



**HOSPITALITY
MANAGEMENT**

Student Handbook



2017



Student Handbook

Hospitality Management Program

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WELCOME TO THE HOSPITALITY MANAGEMENT PROGRAM

Cuyahoga Community College welcomes you to the Hospitality Management Program. This handbook provides you with information needed for your success as a student in Culinary Arts, Restaurant/Food Service Management or Lodging and Tourism Management disciplines. Save this handbook for future reference, and refer back to it if you are unsure of any information or need clarification about the program.

HOSPITALITY MANAGEMENT PROGRAM MISSION, VISION & VALUES

MISSION STATEMENT

The Hospitality Management Department mission is to serve students from diverse backgrounds, seeking to enhance their individual worth and professional potential, by delivering quality educational programs in Culinary Arts, Restaurant Management, and Lodging and Tourism. The department strives to ensure the success of each student and to meet the needs of local industry and the community by offering relevant courses with outstanding delivery.

VISION

The Hospitality Management Department is a leader in quality educational programs in Northeastern Ohio and will be recognized as such throughout the region.

VALUES

- We believe in fostering academic excellence that prepares graduates for careers, reflects the needs of the business community, and fosters personal growth and professional success.
- We believe in honest and robust conversation that celebrate our success and provides insight and opportunities for continuous improvement.
- We believe the student is the most important person here and must commit to be an active participant in the educational process.
- We believe in providing value for the graduate's investment of time and money.
- We believe that student, alumni, and industry employer satisfaction contributes to our success.
- We believe in civic and professional service.
- We believe in mutual respect, active participation and collaboration amongst our entire staff while cultivating an environment that celebrates creativity, diversity and excellence.
- We believe that faculty and staff development, satisfaction, engagement and responsibility are essential to productivity, growth, and excellence.
- We believe in continued department improvement and effective management of change.
- We are committed to operating with integrity and cultivating integrity within our students.
- We seek to do the right thing in all circumstances.

STUDENT ACADEMIC INFORMATION

Student Conduct and Expectations

Student Conduct and Academic Honor Code Policy Ohio Revised Code Section 3354.09
3354:1-32-08 (see Ohio Revised Code for more on this subject: codes.ohio.gov)

Student conduct and academic honor code policy.

Section (A) subsection (4) “all academic work will be done by the student to whom it is assigned, without unauthorized aid of any kind.”

Section (B)

“A student who violates College regulations or whose action is unbecoming of a college student may be placed on disciplinary probation or be dismissed from the College depending upon the seriousness of the situation.”

(B) Types of academic misconduct, which may warrant penalties:

- (1) Cheating on a quiz, exam, or other written assignments
- (2) Plagiarism of any kind
- (3) Unauthorized giving or receiving of a copy of an exam, or quiz, questions or other written assignments
- (4) Any second (or additional) instance of academic misconduct
- (5) Having someone else take an examination for a student, taking an examination for a student, submitting a term paper or term project written by someone else, or writing a term paper or preparing a term project to be submitted by someone else.
- (6) Burglary resulting in the theft of an examination or quiz or other instructional materials related to a course.
- (7) Misuse in any manner of academic computing systems, including hardware and software.

(C) Penalties for the above-named examples of academic misconduct may range from a reprimand from the instructor to a less-than-satisfactory letter grade for the assignment, examination, or for the course, to dismissal from the college.

Hospitality Management																		
TBI	CRN	Subj	Crse	Campus	Cred	Title	Days	Time	Cap	Act	Rem	WL	WL	WL	Instructor	Date	Location	Attribute
							Cap			Act			Rem			(MM/DD)		
	82168	HOSP	1010	East	2.000	Introduction to the Hospitality Industry	S	08:00 am-09:59 am Weekend	25	10	15	12	0	12	Ky-wai Wong (2)	08/29-12/19 Full Term	East Education Center 156	
	82839	HOSP	1010	Off Ca	2.000	Introduction to the Hospitality Industry	M	09:00 am-11:59 am Day	24	21	3	12	0	12	TBA	09/29-12/19 Full Term	Hospitality Ctr Public Sq 114	Off-Campus Metro

YOUR COURSES

Credit Hours

Course credits listed before the course title. For example, two credits are indicated as 2.00 Semester Credits. The number of credits for a course does not necessarily equal the number of hours that the course meets in one week.

Prerequisites

Some courses require specific courses be completed prior to enrolling. It is the student's responsibility to complete prerequisites before enrolling in a specific course. PREREQUISITES ARE CHECKED BY THE COLLEGE SYSTEM AT THE TIME OF REGISTRATION. If you are unsure that you have completed prerequisites, you should meet with your Hospitality faculty advocate, or hospitality staff PRIOR to registering for that course. You should be meeting with your Hospitality faculty advocate every semester PRIOR to registering. You are assigned a faculty advocate who will guide you through your academic plan and help ensure that you are on track to graduate and meet your goals in the shortest, most effective time possible.

Course Syllabus

In the course of your college career, you will encounter instructors with different teaching styles and who may require different objectives from their students. The course syllabus is the framework for your classes. Instructor expectations of students, as well as what students can expect from the instructor is in the syllabus. It includes grading and requirements to earn the highest grade possible. A syllabus is a wealth of information and includes, among other things, how to contact your instructor, the class-meeting schedule, dates indicating when the college will be closed, course objectives (what you can expect to learn), and college wide policies.

