

Florida Gulf Coast University
Resort & Hospitality Management
Student Field Experience Manual





**DIVISION OF RESORT & HOSPITALITY MANAGEMENT
FIELD EXPERIENCE LETTER OF AGREEMENT**

Student (please type or print in ink)

I, _____ (Student) agree to an internship agreement with
_____ (Employer) located in _____ (City), beginning on
_____ (Day and Date) and ending on _____ (Day and Date).

Supervisor of Student at Hosting Property (please type or print in ink)

The above company has agreed to employ the said student for the period of time indicated. The student and I, _____ (Name and Title) will meet weekly for discussions regarding progress. I will be responsible for the evaluations of the student and the overall supervision of the field experience. My phone number is _____. I am in the _____ Department. The Employer confirms its commitment to not discriminate based on race, color, religion, disability (or handicap), sex, national origin, marital status, sexual orientation or veteran status.

The student shall be considered a member of the professional staff and have the accompanying responsibilities and privileges. It is required that the student work a minimum of 500 total hours (equivalent to 3 university credit hours). If a student wishes to complete the field experience within one semester, then the student should work approximately 35 hours per week. If the student and employer agree to a longer time frame, then the students schedule may vary to meet employer needs or the student's class schedule.

PURPOSE

The parties specified in this Agreement have determined that they have a mutual interest in providing for student learning experiences with the above Employer. Florida Gulf Coast University has determined that student placements with Employer are consistent with the goals and objectives of the curriculum and will enhance the program of study.

TERM

Effective date for the Agreement shall be the date indicated above. It shall run continuously without necessity for renewal.

Either party, upon written notice of at least fourteen (14) days, may terminate this Agreement.

STUDENT (please print)

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ FGCU Email _____

EMPLOYER (please print)

Organization/Company Name _____

Address _____

City _____ State _____ Zip _____

Site Supervisor/Mentor's Name _____ Title _____

Phone _____ Email _____

FIELD POSITION (To be completed by Organization/Company)

Field Experience Position Title: _____

I have read and reviewed the Field Experience Agreement attached

Student Signature _____ Date _____

Employers HR Director/GM Signature _____ Date _____

Field Experience Approved by Florida Gulf Coast University Board of Trustees:

Dean/Designee Signature _____ Date _____



**RESORT & HOSPITALITY MANAGEMENT
PROGRAM
FIELD EXPERIENCE
REQUIREMENTS**

ENCLOSED:

- Student checklist**
- Supervisor field experience work confirmation**
- Field experience evaluation**
- Paper assignment**



RHM FIELD EXPERIENCE STUDENT CHECKLIST

IDENTIFY FIELD POSITION

Find an industry employer in the business of selling or directly supporting services in one of the following sectors:

- ❖ Lodging (hotels, resorts, inns, motels, bed & breakfasts, etc.)
- ❖ Food & Beverage (restaurants, bars, clubs, institutional food service, etc.)
- ❖ Transportation (airlines, car rental firms, rail, cruise ships boat or ferry, etc.)
- ❖ Tourism (tour operators, travel agencies, tourist information offices, etc.)
- ❖ Events/Recreation (theme parks, national parks, ski areas, golf courses, marinas, sports arenas, entertainment companies, etc.)
- ❖ Private Clubs (country, yacht, residential, etc.)

The employer must agree to evaluate your performance and provide at least 500 hours of industry work experience. You must visit the RHM website and view the list of job openings. If you need assistance or suggestions, please contact Ms. Jennifer Jordan McGurk, Internship Coordinator at 239 590 1460 or jenmcgurk@fgcu.edu.

Note: Credit for field experience is only given for work completed during the time the student is a declared RHM major.

BEFORE BEGINNING OF FIELD EXPERIENCE

Notify Jennifer Jordan McGurk, Internship Coordinator, of the employment opportunity for approval.

***note – Non-industry specific retail positions are not appropriate field experiences. Only hospitality related positions will be accepted.**

REGISTRATION

Register on *Gulfline* for course number HFT 4944 (3 credit hours).

