

COURSE OUTLINE

Internship  
Course title

TH 224 – Hotel Operations  
Dept. & Course No.

I. COURSE DESCRIPTION: This course provides the student with practical training in the tourism and hospitality industry. With the assistance of an instructor-coordinator, the student is assigned to work under a supervisor in a private firm in order to learn through actual experience.

II. SEMESTER CREDITS: 4

III. CONTACT HOURS PER WEEK:     0                     12                     12  
  Lecture                     Lab                     Total

IV. PREREQUISITE: Program completion evaluation

V. STUDENT LEARNING OUTCOMES:

IV. COURSE CONTENT

Upon the completion of the training, the student will be able, with 65% accuracy, to:

1. Demonstrate proper employee behaviors and work habits

A. Behavior/Work Habits

1. Punctuality
2. Attitude
3. Dependability
4. Honesty
5. Personal Hygiene
6. Interpersonal Relations

2. Perform tourism and hospitality hotel operation industry tasks as assigned by the site supervisor

B. Task Application

VII. MATERIALS AND EQUIPMENT:  
Will be provided by the site supervisor where applicable

VIII. TEXTS AND REFERENCES: None

IX. METHOD OF INSTRUCTION:  
Students will perform assigned tourism and hospitality hotel operation industry tasks under the supervision and training of a designated site supervisor.

X. METHOD OF EVALUATION:

The student will be evaluated based on the internship training rating sheet.

The transmutation of percent to letter grade is as follows:

90-100%.....	A
80-89%.....	B
70-79%.....	C
65-69%.....	D
0-64%.....	F

**Palau Community College**  
**Course Learning Outcomes**  
**TH 224 Internship – Hotel Operations**

During the course experience, the **course learning outcomes** (CLO) will be assessed through the use of signature assignments. A rating scale will be used to determine the students' proficiency level of each CLO using specifically aligned assignments. The numerical rating of 4,3,2 and 1 are not intended to represent the traditional school grading system of A, B, C, D and F. The descriptions associated with each of the numbers focus on the level of student performance for each of the course learning outcome listed below.

**Course Learning Outcome 1: Demonstrate proper employee behaviors and work habits.**

<b>Punctuality</b>	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
<b>Attitude</b>	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
<b>Dependability</b>	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
<b>Honesty</b>	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
<b>Personal Hygiene</b>	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
<b>Interpersonal Relations</b>	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)

**Course Learning Outcome 2: Perform tourism and hospitality hotel operation industry tasks as assigned by a site supervisor.**

Task/Activity Name	Rating Scale			
	4	3	2	1
<b>1.</b>	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
<b>2.</b>	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
<b>3.</b>	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
<b>4.</b>	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
<b>5.</b>	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)

**Palau Community College  
Internship Training Rating Sheet**

Student's Name: \_\_\_\_\_ Major: \_\_\_\_\_ Position: \_\_\_\_\_  
 Employer: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Evaluator: \_\_\_\_\_ Duration of Training: (From) \_\_\_\_\_ (To) \_\_\_\_\_

Employer's evaluation of student's internship training performance:

Rating Scale: 4 – Excellent (A) 3 – Above Average (B) 2 – Average (C) 1 – Below Average (D) 0 – Poor (F)

Behavior/Work Habit	4	3	2	1	0	Comments (Strengths or areas that need improvements)
1. Punctuality						
2. Attitude						
3. Dependability						
4. Honesty						
5. Personal Hygiene						
6. Interpersonal Relations						
<b>Task/Activity Name</b> (List all tasks/activities performed by the student during the internship period with your rating. Comments should be provided for each task.)	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>Comments (Strengths or areas that need improvements)</b>
1.						
2.						
3.						
4.						
5.						

Final Grade: \_\_\_\_\_

Evaluator: \_\_\_\_\_

Signature and Date

**PALAU COMMUNITY COLLEGE  
INTERNSHIP TRAINING PROGRAM  
PROGRAM EXPECTATIONS**

**Site Supervisor (Evaluator):** The site supervisor acts as the lead instructor. As such, it is his/her responsibility to assign tasks that are related to the student's major and to supervise as necessary such tasks. The level of supervision will depend on the task and the student's proficiency in that area. Tasks are to be recorded on the Internship Rating Sheet and the student will be rated according to the proficiency level he/she performed at during the time the student worked on such task. Comments should be provided for each completed task. Should there be any problems/concerns with the performance of the student intern, the site supervisor should contact and meet with the internship coordinator as soon as possible. A final grade will be given by the site supervisor based on the task ratings that the student earned through his or her performance of said tasks.