Please read your syllabus very carefully to ensure you are aware of all policies, important dates, assignment due dates, and grading criteria. If you have any questions after reviewing your syllabus, schedule an appointment to meet with the specific instructor to discuss your concerns.

Evaluation and Grading

Grading is always a subject of discussion and sometimes an area of misunderstanding between students and faculty. Each instructor selects the grading scale and criteria best suited to the individual course they teach. Faculty, administration, and industry mentor committee members, review grading criteria for all courses. Students are welcome to make suggestions on improving the grading for an individual course. However, they must understand if approved, it may not appear until a future semester.

It is important for students to understand what grades reflect and what they do not reflect.

- Grades reflect your level of demonstrated proficiency as it relates to your understanding, retention, and interpretation of lecture materials, classroom discussions, reading materials, video assignments, internet assignments, guest speaker presentations, and field trip experiences within an individual course.
- Grades reflect your demonstrated ability to follow instructions, procedures, and standards of operations.
- Grades reflect your demonstrated ability to communicate effectively both verbally and with written correspondence.
- Grades reflect your demonstrated ability to relate past knowledge and experiences to current course work.
- Grades reflect your demonstrated growth in gaining new skill and knowledge while sharpening the knowledge and skills already obtained.

Grades do not judge you as a person, determine your success or failure in life or your career, measure you against other students, or measure your ability. Grades measure what you do in relationship to course expectations. Grading is also a method of evaluating proficiencies to determine areas that may be below industry expectation.

Grade Disputes - The Goal is Resolution

Anyone can make a mistake grading a test or project. When a student does not agree with the grade earned, follow this procedure:

Step One - Stay Calm. (Since grades can be an emotional issue, it is best to take a few minutes to review the grade and determine the mistake.)

Step Two - Prepare to show evidence of the mistake. (Find the page of correct answer, document from handouts or notes, etc.)

Step Three - Make an appointment to discuss the matter with the instructor within 60 days after the disputed grade is recorded. Never argue grades during or just after class. Your grades are a private matter between you and the instructor.

Step Four - Ask the instructor to review your work and ask for the reason for the grade. Point out any evidence of the mistake. If you do not understand the reasons, or if you disagree with the instructor's final decision of that grade, go to the next step.

Step Five – File a written notice to make an appointment with the Associate Dean of Hospitality to discuss the specific class and grade you are questioning within 10 days of your meeting with the instructor. The dean will review the syllabus criteria for the grade; investigate solutions to disputed questions, etc. If you are not satisfied with the outcome of the meeting with the dean follow the next step.

Refer to the College student handbook for procedures.

Student Complaints-The Goal is Resolution

The student complaints process does not apply to grade disputes, which are addressed above. Any student who is dissatisfied with an aspect of his or her collegiate experience involving a faculty member or other employee may seek resolution of the matter with the College, as follows:

Step One - The student must initiate the matter orally with the faculty member or other employee who is the focus of the complaint within a reasonable time frame.

Step Two - That individual will meet with the student, listen to the facts and circumstances surrounding the complaint, and provide a response to the student.

Step Three - In the event the student is not satisfied, he or she may appeal by explaining the complaint fully in writing to the associate dean of the faculty member or supervisor of the individual who is the focus of the complaint.

Step Four - The associate dean will meet jointly or independently with the student and faculty member (or the appropriate supervisor will meet jointly or independently with the student and individual who is the focus of the complaint) within fifteen (15) days following receipt of the complaint.

Step Five - The associate dean or supervisor will review the facts and circumstances and provide the student with a written response. This decision will be final. The associate dean or supervisor shall send a copy of the decision to the campus president.

Any student who is dissatisfied about an issue that does not involve a faculty member or other employee, or that involves an employee whose office or normal work location is not at a campus, College site or Corporate College location, may seek resolution of the matter as follows:

Step One - The student must address the complaint in writing to the executive vice president of Access, Learning and Success. The executive vice president of Access, Learning and Success or his/her designee shall receive the complaint and shall communicate the College's decision regarding the complaint to the student within fifteen (15) days of receipt of the written complaint.

Step Two - The decision communicated in prior paragraph will not be subject to student appeal.

Technology Learning Center

There is no Technology Learning Center located at the Hospitality Management Center at Public Square. There are several computers designated for student use. Please be considered of your fellow classmates when using the computers. When you have time consuming homework to do on the computer, please go to one of the campus' Technology Learning Centers at the Metro or Eastern Campus.

METROPOLITAN CAMPUS

The Technology Learning Center is located on the second floor of the TLC building room 256, at the Metropolitan Campus on E 30th Street and Woodland Ave. This is connected with the Health Careers and Sciences building.

EASTERN CAMPUS

The Technology Learning Center is located in an open area next to the library on the 3rd floor of the ESS building.

You must have your student ID with your student number listed to use the centers.

