

# HM 280 : HOSPITALITY MANAGEMENT INDUSTRY INTERNSHIP

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## Transcript title

Hospitality Indust. Internship

- Thinking and problem-solving skills
- Communication skills

## Credits

1-10

## Required materials

As required by internship site (employer)

## Grading mode

Pass/No Pass grades

## Total contact hours

30-300

## Other hours

30-300

## Prerequisites

instructor approval.

## Course Description

Serves as a supervised work experience within the restaurant management / hospitality industry designed to expand career knowledge and experiential confidence while increasing knowledge, speed, timing, organization and ability to execute industry skills on a repetitive basis. Provides a diverse work experience that is designed on a systematic rotation of different stations related to management functions within a restaurant or hospitality-industry venue. The internship is concluded by a final supervisor evaluation. P/NP grading.

## Course learning outcomes

1. Apply diligent management, leadership, and interpersonal skills.
2. Apply thorough customer service skills.
3. Demonstrate proficiency in the use of technologies specific to the hospitality industry.
4. Identify and apply rigorous food safety and sanitation practices.
5. Understand and demonstrate business and financial management.
6. Demonstrate basic measuring, conversion, food costing, and yield management practices.
7. Demonstrate proficiency with terminology and communication protocols specific to the hospitality industry.

## Content outline

- Sanitation and safety
- Food Service technologies
- Hospitality terminology and math
- Fundamentals of hospitality procedures
- Costing and pricing
- Menu analysis
- Laws governing the food service industry
- Employment literacy
- Personal skills related to employment
- Interpersonal skills and group dynamics