

I. COURSE DESCRIPTION:

The student will acquire hospitality work experience in various areas of the resort, hotel or restaurant environment. This industry experience, combined with post secondary education, continues to be highly valued by employers.

The Co-op placement provides a training ground for the students to apply their skill sets developed in the first year of the Hospitality Management 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, places our graduates in the best possible position to develop a successful management career within the hospitality industry.

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

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

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

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 course weight.

III. EVALUATION PROCESS/GRADING SYSTEM:

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

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
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 limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

Professor's Evaluation

Weekly Journal Entries	35%
Employer Evaluation	30%
Final Report	35%
Total	100%

IV. 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. For further details, please read the Hospitality Centre dress code.

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session. ***It is the departmental policy that once the classroom door has been closed, the learning process has begun. Late arrivers will not be granted admission to the room.***

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 and agreed to by the professor in advance.

Testing Absence:

If a student is unable to write a test for medical reasons on the date assigned, the following procedure is required:

- In the event of an emergency on the day of the test, the student may require documentation to support the absence and must telephone the College to identify the absence. The college has a 24 hour electronic voice mail system (759-2554) Ext. 2600.
- The student shall provide the Professor with advance notice preferably in writing or e-mail of his/her need to miss the test with an explanation which is acceptable to the professor.
- The student may be required to document the absence at the discretion of the Professor.
- All decisions regarding whether tests shall be re-scheduled will be at the discretion of 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.
- The student is responsible to make arrangements, immediately upon their return to the College with their course Professor in order to make-up the missed test.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum are located on the portal form part of this course outline.