The hours of operation for both TLCs are:

Monday-Thursday	8:00 am - 8:00 pm
Friday	8:00 am - 5:00 pm
Saturday	9:00 am - 2:00 pm

CLASSROOM EXPECTATIONS

Learning is a cooperative effort between the faculty and the students of the Hospitality Management Program. The expectation is that students contribute to the learning environment through their attitudes and behaviors in and out of the classroom.

Conduct

The Associate Dean of Hospitality and all faculty members expect that each student will be disciplined and respectful both to the instructor and to their fellow students. Therefore, disruptive talking, speaking out of turn and inappropriate language or disrespect will not be tolerated. Students exhibiting this type of behavior will be asked to leave the classroom. The instructor will notify the Associate Dean and file an appropriate formal complaint to Student Affairs who will investigate and determine appropriate action.

Tardiness

This is a distraction to the instructor and other students. Do not register for a class unless you expect to be able to attend every meeting on time. If you arrive late, do not disrupt the class or the instructor.

Leaving class before dismissal by instructor

Take care of all personal business before class and stay until the end of the required time. Do not begin packing belongings until the class is over and dismissed by the instructor.

Textbooks, assignments, etc.

For the sake of your own learning and your contribution to other students' learning, you should come to each class meeting with the required textbooks and materials and with all reading and assignments completed.

Eating

Lecture classes No eating permitted at any time.

Laboratory classes, particularly food preparation, require that you taste products produced. Students must use provided tasting spoons when sampling. Eating and drinking while in the kitchen laboratory is restricted, and regulated by food safety and sanitation laws. Only beverages in closed containers may be in laboratory areas.

Ohio Administrative Code 3717-1-02.3 (A) states:

“An employee shall eat, drink, or use any form of tobacco in designated areas where the contamination of exposed food; clean equipment, utensils, or linens; unwrapped single-service or single-use articles; or other items needing protection cannot result. This does not prohibit a food employee from drinking from a closed beverage container if the container is handled to prevent contamination of: (1) the employee’s hands; (2) the container; and (3) Exposed food; clean equipment, utensils or linens; or unwrapped single-service or single-use articles.”

Student Dining Room

Students create a dining experience in the HOSP 1650 and HOSP 2350 courses. Fellow students are encouraged to utilize the restaurants, Café 4250 at the Eastern Campus and The A’ Le Re (AL-A-RAY) at the Jerry Sue Thornton (JSTC) during the restaurant’s regular hours of operations. Reservations are strongly recommended.

At the HMC, popcorn and coffee are located in the back vending area and are provided free of charge to all Hospitality Management students. **WE ARE HOSPITALITY!** Our facility needs to be welcoming, pleasant and pristinely clean at all times.

The Hospitality Management Center often hosts events for College departments, as well as community members and organizations. Therefore, visitors are in the facility all the time. You are expected to be respectful, hospitable, courteous and friendly. **Food buffets and coffee stations ARE NOT for student consumption.** Guests have paid for those services. Students may not help themselves to food buffets or coffee service.

Personal Use of Facilities

The laboratory kitchens are not for personal use. There is no cold storage available. Additionally, students may not enter a kitchen during a laboratory class and use the microwave without the express permission of the chef instructor.

Notes: _____

FOOD PREPARATION LABS

Dress Code

Uniform

- White Chef Hat purchased in the campus Book Store
- White cleaned and pressed Tri-C Chef Coat purchased in the campus Book Store
- White and Black Check Pants, clean
- White Apron, clean
- White under garments so that no printing or color is showing through the chef jacket
- Food Grade Thermometer
- Approved Knife Kit purchased in the campus Book Store
- Black leather non-slip shoes, no sporting type shoes
- Appropriate Text Book, as required for class

Metropolitan and Eastern Campus Book Stores sell hospitality uniforms and knife kits.

Prices:

Chef Apron \$13 Chef Jacket \$34 Chef Pants \$29-31 Chef hat \$13
Knife Kit \$159

The only acceptable uniform is a CLEAN AND PRESSED uniform. Students starting in Basic Food Preparation (1031) and Baking (1552) will have two class meetings to obtain their uniforms. Students should consider dropping the course if unable to obtain their uniform by the third meeting of class.

Students in all Laboratory (Kitchen) classes are required to have two full sets of uniforms so they have a clean uniform available for the many lab classes they take each semester. Students in kitchen labs subsequent in sequence to HOSP 1031 must have the correct uniform with them on the first day of class. If they do not have the proper uniform, they will not be able to participate in the laboratory part of class for the day, losing all points from their Laboratory Evaluation Form. Students should consider dropping the course if by the second-class meeting they do not have their uniforms.

Shoes

- Closed-toed, black leather, non-slip shoes are required. Shoes are to be purchased on your own.
- All shoes must be skid resistant (Chef Clogs are acceptable). Sandals, sneakers, Crocs, shoes with high heels, and shoes with open toes are not acceptable.

Hair restraints

- The only acceptable hair restraint is a White Chef Hat
- Long hair and bangs must be tied-back AND tucked under the hat. Hairnets may be needed for longer hair.
- **All students must be cleanly shaven or wear a beard net.**

Nails

- No artificial nails
- No nail polish
- The maximum nail length is ¼ inch

Jewelry

- According to the Cuyahoga County Board of Health and the Ohio Administrative Code Chapter 3717-1, dated March 1, 2001, ‘While preparing food, food employees may not wear jewelry on their arms or hands.’ This prohibition does not apply to a plain, metal ring such as a wedding band.
- No visible body piercings allowed in Lab class.