Faculty assignments by alphabet:

A-G, Dr. George Alexakis

H-N, Dr. Mary Wisnom

O-Z, Dr. Sherie Brezina

Spa and Event Management Students, Dr. Mary Wisnom

All Students for Summer Semesters, Dr. Sherie Brezina

Turn in the Letter of Agreement to Jennifer Jordan McGurk, Internship Coordinator, within **two weeks** of signing up for the course. Agreement can be obtain from the RHM office or online at:
<http://cps.fgcu.edu/Resort/Files/FieldManual.pdf>

MONTHLY ACTIVITES LOG

Keep a monthly log that highlights essential job tasks or responsibilities and running total of hours worked (see attached for official form). Logs must be turned in with the final report.

CONTACT

Maintain contact with Jennifer Jordan McGurk, Internship Coordinator by phone at 239 590 1460 or email jenmcgurk@fgcu.edu at least once a month.

AT THE COMPLETION OF 500 HOURS

- a. Student will request their Supervisor to complete Field Experience Evaluation Form and confirm hours worked.
- b. Prepare a final three to five page paper. See attached paper requirement.
- c. Student completes a site evaluation.

FORMS TO BE TURNED INTO INTERNSHIP COORDINATOR

- a. Final Paper (three to five pages).
- b. Monthly Activities Log.
- c. Field Experience Evaluation and hours worked, completed by the Employer.
- d. Field Site Evaluation, completed by the student.

INCOMPLETE

The student is responsible for the completion of all academic requirements as stated on the completed Field Experience Letter of Agreement. If you have not completed the 500 required hours, email your RHM advisor and copy Jennifer Jordan McGurk, Internship Coordinator, at least one week before the end of the semester and request an “I” (for incomplete). Hours **must** be completed within one year of receiving an “I” or your grade will become an “F”. Please note that an “I” does not affect your GPA.

PROCEDURE FOR “BANKING” HOURS

Declared RHM major students that wish to begin completing field experience hours before the semester that they register for the field experience may do so and “bank” the hours of work. All field experience paperwork must be approved and filed with RHM Division Internship Office before “banking” hours.



SAFETY GUIDELINES

BEFORE THE FIELD EXPERIENCE

Before finalizing your field experience site, talk to the supervisors, visit the site and do a safety checklist including:

1. Parking availability.
2. Walking distance from the parking area to the work area.
3. Lighting.
4. Landscaping of the area.
5. Additional security the site offers.
6. Employee safety concerns.
7. Talk to supervisors on security issues.

AFTER THE FIELD EXPERIENCE

Include in your paper a section which covers:

1. Describe the reasons you felt safe or unsafe at the site.
2. Make suggestions for possible safety improvements at the site.

FIELD EXPERIENCE provides students with a unique learning experience blending academic study with hands-on training in their chosen field. When at an off-campus workplace, however, students should always take safety precautions.



College of Professional Studies
 Division of Resort & Hospitality Management
 10501 FGCU Boulevard South
 Fort Myers, Florida 33905-6565

Field Experience Hours Confirmation

(To be completed by Employer)

Employer _____

Site Supervisor _____ Title _____

Email _____ Phone _____

Address _____

Student Name _____

Student Position _____

I, _____ (name of supervisor) confirm that _____

(name of student employed) has worked a minimum of 500 hours for _____

(name of business/organization) and that I have reviewed the student employees field experience journal/log and it

is an accurate representation of the students work responsibilities and hours completed.

Supervisor Signature: _____ Date: _____

Student Signature: _____ Date: _____



Employer Evaluation of Student's Field Experience

4= Always, 3 = Frequently, 2=Occasionally, 1=Rarely, 0= Never (Use this scale for ratings below):

Area of Evaluation	Examples	Rating
Punctuality	Arrives to work on time	4 3 2 1 0
	Ready to start shift upon arrival	4 3 2 1 0
Appearance	Wears proper uniform/attire	4 3 2 1 0
	Uniform is clean	4 3 2 1 0
	Student is properly groomed	4 3 2 1 0
Attitude	Has a positive attitude	4 3 2 1 0
	Enthusiastic about responsibilities	4 3 2 1 0
Quality of Work	Completes tasks assigned	4 3 2 1 0
	Performs according to company standards	4 3 2 1 0
Technical Skills	Practices skills that they have been taught	4 3 2 1 0
	Learns new skills on schedule	4 3 2 1 0
Communication Skills	Communicates effectively	4 3 2 1 0
	Asks appropriate questions	4 3 2 1 0
Initiative and Motivation	Seeks tasks to perform	4 3 2 1 0
	Eager to learn new things	4 3 2 1 0
	Performs tasks without direction	4 3 2 1 0
Time Management	Organizes own work	4 3 2 1 0

