/ Does wish to earn credit for HTM 30200 internship:**

1. Student needs to contact ISS to determine if this is feasible given their individual VISA status and to see if the student needs to be enrolled in HTM 30200 while in the internship in the non-home, foreign country.

2. If student does not need to be enrolled in HTM 30200 during the summer in which the student does the internship due to ISS requiring this, then the student will be granted Departmental Credit for **HTM 30200** for 1 credit (1 credit=320 hours worked) in December if all internship requirements have been completed.
What if I am an International Student and I do a Fall or Spring HTM 30200 internship, rather than a Summer internship?

FALL OR SPRING Internship in the U.S.A.:

SITUATION I - Continuing student (i.e. Not planning to graduate at the end of the semester of the internship)/ Does wish to earn credit for HTM 30200 internship:

IMPORTANT: (In this situation, the student has to be enrolled in the internship during the semester in which he/she is doing the internship.)

1. Go to the ISS Office to obtain a CPT form. Bring the CPT form to an HTM academic advisor to sign. Advisor will copy for student’s HTM academic folder. Student will deliver completed CPT form back to ISS.
2. If application is deemed acceptable by Dr. Adler, student will be given an override by an academic advisor which enables student to self enroll in HTM 30200 for FALL or SPRING session, (whichever semester in which the student is doing the internship.)
3. Student self enrolls in MyPurdue for HTM 30200 for 1 or 2 credits (1 credit=320 hours worked; 2 credits=640 hours worked) for FALL or SPRING session, (whichever semester in which the student is doing the internship.)

FALL OR SPRING Internship in the Student’s Home Country.:

SITUATION J - Continuing student (i.e. Not planning to graduate at the end of the semester of the internship)/ Does wish to earn credit for HTM 30200 internship:

1. CPT form is not necessary.
2. Student will be granted Departmental Credit for HTM 30200 for 1 credit (1 credit=320 hours worked) in the semester following the internship, if all internship requirements have been completed.

FALL OR SPRING Internship in Student’s Home Country:

SITUATION K - Plans to graduate at the end of the semester of the internship, & the internship is the only course in which the student will be enrolled for fall or spring/ Does wish to earn credit for HTM 30200 internship:

1. CPT form not necessary.
2. Academic advisor will enter override for student to self register for CAND 992 (Degree Only).
3. Student will be granted Departmental Credit for HTM 30200 for 1 or 2 credits (1 credit=320 hours worked; 2 credits=640 hours worked), if student completes all internship requirements, in FALL or SPRING session, i.e. (whichever semester in which the student is doing the internship, and is graduating in.)

Additional Information for Any Students Completing Internships Outside of the United States

The following is additional information for internships that take place outside of the United States for both domestic and international students:

1. Your pay rate in the country in which you are working must be equivalent to the minimum wage rate for that position and country where you are working for all hours worked.
2. Documents proving hours worked and the pay rate must be written in English.