Any infractions will result in loss of laboratory points and not being able to participate in the laboratory section of class.

Hygiene

- Students shall not eat, drink, in any lab unless allowed by instructor.
- Students shall not use any form of tobacco.
- Tasting spoons used only once and discarded when tasting foods.
- Students may have closed beverage containers in the laboratory as long as the container prohibits contamination of food.
- Students should be odor free, (shower, use deodorant, and little to no aftershave or perfume).
- Male students clean-shaven. Unshaven students must wear a beard net.
- Wash hands with soap and water before working with food. Do not dry hands on dish or side towels
- Wash hands after using a handkerchief and before handling foods.
- Avoid touching hair or face while working with food. If you do, wash your hands after contact, and before handling food.
- While in the lab (food prep areas or dining room), no grooming of hair is allowed.
- **WASH YOUR HANDS, WASH YOUR HANDS, AND WASH YOUR HANDS!**

Notes: _____

PERSONAL BELONGINGS

Locker MUST be removed every day!

Students are required to keep personal belongings in lockers provided by the College. Students must supply their own locks. Purses, book bags, coats, rolling carts, backpacks, etc., remain in lockers. Textbooks and notebooks are acceptable for lecture but returned to the student's locker during lab periods or at the discretion of the chef instructor.

The only items allowed in the food preparation lab are recipes, evaluation sheets, thermometers, and other required tools as outlined by the chef instructor.

Cell phone use is restricted to taking photos of food/plate presentations in the Hospitality kitchens and dining rooms. Hands must be washed after cell phone use and before returning to food handling. **No cell phones are to be used in classrooms.** Please be considerate of others when using your cell phone in common spaces.

STUDENT MENTORING

The Hospitality Management Program provides mentoring for all students who list Hospitality Management as their desired major of study. Faculty advocates are assigned to all first-year students. You will receive an email from the Hospitality Management Department to your Tri-C student email address with the name of your advocate and contact information. Faculty advocates are available by appointment to help make the student's journey through the College and the program successful.

Some ways a faculty advocate assists individual students are:

- Helping the student plan the course selections to meet personal and work demands and schedules
- Helping a student plan ahead for the courses needed to meet the individual's goals in a timely manner
- Providing guidance to help the student make the best use of college and community resources as the student pursues the achievement of personal and professional goals
- Providing direction and information as the student seeks employment opportunities and advancement
- Offering alternatives to help the student make reasonable decisions and find solutions to solve academic problems and situations
- Explaining practicum and management experience procedures so the student will understand the process.

Assignment of and changing advocates

Student mentoring assignments are random. A student may request an advocate change one time during their enrollment in the Hospitality Management Program. Students should direct requests for a different advocate to the program staff. Changes are encouraged when a student finds that he/she is more comfortable with one faculty member as an advocate or have a schedule that allows the student to meet with one faculty member rather than another.

The program staff will e-mail the advocate list to all students by the third week of the semester. If you need assistance before being assigned an advocate, ask the staff.

When you meet with your faculty advocate

As with any relationship, it is best to take the time to introduce yourself to your assigned faculty advocate as soon as possible. Often your faculty advocate will be one of your current instructors, but not always. If you do not know the assigned faculty advocate, ask the program staff to introduce you.

Important times to meet with your faculty advocate

Remember to make an appointment to meet with your advocate. Each faculty member posts office hours at the start of the semester. Good time management is important to both you and your faculty advocate. In cases of emergencies or immediate need for assistance, the faculty advocate will try to see you as soon as possible. See the program staff for direction if arrangements for a timely appointment are not possible.

In no case should you disrupt a classroom or lab while faculty is teaching.

Important times to meet with your Faculty Advocate:

- During the first eight weeks that you are enrolled for the first time in the Hospitality Management Program
- **Prior to registering for classes for the upcoming semester**
- If you are transferring credits from another college or university
- If you plan on attending a four-year college after graduating from Cuyahoga Community College
- When a situation is causing you frustration and keeping you from doing your best work. Faculty advocates cannot solve all of your problems but they can suggest College and community resources available and solutions that have worked for students in the past.
- Direct concerns for a specific class, or course, to the classroom instructor not your advocate. If the student is not satisfied with the response, then schedule a meeting with the Dean of Hospitality.
- The procedures for field experience courses are often confusing and require review with your faculty advocate eight weeks before you plan to take the course. Students are required to obtain signatures from work sites before requesting permission to enroll in these courses.

Notes: _____

ACADEMIC PLAN INFORMATION

All students registered for one or more courses in the Hospitality Management Program must complete an Academic Plan with their assigned advocate by the end of the first eight weeks of the semester. Whether you are a returning student or just started taking courses in the Hospitality Management Program, you are required to complete this form with your advocate. It is your responsibility to make an appointment with your advocate. Plan development supports successful and timely completion of goals. Advocates will make a copy of the plan for the student. The advocate keeps one copy of the student's academic plan and the student keeps a copy.

