

## ***HA208 Learning Activities***



**NORTHERN ARIZONA  
UNIVERSITY**  
*The W. A. Franke College of Business*

*School of Hotel and Restaurant Management*

The following directions and assignments for learning activities (assignments) that the intern is required to finish as part of the internship experience. The learning activities required will vary depending upon the number of HA408 credits the student is enrolled.

<b>Learning Activity #1</b>	<b>Career Steps, Chapters 1-15</b>
<b>Learning Activity #2</b>	<b>E-Book Reading/Quizzes</b>
<b>Learning Activity #3</b>	<b>Journal Entries/Summary</b>
<b>Learning Activity #4</b>	<b>Performance Evaluation/Summary</b>
<b>Learning Activity #5</b>	<b>Verification of Total Work Hours</b>

<b>Credit Hours:</b>	<b><u>3</u></b>	<b><u>6</u></b>
<b>No. 1 Career Steps (1-15)</b>	<b>all</b>	<b>all</b>
<b>No. 2 E-Books</b>	<b>1</b>	<b>2</b>
<b>No. 3a Journal Entries</b>	<b>4</b>	<b>8</b>
<b>No. 3b Journal Summary</b>	<b>1</b>	<b>1</b>
<b>No. 4 Perf Eval Summary</b>	<b>1</b>	<b>1</b>
<b>No. 5 Work Hours</b>	<b>1</b>	<b>1</b>

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## **#1 – Career Steps**

The Career Steps course is designed to help prepare you for successfully starting your career after graduation. The thinking you put into this preparation now is likely to make the process of finding a terrific job less stressful and much more successful.

The course includes fifteen lessons (called "steps") meant to take you about an hour to complete each week. This first step is simply about becoming familiar with the weekly tasks of the course, which will usually include:

- 1) an introduction like this,
- 2) an exercise/assignment, which will usually include some sort of directed research on the Web,
- 3) journaling, which is meant to be an introspective reflection on what you've learned, and will be seen only by the course administrator to check for completion,
- 4) a survey/quiz, so that you can declare your progress and we can collect and measure the resulting data in order to improve the course in the future.

The next step's materials will only become available within the time frames below and also only once you've completed the previous step's survey/quiz. Some of the questions will be like a survey, without right or wrong answers, but certain quiz questions about each Step's lessons will require right answers before you can proceed. This will ensure that you accomplish the necessary things before progressing.

Steps will begin each Wednesday and conclude at midnight the following Tuesday. Reminders will be provided, but completing this course will depend on you making sure you give it appropriate time each week. Simply put, doing the course is purely for your own intrinsic benefit, to improve your own career preparation, rather than some sort of extrinsic benefit like extra credit.

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### # 2 – E-Book Reading/Quizzes



For Field Work Experience HA 208 in Spring 2015, you will use **one or two** eBooks from HMBookstore depending on your enrollment of 3 or 6 credits.

- + Purchase **one or two** eBooks of your choice following the instructions below.
- + You will automatically be enrolled in *Guest Service Training*, a bonus eBook that is free with your other purchases. This additional eBook is not required for your class.

#### **Instructions**

- + View descriptions of each book at [hmbookstore.com](http://hmbookstore.com)
- + From [hmbookstore.com](http://hmbookstore.com), click on **Get Started** and select **University Student**. Select your school and class from the dropdown menus. Use your university email address to create your login and complete the registration process.
- + Choose your eBooks on the following page

#### **Quizzes**

- + Each module ends with a quiz. Successful completion of the quiz is required to move on to the next module.
- + If you are satisfied with your first attempt quiz score, you can move on and that is the score that will be recorded. If you are not satisfied with the first score, you may take the quiz a second time and the higher of the two scores will be recorded.

#### **Purchasing Tips**

- + All eBooks cost \$19.95 + processing fee
- + HMBookstore accepts Visa, MasterCard and Discover credit, debit and pre-paid gift cards

#### **Tips for Getting Started:**

Check your browser and connection. eBooks work best with:

- + Google Chrome, Safari or Internet Explorer
- + A laptop or desktop with Adobe Flash Player installed
- + Fast Internet connection
- + Cleared history, cache and cookies prior to beginning any eBooks
- + Logout if you take a break to ensure your work is saved. The application will time out after 2 hours of inactivity.

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### **# 3 – Journal Entries & Summary**

#### **Directions:**

One of the best ways for you to learn about yourself as a future manager in our industry is to keep a journal. You should include candid observations about your experiences. Identify the journal entry email by date and explain what happened and how you feel about it. Please be aware that there are very few perfect work experiences. There will be challenges for you and sometimes you will feel that you just can't figure out why you are doing this internship. Using a journal will help you put those experiences in a context while providing you with a record to look back on.

**Assignment Part #A:** These journal entries are mandatory, with a minimum number of emails based on the units you are enrolled for due by the end of your internship. (Please see page one (1) of this document for the required # of entries) You are welcome to post more than the required entries and I recommend it as the review of them will give you a better perspective of where you began, how you progressed and grew, and where you are at the end of your internship.

