HT-MGT 298W (1 credit)
WORK EXPERIENCE PACKET
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT
ISENBERG SCHOOL OF MANAGEMENT
UNIVERSITY OF MASSACHUSETTS AT AMHERST

HT-MGT 298W Work Experience consists of 400 hours of industry experience plus the submission of a Work Experience Report. The 400-hour requirement may be met by working for a single employer or by working for multiple employers with hours totaling at least 400 hours. The Work Experience Report is submitted via BLACKBOARD LEARN.

Instructions for enrolling in and satisfying this requirement are as follows:

1. Complete at least 400 hours of work experience in the industry and complete the Work Experience Form which appears on the last page of this packet.
   a. If you complete the 400 hours with one employer, complete and turn in one form.
   b. If you complete the 400 hours by adding together hours from multiple employers, complete and turn in one form from each employer. Turn in all the forms at the same time for the semester you wish to be enrolled in the course.
   c. Qualifying work experience
      i. Work experience in the hospitality/tourism industry includes work in hotels, food service, travel, tour operations, club management, etc.
      ii. Swiss program work experience, e.g. Learn 6/Work 6.
      iii. Corporate internship administered by university internship office, e.g. Disney Internship.
   d. Make sure each form is signed by your employer and the “Total Hours Worked” is filled in. You cannot be enrolled in HT-MGT 298W if anything is incomplete.

2. Turn in the completed (and signed) Work Experience Form(s) by dropping them off in Flint 107 (Main Office), faxing them to 413-545-1235, or mailing them to:

   Work Experience Requirement
   Dept. of Hospitality & Tourism Management
   Flint Lab 107
   90 Campus Center Way
   University of Massachusetts
   Amherst, MA 01003

3. Signed form(s) are due no later than noon on the last day of Add/Drop in the semester in which you plan to be enrolled in HT-MGT 298W. If the forms are signed and document at least 400 hours of work experience, you will be enrolled in HT-MGT 298W for that semester. It may take a few days for your enrollment to appear in SPIRE and BLACKBOARD. If there is a problem with your forms, you will receive notification at your student e-mail address.

4. Work Experience Report: The Work Experience Report is submitted via BLACKBOARD LEARN. A general description of the Work Experience Report can be found below. Other details such as the due date can be found in Blackboard Learn under the Assignments link. You will be able to access Blackboard Learn after you are added to the course. Work Experience Report instructions can be found on the next page.

NOTE
Historically, the most common problems with the Work Experience Forms are that the Total Hours Worked section is not filled in and/or the employer’s signature is not obtained. Incomplete forms create delays and extra work. If the forms are not properly completed when submitted, your enrollment in HT-MGT 298W may be delayed to a subsequent semester.
After you are added to HT-MGT 298W, you will be able to access the class in Blackboard Learn. Under the Assignments link in Blackboard Learn, you will find more details concerning your Work Experience Report. The following gives you a general description of the report's requirements.

Prepare a brief report (3-page max, single-spaced, 12 pt. font, 1” margin on all sides) discussing your experience working in the industry. If you worked for more than one employer, select one employer and prepare your report in reference to that experience, or integrate your experience with all employers with regard to what you learned.

Part I: Describe the organization(s) in which you worked and the position(s) you held (½ page).

Part II: Select one of the following and discuss your learning experiences relative to it (1 – 1 ½ pages).

A. Service quality to customers/guests: Does the organization have an explicit service philosophy and if so, what is it? How well is it implemented? What, if any improvements can you suggest to this organization in the area of customer service/satisfaction?

B. Organizational culture for employees: Critique the organizational culture relative to employee treatment. What improvements, if any, can you suggest to this organization in the area of employee treatment/relations?

C. Professional ethics: Does the organization have an explicit code of ethics or values statement? If yes, how well is it disseminated and implemented? Give an example of an ethical issue you encountered or observed. How was it handled? What did you learn from this?

D. Leadership: Describe the leadership style of the organization’s management. Was it effective? What improvements, if any, can you suggest to this organization relative to the leadership style of its managers?

Part III: How did this experience impact your future career goals? Did it reinforce your existing plans? Did it motivate you to re-think your career aspirations? (1 – 1 ½ pages)
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WORK EXPERIENCE FORM

Submission instructions can be found on the other side of this form.

Student Name ____________________________ Spire # ____________________________
                   Last       First

UMass Amherst e-mail address ____________________________ @umass.edu

Company Information:

Employing Firm __________________________________________

Company Street Address ______________________________________

Company City, State, Zip Code ________________________________

Company Telephone Number __________________________________

Immediate Supervisor ________________________________________

Title of Position Held by Student ______________________________

Work Start Date __________________ Work End Date __________________

Total Hours Worked __________________

Student’s Verification:

I certify the above information to be correct to the best of my knowledge.

Student’s Signature ________________________________________ Date ________________

Employer’s Verification:

I certify the above information to be correct to the best of my knowledge.

Employer’s Signature ______________________________________ Date ________________

Office Verification:
Review/approval signature ______________________________________ Date ________________

11/21/16