In order to complete your degree or certificate in a timely manner, it is important that you follow the plan designed for you with the help of your Hospitality Faculty Advocate. If for any reason, you are not able to follow the plan, you should immediately make an appointment with your faculty advocate to revise the plan.

Please note the following so you are prepared:

- Not all courses are offered in each semester
- Some courses have a limit to the number of students that may enroll in the course.
- Some course offerings are only in the daytime.
- Some course offerings are only in the evening or on Saturday due to lab space:
- Course prerequisite(s) are required for most courses. If you do not take courses in the suggested order or the designated semester, it may delay completion of the program.

Hospitality Club

Any student enrolled in a hospitality class is encouraged to join the Hospitality Club. This club is great for networking and getting to know your fellow students in a casual setting. The club participates in events and represents the program. The Hospitality Club volunteers for many events in the industry. It is an amazing opportunity to work with industry chefs and other professionals, add to your knowledge and skill set, and give back to your community.

American Culinary Federation

Tri-C is one of only a few schools in the area which is accredited by the American Culinary Federation for its Culinary Arts program. This honor permits our students to graduate from a distinguished program.

Culinary Arts majors may join the American Culinary Federation (ACF) with a Student Culinarian Membership. This membership applies to a student or apprentice with less than two years full-time employment, a student enrolled in an accredited postsecondary culinary education program, or a registered apprentice as defined by the ACF apprenticeship training program. A student membership is subject to a limit of four years. See the benefits of membership at www.acfchefs.org.

Volunteering

The Hospitality Management Department is involved in many community activities. There are many diverse volunteer opportunities for students to participate with department faculty in real life events. The learning goes well beyond what is capable in the classroom. Students who consistently volunteer and are engaged with what's happening in the department are typically more successful in the industry. Many former students have been offered jobs while volunteering with chefs in Cleveland. Our students have the pleasure to work with their professors outside the classroom and have worked side by side with Michael Symon, Bobby Flay and Mario Batali – just to name a few!

Notes: _____

Hospitality Field Experience 1940, 1950 or 1960

Student Information

This information on prerequisite coursework requirements, approvals required prior to registering, worksite selection and approval, definition of terms, sample forms, and information. On the required procedures a student must follow when taking this course.

Plan Ahead for Success

- Read the packet
- Start planning for this course at least eight weeks ahead so you have time to register for the course
- Make an appointment and see your faculty advocate
- Talk with your employer or prospective employer to see if they are willing to let you use the employment for your field experience
- Complete all required forms and bring them to the Hospitality Management office
- Get registration authorization from the Unit Operation Specialist
- Register for HOSP 1940-Culinary Baking, 1950-Rest or 1960-Lodging

HOSPITALITY FIELD EXPERIENCE 1940, 1950 or 1960

The Hospitality Field Experience is a supervised on-site work experience in the student's area of specialization. Students need to prepare well in advance for the work experience and can do so by following the requirements and guidelines offered in this information packet and by meeting with their faculty advocate.

It is highly recommended that you plan ahead and meet with your Faculty Advocate by the eighth (8th) week of the semester prior to the semester in which you plan to take the Field Experience. (i.e.: if you want to take the Field Experience in the spring, you will need to meet with your Faculty Advocate in the fall). Your Faculty Advocate will go over all of the field experience prerequisites and requirements. Field Experience folders may be picked up from the Unit Operations Specialist, Ms. Traci.

Registration for this course is not permitted once the semester has begun. You must have an approved worksite to register and a completed Field Experience Folder. You must have completed at least 12 credits of HOSP coursework.

Prerequisite Coursework

Students must have successfully completed the following courses before the start of the semester in which they plan to take HOSP 1940, 1950 or 1960 (Hospitality Field Experience):

- HOSP 1010 – Introduction to the Hospitality Industry (requires a “C” grade or better)
- HOSP 1020 – Sanitation and Safety (must have passed the Certification Exam)
- HOSP 1031 – Fundamentals of Culinary Arts
- HOSP 1040 – Customer Service
- HOSP 1552 – Introduction to Baking & Pastries

Approvals Required Prior to Registering for Course

To be granted permission to register for HOSP 1940, 1950 or 1960, Hospitality Field Experience, you must secure the following items and present them to you Unit OPS:

- A completed Student Information form.
- A Co-Op Form
- A signed Training Agreement from your worksite
- Faculty Advocate approval of your chosen worksite
- Work Supervisor’s resume

Registration is not permitted once the semester has begun. You must have an approved worksite to register.

Worksite Selection and Approval

Your worksite must provide you with experience in a variety of workstations to reinforce learned classroom/lab skills. Worksites will not be approved before you have provided your Faculty Advocate with a signed training agreement from your chosen worksite. Consider the following when selecting a worksite:

- Your degree major
- Your previous work experience
- Your personal goals
- Agreement from the worksite to meet the requirement of the field experience

Your Faculty Advocate can help you with this process and is available to call your employer if your employer has questions. ***Please note that it is not your Faculty Advocate’s responsibility to find a worksite for you.*** They may give you guidance, suggestions, and/or possible contact names, but it is your responsibility to secure the worksite.

