



## School of Applied Sciences

# Hotel Management (HMAN) B.Sc. Program

## Course Syllabus

Course Title	Internship II
Course Code & Section	HMAN 300
Semester	Summer
Course ECTS Credit(s)	2
Pre-requisite & requirements	HMAN200
Co-requisite & requirements	None
Instructor	Hanım Kader ŞANLIOZ ÖZGEN
Office / Phone	0216 564 9589
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Web Page	n/a

### **Mission of the Özyeğin University**

Özyeğin University's mission is to create, share, and apply knowledge in the service of society. Our applied research agenda creates useful knowledge. We share our knowledge through our educational programs which transform the lives of our students. Application of this knowledge generates economic benefits to the society through start-up and spin-out companies, and through improved efficiency and productivity for existing companies.

### **Mission of the School of Applied Sciences**

The School of Applied Sciences' mission is to cultivate efficient and internationally recognized hotel and/or culinary arts professionals who can establish their own businesses upon graduation or build their careers up to executive management positions with international hotel and/or restaurant chains.

### **Mission of the Hotel Management Program**

The Hotel Management Program's mission of the School of Applied Sciences at Özyeğin University is to educate future hospitality leaders possessing entrepreneurial, innovative, and problem solving characteristics, enhanced with practical skills and know-how, leading to the creation of added-value upon successful completion of the academic degree in a well-designed career path.

<b>HMAN Program Learning Outcomes</b>		<b>CLO*</b>
<b>1</b>	Demonstrate knowledge of general management concepts and their applications	<b>X</b>
<b>2</b>	Demonstrate knowledge of hotel industry-specific concepts and their applications	<b>X</b>
<b>3</b>	Utilize appropriate techniques and tools to perform operational tasks and duties in hospitality industry	<b>X</b>
<b>4</b>	Seek, discover, compare and contrast relevant information for critical thinking, leading to effective decision making	<b>X</b>
<b>5</b>	Generate, describe and justify solutions to problems	<b>X</b>
<b>6</b>	Distinguish and interpret human feelings for better understanding of human behavior	<b>X</b>
<b>7</b>	Apply communication skills as a basis for verbal and written persuasive communication	<b>X</b>
<b>8</b>	Recognize and appreciate cultural and individual differences for a productive multi-cultural social and professional environment	<b>X</b>
<b>9</b>	Associate situational factors with the most appropriate leadership styles	<b>X</b>
<b>10</b>	Constantly seek ways to develop personal and peer's potential	<b>X</b>
<b>11</b>	Recognize ethical considerations affecting social interactions in general and hotel operations in particular	<b>X</b>
<b>12</b>	Integrate sustainable development as a core concept to the overall management strategy	
<b>13</b>	Develop an appreciation for culture and fine arts	<b>X</b>
<b>14</b>	Observe and analyze social, legal and technological environmental dynamics affecting the society and the individual	<b>X</b>
<b>15</b>	Effectively develop and utilize social and professional networks	<b>X</b>

*\*Course Learning Outcome*

### **Course Learning Outcomes**

Upon successful completion of the course, the learner is expected to be able to:

1. Describe how managerial theories are reflected in real-life situations
2. Identify and analyze managerial approaches of the superiors in guiding their employees
3. Accomplish specific tasks assigned to them through their immediate supervisors/managers
4. Recognize the different expectations of guests and supervisors/managers
5. Find and propose potential solutions to various managerial problems experienced with guests, staff and purveyors
6. Appreciate the role of professionalism in the workplace by complying with the company's rules and regulations
7. Compile, classify, interpret quantitative data and report findings
8. Apply persuasive communication skills when dealing with people within the work environment including guests

### **Course Description**

Students complete a full summer, hospitality work experience at a hotel, a resort, a club, a theme park, a convention center or on a cruise-line ship, providing them with real-life experiences that cannot be simulated in the classroom. Interns are to be evaluated by an academic supervisor as well as the internship coordinator on a regular basis.

### **Instructional Methods**

On the job training program of the institution.

## Course Requirements

1. Students should respect the procedures in the SAS Rules and Regulations for Internships and submit all the relevant forms to Internship Coordination Office promptly and punctually.
2. Students should also respect rules and regulations of the institution where they are employed as interns.

## Assessment Methods

Students are required to submit biweekly Interim Activity Report during the internship. At the end, each intern student will prepare a final report and present it in front of a jury from the selected faculty of the School of Applied Sciences.

Presentation*	45%
Interim Reports (6x)	20%
Final Report*	20%
<u>Intern Evaluation Form**</u>	<u>15%</u>
<b>TOTAL</b>	<b>100%</b>

\*Average of the evaluations by the jury members.

\*\*Evaluation by the person in charge of the intern at the institution.

## Grading Standards

Letter Grade	Weighted Points	Range of Points
A	4.00	100,00 – 96,00
A -	3.70	95,99 – 91,00
B +	3.30	90,99 – 87,00
B	3.00	86,99 – 83,00
B -	2.70	82,99 – 78,00
C +	2.30	77,99 – 74,00
C	2.00	73,99 – 70,00
C -	1.70	69,99 – 65,00
D +	1.30	64,99 – 60,00
D	1.00	59,99 – 55,00
F	0.00	54,99 – 0,00

## Policies

Kindly refer to Özyeğin University-Rules and Regulations for Undergraduate Programs details at;  
<http://www.ozyegin.edu.tr/Ogrenci-Hizmetleri/Ogrenci-Hizmetleri/Yonetmelik-ve-Yonergeler>

### **ARTICLE 29 –**

**(1)** Students may file a written petition at the Dean's/Director's Office of their faculty/school within five business days from the announcement of the exam results to request that their examination results be reviewed.

**Honor System**

Each student is expected to abide by the academic honor system. Based on the University's standards, any act of **plagiarism, falsification, cheating** or any intent to copy even part of any work previously submitted shall be considered to constitute an academic misconduct. In case of the occurrence of a similar event, necessary disciplinary action will be taken.

**OTHERS: Emergency Procedures****SECURITY AND EMERGENCY**

For Çekmeköy campus security (and emergency), please call 9155 (7 days, 24 hours)

For health-related matters please call the university doctor on 9112.

**Note:** The instructor reserves the right to make appropriate changes to the course content, assignments and grading etc., to keep the course current and updated.