#### **Assignment: Part #B:**

Towards the end of your internship, review your online entries and then summarize your overall feelings and impressions of your internship employer, your experience, what you liked most and least and what you learned about yourself in a 2 page summary.

#### **The following questions and statements may be of assistance to you in Part A and B:**

1. Any observation as to how your participation in your job fits into the overall activities of the department or organization.
2. General impressions of the supervisor/colleague you are working with.
3. As a result of your experience, has your career objectives changing in any way?
4. Do you feel that you are gaining experience in the human relations area and in cooperation with others to attain mutual objectives?
5. Have you obtained a realistic view of the work-a-day world and what is involved in holding a full time job?
6. Did your work experience clarify any material you have studied in college? Where you able to apply any academic theory in any aspects of your job?
7. Did you gain any self-confidence in being able to do this internship and successfully hold a full time job?

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8. Where you able to gain insights into the management styles used at your place of business? Did you gain an appreciation for problems facing management?
9. Where you able to benefit by association with older, more experienced individuals while you were working? How did you model yourself after these individuals?
10. If you were in a position of management, what changes would you make for overall improvement of the operation?
11. Would you recommend the sponsoring organization with which you took your experience to be retained for future students?
12. Progress toward your learning goals.
13. Good or poor management decisions observed and why.
14. How you dealt with guests/employees and challenging situations.
15. Follow up on questions you were asked by your Intern Coordinator.

***Confidentiality: The Internship Coordinator will under no circumstances discuss the journal at any time with the employer and other interns, unless the intern has given written permission to do so.***

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## #4 - Performance Evaluation

Student Intern's Name: \_\_\_\_\_  
Supervisor's Name: \_\_\_\_\_  
Employed: from: \_\_\_\_\_ to: \_\_\_\_\_  
Job Title: \_\_\_\_\_

### Directions:

**Step#1:** Download and print off two copies of this performance evaluation.

**Step#2:** The student reviews the performance evaluation and completes a self-evaluation.

**Step#3:** Independently, the supervisor completes a copy of the same form.

**Step#4:** The student and supervisor sit down together and share their observations.

### Assignment:

Submit a 2 page summary on the observations made by both parties and the final consensus of the evaluation. The actual evaluations **do not** need to be submitted as this is information regarding your internship performance is for you. It is more than acceptable for the employer to use their company performance evaluation instead of this one provided.

1. **Initiative:** is self –confident, motivated and enthusiastic in performance of current job duties and undertakes duties of greater responsibility
  - A. self supv Is consistently self-confident, motivated and enthusiastic in performance of current job duties and undertakes duties of greater responsibility.
  - B. self supv Is self-confident, motivated and enthusiastic in performing Current job duties. Is hesitant to attempt new duties of a greater responsibility.
  - C. self supv Lacks the necessary motivation, enthusiasm and drive in performance of job duties.

Comments: \_\_\_\_\_

2. **Knowledge:** is the degree to which one possesses and understands the fundamental skills, methods and procedures required for the position.
  - A. self supv Possesses thorough job knowledge. Performs with minimal supervision.
  - B. self supv Has sufficient knowledge to successfully complete routine tasks. Requires some supervision.
  - C. self supv Insufficient knowledge of the job. Supervision required to complete work in accordance with rules and procedures.
  - D. self supv Displays exceptional knowledge in all phases of the job

Comments: \_\_\_\_\_

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3. **Judgment:** is the ability to consider all relevant information and appropriately recommend and/or implement a reasonable decision.

- A. self supv Usually makes sound and reasonable judgments based on an evaluation of facts. Generally makes acceptable decisions.
- B. self supv Sometimes neglects, misinterprets, or fails to consider facts. Has difficulty in reaching logical conclusions.
- C. self supv Consistently considers all relevant information and appropriately recommends and/or implements a reasonable decision.

Comments: \_\_\_\_\_

4. **Acceptance of Responsibilities:** is the ability to successfully complete requirements of the current position with a minimum of instruction.

- A. self supv Meets or exceeds job requirements. Minimum supervision.
- B. self supv. Continually demonstrates exceptional ability and willingness to complete the job responsibilities. Little supervision is needed.
- C. self supv Usually meets job requirements. Often needs supervision.
- D. self supv. Often is unable and/or unwilling to complete the job requirements. Requires constant instructions.

Comments: \_\_\_\_\_

5. **Personal Appearance:** is the projection of a professional image in accordance with property guidelines.

- A. self supv. Very careful about appearance. Extra care is taken to maintain attire.
- B. self supv. Neat and clean. Satisfactory attention to appearance.
- C. self supv. On occasion, untidy and/or careless about appearance.

Comments: \_\_\_\_\_

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6. **Dependability:** is the extent to which one can be counted on to effectively fulfill their job requirements.