*****Student must complete a total of 210 verifiable hours at their chosen work place and keep an accurate log of those hours. *****

Suggested Culinary Arts positions: prep cook, line cook, baker’s assistant

Suggested Lodging/Tourism positions: front office clerk, reservation agent, housekeeping inspector, sales/catering assistant, intern at the CCVB, tour guide

Suggested Restaurant/Foodservice positions: host/hostess, server, bartender, banquet coordinator

Definition of Terms:

Faculty Advocate:

Each student is assigned a full-time faculty member to assist the student throughout his/her tenure in the Hospitality Management Program. This information will be e-mailed to you to your Tri-C e-mail address. This is your faculty advocate with whom you will make your preliminary field experience arrangements.

Field Experience Instructor:

At the beginning of the semester of your field experience course, you will be assigned to a faculty member. This instructor will work with you individually on the requirements of the field experience. Your field experience Instructor will also visit you at your worksite and evaluate your performance there.

Worksite Supervisor:

Your worksite Supervisor is the person to whom you directly report to when at your worksite. You will need to turn in his/her completed form to Unit Ops or program manager prior to being granted permission to register for a field experience class.

Notes: _____

HOSP 2871
Food & Beverage Management Experience
&
HOSP 2862
Lodging/Tourism Management Experience

Student Information and Guidelines

The Hospitality Management Experience offers a combination of a supervised on-site management experience in the student's area of specialization and a series of seminars, and one-on-one meetings to prepare students for professional success after graduation. For most, this course is taken during their last semester and is required to graduate – be sure to read this guide and follow the instructions to ensure success.

IMPORTANT NOTE: There is more required of this course than simply going to work and tracking the hours. Please read this packet carefully to understand all requirements.

After registering for this course, immediately make an appointment to meet with the course instructor. **YOU MUST MEET WITH THE COURSE INSTRUCTOR DURING THE FIRST TWO WEEKS OF THE SEMESTER.** Please find the instructor's office hours and make an appointment to meet with him/her at your earliest convenience. Be aware that you will need to meet with the course instructor periodically throughout the term, so be sure there is a day/time you can meet with the instructor during their office hours. When you meet with the instructor you will receive a syllabus and all requirements of the course will be discussed and any questions addressed. If you do not meet with the instructor in the first two weeks of the term and other arrangements are not made, you may be administratively withdrawn from the class.

HOW TO REGISTER

Step I: Obtain information packet from Unit Ops, Ms. Traci, and **read entire packet**

Step II Complete:

- Student information form
- Co-Op Form
- Signed Employer Agreement document
- Include Site Supervisor (employer) resume

Step III Obtain departmental approval of your chosen worksite from your faculty advocate

Step IV Return completed folder (above) to unit Ops, Ms. Traci, and she will open registration for the course for you. Registration is not permitted two weeks after the beginning of the term. No exceptions!

Step V Make an appointment with the course instructor at your earliest convenience.

Step VI Discuss and set goals with Site Supervisor (see Goal Setting below)

Prerequisite Coursework

Students must have successfully completed the following courses before the start of the semester in which they plan to take HOSP 2862 or 2871

- Hosp 1950 or 1960, Hospitality Practicum and Seminar
- Hosp 2400, Hospitality Management and Supervision

Worksite Selection and Approval

While this is a management experience, you do not have to work in a management position to be eligible for the course. We do ask that your employer be willing to work with you on your career development and improving your management potential.

Your Worksite Supervisor will be asked to set goals with the student and assist them in achieving those goals. Additionally, a Site Visit will be conducted at some point during the term. It is necessary that someone from the department visit the student at their worksite to observe their work and meet with their supervisor to thank them for their participation and to discuss the student's progress.

Consider the following when selecting a worksite:

- Your degree/major
- Your previous work experience
- Your personal career goals
- Current employment conditions relative to personal career goals

Please note that it is not your Faculty Advocate's responsibility to find a worksite for you. He or she may give you guidance, suggestions, and/or possible contact names, but it is your responsibility to secure the worksite.

OVERALL REQUIREMENTS

TIME LOG

210 Hours Required

A sample 'Time Log' is included in your information packet, but any time log will do as long as it includes:

- Specific dates and hours worked
- 210 Hours
- Signed and Verified by a Supervisor including their name and a phone number

SEMINARS

You will be required to attend THREE career development related seminars or workshops during the semester. These seminars and workshops are offered through the Counseling and Career Services departments throughout the semester on all campuses at various days and times. Information about these workshops and seminars can be found on your My Tri-C Space under the Student Services tab. These seminars will be discussed in detail on your first meeting with the course instructor.

GOALS

Early in the semester meet with your Workplace Supervisor and discuss and set FIVE goals that you will work toward during the course of this semester. Before you meet with your supervisor, take some time to consider goals that you would consider appropriate; things that you would like to learn, skills you need to develop, etc. For example, if you have always wanted to know how inventory and ordering are done, set a goal with your supervisor to assist with inventory and ordering throughout the term. Additionally, ask your supervisor for advice about skills that they feel you could develop and set goals accordingly.

Goals should primarily revolve around career development, self-improvement, taking on additional responsibility, and learning new skills. Appropriate goals would include learning a new station, skill or position, shadowing a manger for various shifts, assisting with a special event or project, and taking on additional management or supervisory assignments.

