

I. COURSE DESCRIPTION:

The student will acquire hospitality work experience in various areas of the resort and hotel environment. This industry experience combined with post secondary education continues to be highly valued by our employers. The Co op placement provides a training ground for the students to apply their skill sets developed in the first year of the Resort Operations Program. Particular emphasis is placed on the importance of interpersonal, teamwork, technical and leadership skills as they meet the daily challenges of a dynamic customer-focused environment. The work experience coupled with the skills and knowledge developed through their coursework, place our graduates in the best possible position to develop a successful management career.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Reflect and analyze what they have learned during their co op experience through the completion of weekly journals.

Potential Elements of the Performance:

- Document their experiences in a journal each week
- Identify technical skills being employed and areas which require improvement
- Discuss the application of specific customer service skills
- Identify other skills being used in the work environment
- Describe new experiences which broaden their knowledge of the hospitality industry

This learning outcome will constitute approximately 35% of the final mark.

2. Meet with their employer and complete a performance evaluation at the end of the co op placement.

Potential Elements of the Performance:

- Work a minimum of 400 paid hours at a work-related business
- Identify and rate work performance in areas identified on the evaluation sheet with your immediate supervisor
- Identify any additional concerns or challenges on the evaluation sheet
- Sign and date the evaluation sheet in the presence of your immediate supervisor

This learning outcome will constitute approximately 30% of the final mark.

3. Complete a final report of the co op experience.

Potential Elements of the Performance:

- Provide a background profile of the company
- Identify the department and duties and responsibilities of the job
- Identify and discuss the advantages of working for the company
- Identify and discuss the challenges experienced during the co op placement
- Provide a brief discussion of the surrounding community
- Assess the living conditions and accessibility to needed services
- Provide a description of the physical layout of the company
- Rate your overall experience of the co op placement

This learning outcome will constitute approximately 30% of the final mark.

4. Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the resort environment.

Potential Elements of the Performance:

- Solicit and use constructive feedback in the evaluation of her/his knowledge and skills
- Identify various methods of increasing professional knowledge and skills
- Apply principles of time management and meet deadlines
- Recognize the importance of the guest, the server-guest relationship, and the principles of good service

This learning outcome will constitute approximately 5% of the final mark.

EVALUATION PROCESS/GRADING SYSTEM:

V.

The following semester grades will be assigned to students in postsecondary courses:

| <u>Grade</u> | <u>Definition</u> | <u>Grade Point Equivalent</u> |
|--------------|---|-------------------------------|
| A+ | 90 - 100% | 4.00 |
| A | 80 - 89% | 3.75 |
| B | 70 - 79% | 3.00 |
| C | 60 - 69% | 2.00 |
| D | 50 - 59% | 1.00 |
| F (Fail) | 49% or below | 0.00 |
| CR (Credit) | Credit for diploma requirements has been awarded. | |
| S | Satisfactory achievement in field placement or non-graded subject areas. | |
| U | Unsatisfactory achievement in field placement or non-graded subject areas. | |
| X | A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures</i> | |

NR *Manual – Deferred Grades and Make-up).*
Grade not reported to Registrar's office.
This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades.

Professor's Evaluation

| | |
|-------------------------------|--------------------|
| Weekly Journal Entries | 35% |
| Employer Evaluation | 30% |
| Final Report | 35% |
| Total | <u>100%</u> |

Assignments:

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be word processed, properly formatted, assembled and stapled prior to handing in. No extension will be given unless a valid reason is provided in advance.

Tests:

If a student is not able to write a test because of illness or a legitimate emergency, that student must contact the professor prior to the test or as soon as possible and provide an explanation which is acceptable to the professor. In cases where the student has contacted the professor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.

VI. SPECIAL NOTES:**Dress Code**

All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom.

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.