

GEORGE MASON UNIVERSITY
College of Education and Human Development
School of Recreation, Health, and Tourism

TOUR 241 (001) _ Hospitality, Tourism and Event Management Practicum
3 credits, spring 2019

Faculty

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Prerequisites: TOUR 200, TOUR 220, Sophomore Standing, and TOUR major status

University Catalog Description: Provides 120 hours of introductory supervised professional fieldwork experience in an approved tourism, events, or hospitality management setting for 10 to 14 weeks (10 weeks maximum for the Summer term) under the supervision of a practicum Faculty Supervisor and Agency Supervisor. Includes meetings and assignments before, during, and after the practicum. Start date is the first day of classes.

Course Overview

The student is assigned tasks and responsibilities and is held responsible for their completion, as well as an associated portfolio where all activities are documented. Students are expected to complete a minimum 120 hours over a period of 10 to 14 weeks. The number of weeks may be abbreviated for summer experiences.

Course Delivery Method

This course will be delivered using an internship and online format.

Learner Objectives

This course is designed to enable students to do the following:

1. Describe and analyze the managerial and operational structure of their practicum site;
2. Demonstrate skills and competencies in routine business administration (e.g., accounting and record keeping, planning, public relations, assessments, staff relation);
3. Evaluate their personal strengths and weaknesses in light of demands and expectations of employment in the various positions in the field; and
4. Set career objectives in the tourism and event management industry.

Responsibilities

Student responsibilities during the practicum

During the practicum, which involves a minimum of 120 hours, the student must meet certain responsibilities and obligations to the site and/or site supervisor, as well as to the university to fulfill their requirements. These include:

1. Reporting directly to the site supervisor for instructions. The practicum student is responsible for fulfilling their duties as stipulated by their supervisor, and for meeting their scheduled training commitments and arrangements;
2. Participating in orientation sessions with their site supervisor;

3. Familiarizing and abiding by all the rules, regulations, policies and procedures of the site applicable to their conduct while in the site's employment;
4. Becoming an integral and participating member of the site's staff;
5. Acting in a professional manner both as a site staff member and when dealing with the site's clientele. The student is a representative of GMU and an ambassador for the TEM program. A positive work experience effectively 'paves the way' for the future placement of other interns. It is therefore imperative that a cooperative attitude and good work record and habits be maintained for good rapport between the student, faculty supervisor and the Site;
6. Visiting, observing and participating, as appropriate, in various levels of the site's operations, including meetings, programs, projects and training sessions. This enables the student to strive toward higher levels of personal and professional growth and fulfillment;
7. Meeting with the site supervisor and the faculty supervisor during a routine on-site visit of the latter to the site, if such a meeting is practicable; otherwise, the faculty supervisor may contact the site supervisor by phone or e-mail for feedback regarding the student's performance;
8. Notifying the site supervisor in advance when it is necessary to be absent from work;
9. Participating in post-activity discussion with their site supervisor;
10. Each student enrolled in TOUR 241 must meet and share the responsibilities and *Practicum Portfolio Guidelines* requirements with their site supervisor as outlined below to earn a grade of Satisfactory (S)/Pass for the practicum experience. The *Practicum Portfolio* must be well organized (i.e., Table of Contents included, Tabs included, **information typed**, and otherwise professionally presented). The front cover and title page must include: **i) name of student, ii) name of practicum site, iii) course information (e.g., TOUR 241-XXX) and iv) the semester/year.** **Your practicum portfolio must be submitted electronically on Blackboard. Students must include samples of work completed during the practicum experience;**
11. Each student must also share the following site supervisor responsibilities with their site supervisor; and
12. **Ensuring that they stay in constant communication with their University Supervisor by regularly checking their George Mason University e-mail accounts and Blackboard, and responding to requests in a timely manner.**

Site Supervisor responsibilities during the practicum

The site supervisor plays a pivotal role in the lives of students at the personal and professional career level by offering advice, instruction and supervision that furthers a student's professional competence. By providing a challenging and stimulating work experience, students are allowed to discover their own strengths and weaknesses in their chosen professional career. Thus, the site supervisor is expected to assume responsibilities and obligations to the student and the Faculty supervisor that foster learning and are in line with the Tourism and Event Management's practicum course. These are summarized below:

1. Providing the student with a structured and supervised learning experience;
2. Preparing the site or institution staff for the arrival of the student, and orienting the student to the site's history (including organizational chart), philosophy, policies regulations, administration, programs and facilities in order to allow the student to function effectively in the practicum setting;
3. Providing timely and fair evaluative summaries of the student's work, including filling in a written *Final Practicum Performance Assessment Form*, which is sent confidentially to the student's faculty supervisor;
4. Immediately notifying the practicum faculty supervisor of any emerging condition that significantly affects the student's ability to succeed or complete the agreed upon practicum tasks;
5. Directly reimbursing the student for any costs they are authorized to incur on behalf of the site, or for reimbursable expenses identified in advance by the site; and

6. Accepting the student as a volunteer or paid member of staff (as applicable) and afford them all the rights and protections pertaining to that status.

Faculty Supervisor responsibilities during the practicum

1. Assisting the student to develop or acquire resources or skills necessary for the successful completion of assigned tasks;
2. Facilitating resolution of problems that may occur during the practicum between the student and the site;
3. Soliciting evaluative commentary and reports from the student and the site supervisor;
4. Receiving, reviewing, and evaluating required submissions from the student and site supervisor; and
5. Advising and assisting the site on matters pertaining to enrichment of the educational experience in the practicum.