For each goal, you must create a plan for achieving it and present it to your Course Instructor early in the term for discussion and approval. At the end of the term, you will submit your written goals with an explanation of how they were (or were not) achieved and your evaluation of your efforts.

RESUME

Meet with the Course Instructor at least twice during the semester to ensure that your resume is ready for you to graduate as well.

PARTICIPATION IN COMMUNITY/TRI-C EVENT

During the semester you will be asked to participate in a community or Tri-C related event. At this event you will be asked to ‘manage’ some portion of it. Generally, in the Fall we will participate in the Taste of the NFL Event and in the Spring, it will be the Market at the Foodbank event – both support the Cleveland Foodbank. Please meet with Course Instructor to discuss and make arrangements for these events.

PORTFOLIO

As you start the program, we ask that you take the time to organize assignments, awards, certifications or whatever you have done that is worth hanging on to. It is a chance for you to go through all of your ‘college stuff’ and determine what it is worth keeping and preserving it in a safe place.

SITE VISIT

You will need to schedule a day and time with the Course Instructor to visit you at your place of work. You do not have to be ‘on the clock’ for the visit, but you must be able to demonstrate your normal working day for the instructor. Additionally, the instructor will need to meet with your supervisor to thank them for their participation and discuss the progress and performance of the student.

Notes: _____

GRADUATION REQUIREMENTS

Graduating and granting of a degree is not automatic. You must submit a petition to graduate. When you are ready to graduate, it is recommended that you meet with an academic advisor to review graduation status and submit a "Petition to Graduate" form. These are available on the College website, from your faculty advocate, College academic counselor, or hospitality staff. The completed petition can be submitted on line or given to a Campus Enrollment Center.

To graduate on time, a petition requires submission by the appropriate date. A college wide commencement happens every fall in December and every spring in May.

Graduation Completion Term

Spring
Summer
Fall

Graduation Petition Deadline

mid-October*
mid-January*
mid-April*

***See the College web site for the exact dates listed in the academic calendar.**

Certificate Programs

Students completing a certificate program must also file a **Petition to Graduate**. The same procedure is followed as for the degree. **All Hospitality Management students who have completed an associate degree will also be awarded at least one certificate.** For clarification on this, contact your faculty advocate or hospitality staff.

Hospitality Program Certificates that need a Petition for Certificate of Proficiency include the following:

Event Planning Certificate
Lodging Rooms Division Certificate
Professional Culinarian/Cook Certificate
Professional Baking Certificate
Food and Beverage Operations Certificate
Personal Chef Certificate

FINANCIAL ASSISTANCE

Tri-C is committed to eliminating financial barriers that may impede student success in achieving their academic goals. We encourage all students to apply for financial aid. The Office of Student Financial Assistance, through awarding scholarships, grants, loans, and student work programs, will make every effort to assist you in funding your education at Tri-C. You may contact the Office of Financial Aid on any campus for further information.

Scholarship Information and Hospitality Scholarships

The Office of Student Financial Assistance offers a wealth of information if you visit the office or view it online. They have in-person and online workshops to help complete financial aid forms. Additionally, they offer a free book titled “The Students Handbook to Financial Aid.

To log on to their web page, go to www.tri-c.edu and click on Pay for College, then Fin Aid and Scholarships. Not only will you be able to access general and scholarship information, but you will receive links to other helpful educational financial aid information such as Apply for Scholarship, Apply for Work Study, Apply for Benefits Access/Project GO! Apply for Student Loans, Financial Aid Policies and Financial Aid Forms.

The Tri-C Foundation offers more than 75 scholarship opportunities in various disciplines for Tri-C students, including specific hospitality scholarships. The generosity of many donors who believe in the College’s mission and the importance of providing access to education to community members, create and support scholarship opportunities.

Because the Tri-C Foundation wants to ensure student success, several factors become part of the decision to award each scholarship. The best chance a student has of maximizing his or her educational potential is to investigate as many options as possible to receive all of the aid available to them. The Student Financial Assistance Office can be of tremendous help in this process.

To apply for a Tri-C Foundation scholarship, **complete both the Free Application for Federal Student Aid and The Tri-C Foundation Scholarship application.** The Foundation application can be found online.

Students seeking assistance with financial aid or scholarship application process should contact a Student Financial Assistance Office at any Tri-C campus. Email Financial Aid at financialaid@tri-c.edu with inquiries regarding the award process for scholarships.

GENERAL PROGRAM INFORMATION

Visitors and Children

No children may be in any classes during lecture or lab. This policy is **non-negotiable**. Making advanced arrangements with the instructor, may allow adult visitors. Adult classroom visitors must abide by the dress code and other policies of the program and class. If they do not, they may be asked to leave.

Locker Policy

Due to the limited space, and for safety and sanitation concerns, the only items permitted in lab classes will be the actual class paperwork and textbook. All other material such as purses, book bags, coats, etc. must be left in a locked locker.

The Hospitality Management Program has a limited amount of lockers available to its students. All Culinary Arts students are required to obtain a locker. Lockers are available by selecting an available locker. Students are required to furnish their own locks.

All locks must be removed from your lockers at the end of the academic day. There are a limited amount of lockers available for all of the classes.

Borrowing Equipment

The program does not loan equipment nor is equipment allowed to leave the program.