**Student Intern:** The student's responsibility as an intern is to successfully perform the necessary number of hours needed to complete the course requirement. As such, this student should have the attitude that this is his/her opportunity to practice his/her program learned skills in a work environment. He/she should perform the assigned tasks to the best of his/her ability, ask questions when necessary and seek assistance when needed. Should there be any problems/concerns with the site supervisor, the student intern should contact and meet with the internship coordinator as soon as possible.

**Internship Coordinator:** The internship coordinator is the liaison officer between the student and the site supervisor. It is his/her responsibility to place the student in an appropriate site location that best fits the student's program. In addition, the internship coordinator will conduct at least four (4) site visits during the internship duration. Any problems/concerns from either the site supervisor or student intern will be handled by the internship coordinator. In addition, the internship coordinator will be responsible for the assessments of both the course and the student. Assessment and grading will be based on the site supervisor's ratings and comments. The internship coordinator will submit both the final grade and the course assessment to the proper personnel.

## Internship Suggested Task List for Hotel Operations (AAS)

### A. Linen Room

1. Gather linens from the maids and restaurants.
2. Sort into the correct fabrics and colors
3. Wash using proper chemicals and filling the washer to the correct weight or volume.
4. Dry the laundry.
5. Fold using the prescribe methods
6. Store the laundry allowing it to relax
7. Deliver the linens to the maids' pantry

### B. Rooms

1. Check and follow procedures to the guestrooms,
2. Place the cart at the room's entrance
3. Enter the room announcing housekeeping three times.
4. Clean the room using the prescribed method
5. Make the bed using square/hospital corner.
6. Review safety practices with regards to blood borne pathogens
7. Clean the bathroom with proper chemicals and from top down to mopping the floor.

### C. Public Areas

1. Demonstrate proficiency for using cleaning equipment.
2. Demonstrate the steps used when cleaning public restrooms
3. Demonstrate the proper use of safety equipment usage and signs in the public areas
4. Practice using proper safety tips lifting heavy equipment

### D. Identify jobs at the Front Office and Lobby Areas:

1. Front Desk Guest Agents
2. Reservation
3. PBX (private branch exchange)
4. Night Audit
5. Bell Service
6. Valet
7. Cashier

### E. Reservations and Reception Functions:

1. Reservations process
2. Reservations and guest folio management
3. Reception and registration
4. Rooming and related guest services (i.e., Bell service)
5. Process vouchers for charges/credits
6. Identification verification
7. Manual credit card imprint
8. Coordinate with other departments

### F. Organize Guest Departure:

1. Review and check the expected departure
2. Prepare supporting bills
3. Recover room key from the guest
4. Handle individual, group and VIP check-out
5. Handle in-coming/out-going calls & wake-up calls,
6. Check Messages & telephone charges,
7. Operates & assists overseas calls.

**G. Functions of Security Division:**

1. Develop safety & security policies,
2. Enforce key control policies,
3. Arrange Patrol schedules,
4. Monitor Drivers,
5. Train employees on emergency & fire Procedures,
6. Monitor and enforce security issues of employees

**H. Functions of Maintenance & Engineering Division:**

1. Set-up systematic schedules of maintenance,
2. Follow established preventive procedures,
3. Check water quality,
4. Take an inventory of chemicals
5. Check cleanliness and organization of storage areas,
6. Monitor swimming pool and SPA,
7. Keep records of hotel equipment/inventories.

**I. Functions of Food and Beverage:**

1. Prepare dining/restaurant area for service
2. Prepare and set tables
3. Welcome and greet guests/visitors
4. Take and process orders
5. Serve and clear food and drinks
6. Close down restaurant/dining area

**J. Roles and Functions of a Host:**

1. Welcome with the Smile and spirit of Alii,
2. Be prompt/speed of service,
3. Serve guest sincerely from the mind and heart,
4. Look after the satisfaction of guests -feeling service was worthy,
5. Keep guests feeling safe and secure.