Comments

Major strong points are:

1. _____
2. _____
3. _____

These can be strengthened further by doing the following:

Areas for improvements are:

1. _____
2. _____
3. _____

These can be strengthened by doing the following:

In evaluating his/her potential as a resort & hospitality management professional, how would you rate this individual? (circle one)

1. Very high
2. High
3. Average
4. Low
5. Should Not Continue in the RHM Industry

Student Signature _____ Date _____

Supervisor Signature _____ Date _____

What letter grade would you give this student for the field experience with your business/organization: (please circle)

A A- B+ B B- C+ C C- D+ D or F

*Thank you for hosting a Resort & Hospitality student from FGCU.
We appreciate your continued support of our program and look forward to working together in the future.
Please direct all internship correspondence to:*

Jennifer Jordan McGurk
Internship Coordinator
Division of Resort & Hospitality Management
10501 FGCU Boulevard South
Fort Myers, Florida 33965-6565
Tel: 239 590 1460 or Email: jenmcgurk@fgcu.edu



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Field Experience Evaluation
(To be completed by student)

Division of Resort & Hospitality Management

Student Name _____

Field Experience Period _____

Organization/Company Name _____

Supervisor Name/Title _____

Please circle your answers using the following guidelines:

- 5 – Strongly Agree
- 4 – Agree
- 3 – Neither Agree nor Disagree
- 2 – Disagree
- 1 – Strongly Disagree

The job provided me with an educational and meaningful experience	5	4	3	2	1
The experience reinforced my desire to continue in FGCU’s RHM program.	5	4	3	2	1
The experience reinforced my desire to continue in the resort/hospitality industry.	5	4	3	2	1
My supervisor provided me the necessary coaching, mentoring, and development	5	4	3	2	1
My supervisor periodically discussed my performance with me	5	4	3	2	1
The work based learning experience met my expectations	5	4	3	2	1
I would recommend this field experience to future students.	5	4	3	2	1
I would like to complete my FGCU Internship Experience at this site.	5	4	3	2	1

Please provide comments for any of the above in which you circled 2 or below:

Student’s Signature: _____ Date: _____



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Monthly Activities Log
(To be completed by student)

Name _____

Month _____ Hours worked _____

The following information highlights my monthly activities and responsibilities.
 The information below will be used to compose my paper and must be turned in with the final report.
 (please make copies)

Week 1	# of hours completed
Week 2	# of hours completed
Week 3	# of hours completed
Week 4	# of hours completed

GUIDELINES FOR COMPLETION OF FINAL REPORT

Your Field Experience written report is due:

Fall Semester: the first Friday in December

Spring Semester: the first Friday in April

Summer Semester: second Friday in July

Write a three to five page, APA Style double spaced report answering the following:

Property Description:

- History and background
- Type of property (e.g. hotel, resort, private club, restaurant, etc.)
- Level of service provided (e.g. family style, fine dining, economy, etc.)
- Services/amenities offered
- Type of management (e.g. independent owner, franchise, corporate, etc.)
- Location
- Guest (what consumer market did the property appeal to?)

Summary of Training: Using your journal entries, describe the training you were given, including orientation sessions and special classes. This should include:

- Policies learned
- Procedures learned
- Equipment used
- Concepts learned

Description of experience:

- Duties that you performed
- New procedures that you learned
- Significant events that you experienced
- How you applied skills that you have learned in the classroom
- What did you learn about yourself and your career goals? List strengths and weaknesses. Include in your plan ways you plan to improve upon your weaknesses.
- Your relationship with co-workers, supervisors, and guests

Safety:

- Describe the reasons you felt safe or unsafe at the site.
- Make suggestions for possible safety improvements at the site.

Summary:

- What was the hardest thing you had to do?
- What was the most important thing you learned?
- What became clear to you that were not evident before you began the Field Experience?
- Do you think the evaluation and grade your supervisor gave you is fair? Why/why not?
- I would/would not recommend this field experience to other FGCU students. Why/why not?