FIELD TRIPS

You will be required to fill out a form prior to the date of the planned field trip. The instructor will distribute the form. Your instructor will maintain a copy for his/her files and the original form will go to the Office of Student Life.

Professional Attire

Students in the Hospitality Management Program can expect to go on field trips with various classes. While on these field trips as a student, you represent the Hospitality Management Program and Cuyahoga Community College. It is imperative to wear proper professional attire and conduct yourself courteously on all field trips. ***If you are unsure as to what constitutes professional attire, discuss this with your professor, faculty advocate or an appropriate member of the Hospitality Management staff.***

Certain field trips will require that you be in your Chef's uniform. Other field trips will require that you dress in professional business attire. This would include but is not limited to MEN; dress shirt, dress pants and tie, WOMEN - Business attire: dress pants, dress shirt or blouses.

Appropriate attire will be required to participate in any event. The instructor will inform the class when the fieldtrip is scheduled and what attire is expected.

Attendance

Field trips are a crucial element of your education. They allow students to see first-hand how some of the components of the hospitality industry operate. All of the organizations that allow us to visit are giving their time and facilities for your educational benefit. Therefore, students must maintain their schedules to arrive on time to field trips. If there are uncontrollable circumstances that prohibit you from arriving on time, it is your responsibility to communicate this information to the instructor BEFORE the scheduled field trip.

Be Prepared

To make the most of all field trips, be prepared. Come with questions, worksheets, or any other required items. You can only make the best use of that time by coming prepared and ready to participate.

Respect

As previously stated, the presenters/providers are giving of their valuable time to contribute to your educational pursuit. You will encounter individuals with varying philosophies and management styles. Keep an open mind and respect their right to have these ideas.

OFFICE COURTESY

Please remember that the office area is a working environment. Phone calls come into the office from many sources including hospitality professionals. Faculty and staff work to insure that the program runs smoothly. While we all appreciate a friendly hello, please remember to keep your voices to a moderate level. Faculty offices are small and therefore doors are often open; it is both rude and embarrassing when on a phone call to have to stop and ask office visitors to lower their voices. If visiting a faculty member’s or administrator’s office and the door is closed, knock once. If no one answers come back in a few minutes or wait in a common area for that person to finish what they are doing. DO NOT continue to knock.

The Hospitality Management Center often hosts events for College departments, as well as community members and organizations. If an event is present in the Center, please be respectful to our guests.

Notes: _____

TELEPHONE NUMBERS

Hospitality Department (main phone)	216-987-4081	MHMC
HELP DESK	216-987-4357	All Campuses
HMC Public Safety	216-987-3450	MHMC Lobby
Campus Public Safety	216-987-4325	MCON 030
Melanie Adams, Assistant Professor	216-987-4083	MHMC 119 D
Thomas Capretta, Assistant Professor	216-987-2108	EEC 180 N
Wendy Cox, Administrative Coordinator	216-987-3103	MHMC 119 L
Michele Gaw, Assistant Professor	216-987-2494	EEC 180 M
Paul Glatt, Assistant Professor	216-987-4245	MHMC 119 C
Michael Huff, Gen. Mgr., Hospitality Ops/Dean	216-987-4294	MHMC 119 K
Maureen Leonard, Assistant Professor	216-987-0208	MHMC 119 I
Deanna Manners, Assistant Professor	216-987-4080	MHMC 119 M
Karen L. Monath, Associate Dean of Hospitality	216-987-4085	MHMC 119 F
William Scully, Lab Technician II	216-987-3430	MHMC 113
Kimberly Susbauer, Assistant Professor	216-987-4986	MHMC 119 J
Traci Turner, Unit Operations Specialist II	216-987-4095	MHMC 119
Charmain Gordon, Student Success Specialist	216-987-4064	MHMC Fr. Desk
Ky-Wai Wong, Assistant Professor	216-987-4088	MHMC 119 E
Adjunct Faculty		See Syllabus

Hospitality Management Program

Student Information Form

*In an effort to better serve you, please provide the following information.
Thank you and welcome to Hospitality!*

*Yours in Hospitality,
Dean Monath, CHE*

Student Number _____

First Name _____ Middle Initial _____ Last Name _____

Date of Birth _____ Personal Email _____
(mm/dd/yyyy)

Address _____ City _____

State _____ Zip _____ Other/Emergency Phone _____

Current Faculty Advocate _____

Ethnicity: (Check one) Caucasian _____ African American _____ Asian/Pacific _____
Native American _____ Hispanic _____ Other _____

Education Goals

Please indicate your major below with a check mark

Degrees	One Year & Short Term Certificates
Culinary Arts	Professional Culinarian/Cook
Lodging & Tourism Management	Professional Baking
Restaurant/Food Service Management	Lodging Rooms Division
Other – Please indicate:	Food & Beverage Operations
To Obtain an associate degree then transfer to a four-year college or university	Personal Chef
	Event Planning Short-Term Certificate

Work Experience

Current or Most Recent Employment

Start Date _____ End Date _____

Company Name _____ Hrs worked per week _____

Job Title _____ Supervisor: _____

Address: _____

Email: _____

Would you be interested in serving on the DSAT? (*Dean's Student Advisory Team*) _____