Course Performance Evaluation

For additional details and templates of appendices, go to:

<https://rht.gmu.edu/hospitality-tourism-and-events-management/practicum-and-internship-experiences/>

During their work experience, students must fulfill specific requirements including completion of specified forms and assignments (**using the templates provided**) in order to be evaluated and receive a grade for their practicum. These include:

- Completing the mandatory, online pre-experience orientation.
- Submit the following on **Blackboard** prior to the onset of the practicum: Official Job Description as well as Appendices 3, 4, 5 and 6. **NOTE: The Experiential Learning Agreement must be signed by the Dean's Office before the practicum can begin. Students will be notified by their faculty supervisor once the Agreement has been signed. No hours completed before this notification can count towards the Practicum.**
- Working at the **approved** practicum site for a minimum of 120 hours of professional practice - for between 10 hours/week and 20 hours/week, depending on when the practicum is begun. Students may not work more than 40 hours/week;
 - Students must inform their faculty supervisor of their exact start date, and how many hours/week they will be working.
 - Students must notify their faculty supervisor, immediately if for any reason they are unable to work the stated number of hours/week.
 - As with any course, students will be required to provide documentation (such as a doctor's note) if they are unable to work a particular week due to an illness.
- Completing the Practicum Weekly Reports (Appendix 7), and submitting them with the Final Portfolio in Blackboard, *using the template provided*;
- Completing and submitting a Practicum Midpoint Report (Appendix 8), immediately after 60 hours have been completed, in Blackboard, *using the template provided*;
- Completing the *Practicum Portfolio* (Appendix 9), and submitting it in Blackboard or handing in

a hard copy during the Round Table Discussions. Samples of work can be photographed for inclusion in a digital portfolio.

- Attending the **mandatory** Final Roundtable Discussion. Two dates will be provided as options.
- Submitting the *Final Practicum Performance Assessment Form* (Appendix 10) completed by site supervisors;
 - Students **must provide their site supervisors with the form to be completed**. This form may be sent directly by site supervisors to the student's faculty supervisor once it has been completed and signed, or included in students' portfolios.
 - Students must encourage their site supervisors to send the evaluation by the date of the Final Roundtable Discussion, in order to meet grade submission deadlines,
- Meeting all other requirements outlined in this **Syllabus**, the **Practicum Manual (including its Appendices)**, and **all** communication from faculty supervisors and the internship coordinator.
 - Students are expected regularly check the Mason e-mail, and required to use their Mason **e-mail address only** for all course-related communication.

Grading Policy

Final Grade (*Satisfactory - S OR No Credit - NC*) will be based on the Faculty Supervisor's evaluation of the following:

- Completion of **mandatory** online orientation
 - Submission of initial paperwork
 - Completion and submission of weekly reports with the Practicum Portfolio.
 - Completion and submission of midpoint report immediately after the 60th hour is reached
 - Completion of hours (at least 120 hours) in the approved setting by deadline
 - Submission of site supervisor's Evaluation by deadline
 - Submission of Practicum Portfolio – must meet professionalism standards
 - Attendance to **mandatory** Final Roundtable Discussion
 - The timeliness and professionalism of your communication
 - The overall timeliness and professionalism of your paperwork and portfolio
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***** *Students' ability to pass this course depends on meeting all requirements as in the Syllabus, the Practicum Manual, and all communication from faculty supervisors and/or the internship coordinator, AND, doing so in a timely manner (by the due dates provided).***

Professional Dispositions

Students are expected to exhibit professional behaviors and dispositions at all times.

Core Values Commitment

The College of Education and Human Development is committed to collaboration, ethical leadership, innovation, research-based practice, and social justice. Students are expected to adhere to these principles: <http://cehd.gmu.edu/values/>

GMU Policies and Resources for Students

Policies

- Students must adhere to the guidelines of the George Mason University Honor Code [See <http://oai.gmu.edu/honor-code/>].
- Students must follow the university policy for Responsible Use of Computing [See <http://universitypolicy.gmu.edu/policies/responsible-use-of-computing/>].
- Students are responsible for the content of university communications sent to their George Mason University email account and are required to activate their account and check it regularly. All communication from the university, college, school, and program will be sent to students solely through their Mason email account.
- Students with disabilities who seek accommodations in a course must be registered with the George Mason University Office of Disability Services (ODS) and inform their instructor, in writing, at the beginning of the semester [See <http://ods.gmu.edu/>].
- Students must follow the university policy stating that all sound emitting devices shall be turned off during class unless otherwise authorized by the instructor.

Campus Resources

- Support for submission of assignments to Tk20 should be directed to tk20help@gmu.edu or <https://cehd.gmu.edu/api/tk20>. Questions or concerns regarding use of Blackboard should be directed to <http://coursessupport.gmu.edu/>.
- The George Mason University Writing Center staff provides a variety of resources and services (e.g., tutoring, workshops, writing guides, handbooks) intended to support students as they work to construct and share knowledge through writing [See <http://writingcenter.gmu.edu/>].
- The George Mason University Counseling and Psychological Services (CAPS) staff consists of professional counseling and clinical psychologists, social workers, and counselors who offer a wide range of services (e.g., individual and group counseling, workshops and outreach programs) to enhance students' personal experience and academic performance [See <http://caps.gmu.edu/>].
- The George Mason University Office of Student Support staff helps students negotiate life situations by connecting them with appropriate campus and off-campus resources. Students

in need of these services may contact the office by phone (703-993-5376). Concerned students, faculty and staff may also make a referral to express concern for the safety or well-being of a Mason student or the community by going to <http://studentsupport.gmu.edu/>, and the OSS staff will follow up with the student.

- For additional information on the College of Education and Human Development, please visit our website <https://cehd.gmu.edu/>. For additional information on the School of Recreation, Health, and Tourism, please visit our website [See <http://rht.gmu.edu>].

Note: Faculty reserves the right to alter the schedule as necessary, with notification to students.