

COURSE OUTLINE

Internship

Course title

TH 225 – Tour Services

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:**

<u>0</u>	<u>12</u>	<u>12</u>
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 tour service 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 tour service 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

Course Learning Outcomes
TH 225 Internship – Tour Services (AAS)

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.

Punctuality	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)
Attitude	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)
Dependability	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)
Honesty	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)
Personal Hygiene	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)
Interpersonal Relations	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 tour service industry tasks as assigned by a site supervisor.

Task/Activity Name	Rating Scale			
	4	3	2	1
1.	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)
2.	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)
3.	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)
4.	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)
5.	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)

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						
	Task/Activity Name <small>(List all tasks/activities performed by the student during the internship period with your rating. Comments should be provided for each task.)</small>	4	3	2	1	0	Comments (Strengths or areas that need improvements)
1.							
2.							
3.							
4.							
5.							

Final Grade: _____

Evaluator: _____

Signature and Date

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.

Task List for Internship-Tour Services (AAS)

A. Greetings and basic office functions.

1. Demonstrate ability to use basic computer skills and handle telephone systems.
2. Make bookings in the hotel, restaurant, flight reservation and all other attractions.
3. Arrange for ground transportations and service for guests/visitors.
4. Construct itinerary and price structured based on the number of participants.
5. Welcome, and greet the guests at the airport, sea port and dock.
6. Anticipate ahead of time possible delays due to weather conditions, boats, and alertness of guests and cancellations of activities.
7. Understand the tour business policy on cancellations of bookings and convey that to guests as soon as possible.
8. Understand the entire itinerary, read and know the map.
9. Visualize the actual operation of the tour.
10. Know the timing in travel to and from the sites, dining and sightseeing information.
11. Explain the tour package components.
12. Understand how a traveler makes his/her travel reservations.
13. Understand various types of classes of travel offered by airlines.
14. Examine different fares for the same class of ticket.
15. Explain how hotels cater to groups and tour wholesalers.
16. Discuss guidelines of organizing a tour itinerary.
17. Understand and discuss types of room rates.

B. Knowledge of Safety and Security of Guests on land and sea.

1. Prepare and ready the boat for a tour.
2. Illustrate the steps of getting guests into or out of the boat & water
3. Understand the weather information and sea conditions.
4. Understand the basic first aid and CPR.
5. Go over Safety and security tips, including areas that guests should avoid after dark and be safe.

C. Successful Tour Guide or Operator Responsibilities.

1. Check /call the arrival terminal to confirm the actual arrival time at the airport and dock.
2. Have a ready-made Tour Guide Check List of guests & to do tasks.
3. Greet the guest and do briefings at the hotel or tour office.
4. Go over the dress code or appropriate clothing, sunscreen and insect propellant.
5. Lead a tour in a tourist attraction and/or inter-destination.
6. Determine promotional and marketing strategies of tour products.
7. Give an overview of environmental protection guidelines.
8. Provide the list of do's & don'ts of snorkeling, kayaking and diving.
9. Go over the emergency procedures,
10. Make use a first aid kit is available.
11. Able to organize and assist in various diving emergencies.
12. Recognize signs that a diver is distressed and in need of assistance.
13. Talk about unusual customs, taboos or helpful suggestions about an area.