- A. self supv Fulfills job requirements with an acceptable degree of dependability.
- B. self supv. Instills a high degree of confidence in their dependability and reliability.
- C. self supv. At time may be irresponsible in performing requirements.

Comments: \_\_\_\_\_

7. **Accuracy:** is the correctness of work duties performed.

- A. self supv Is precise and rarely requires correction.
- B. self supv Careless and makes mistakes. Requires constant correction.
- C. self supv Occasionally makes careless mistakes. Requires some correction.
- D. self supv Makes minimal number of mistakes. May require some correction.

Comments: \_\_\_\_\_

8. **Responsiveness to supervision:** is the ability to take direction, respond to constructive criticism and suggestions for improvement in a positive and timely manner.

- A. self supv Makes recommended changes in behavior but has difficulty dealing with correction.
- B. self supv Has difficulty in accepting suggestions for improvement and makes a minimal effort to change.
- C. self supv Responsive to suggestions for improvement. Immediately corrects and maintains appropriate behavior.
- D. self supv Ordinarily able to accept correction in a positive manner. Makes an attempt to improve.

Comments: \_\_\_\_\_



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9. **Associate Relations:** is the respect shown to co-workers and interdepartmental personnel in the performance of duties.

- A. self supv Shows respect to co-workers and interdepartmental personnel.
- B. self supv. Occasionally has problems when dealing with co-workers and/or interdepartmental employees.
- C. self supv Very polite and willing to help others in all situations.

Comments: \_\_\_\_\_

10. **Attendance:** is the reliability displayed in coming to work punctually each day and conforming to work hours and assigned schedules.

- self missed work\_\_\_\_ day's late \_\_\_\_ days
- supv missed work\_\_\_\_ day's late \_\_\_\_ days

Comments: \_\_\_\_\_

11. **Cooperation:** is working effectively with others to achieve common goal.

- A. self supv Resists change, unwilling to work with others.
- B. self supv Slow to change, works towards common goal, but does not work well with others.
- C. self supv Accepts change, works towards common goal but does not work well with others.
- D. self supv Adapts well to change, works towards common goal and works well with others.

Comments: \_\_\_\_\_

12. **Courtesy:** is the ability to conduct oneself in a helpful, friendly and considerate manner when dealing with others.

- A. self supv Is seldom helpful, friendly and considerate when dealing with others.
- B. self supv. Shows a genuine desire to promote friendliness, helpfulness and consideration when dealing with others.
- C. self supv Is helpful, friendly and considerate under most conditions.

Comments: \_\_\_\_\_

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13. **Quality:** is the degree to which work is organized and completed safely, accurately, thoroughly and neatly.

- A. self supv Frequent errors and mistakes, Does not set pace to the demands of the job.
- B. self supv Normally thorough and accurate in job. Pace is maintained at an acceptable level.
- C. self supv. Consistently high caliber of work. Able to keep pace with the demands of the job. Rarely makes errors.

Comments: \_\_\_\_\_

14. **Productivity:** The volume of work completed in relation to what is assigned and expected.

- A. self supv Volume of work meets requirements
- B. self supv Output exceeds requirements
- C. self supv Volume of work completed fails to meet established standards.
- D. self supv Volume of work may at times fail to meet requirements.

Comments: \_\_\_\_\_

15. **Communication:** is the ability to accurately give and receive relevant information in a timely manner.

- A. self supv. Outstanding ability to exchange facts and ideas with others. Consistently works within necessary time constraints.
- B. self supv. Exchange facts and ideas effectively with others in a timely manner.
- C. self supv Vague in exchange of facts and ideas and/or does not communicate in a timely manner.

Comments: \_\_\_\_\_

**Additional comments:**

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## **# 5 - Discussion Topics**

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### **Directions:**

Throughout the semester an initial response to some of the following discussion topics will be required by the deadlines provided. Then, you will need to comment on at least two (2) other interns' responses. A paragraph will be a minimum acceptable initial response and 2-3 sentences for the comments to responses from other interns. These topics are rolling topics, so you won't know what topic you will address until it is released 2-3 weeks prior to the due date.

### **Example Topic Questions:**

1. What duties and responsibilities of your position are you struggling with and how are you adjusting to improve upon them? What duties and responsibilities are you mastering?
  2. How have you dealt with unsatisfied, angry or difficult guests? Explain in detail a situation and what you did to remedy the problem and calm down or satisfy the guest. How has a guest pleasantly surprised you? Explain in detail a situation and how you responded or dealt with this surprise.
  3. As a current employee, what incentives/rewards does your employer show towards you and your co-workers in regards to a job well done or going above and beyond the "call of duty"? As a future manager, how would you reward or show appreciation for your employees? What incentives would you like to provide, keeping in mind the money needed to allocate for each incentive?
  4. Having had 3-4 months to intern, would you recommend your internship employer to be retained for future NAU/HRM interns? Please be specific in explaining why or why not?
  5. How are you getting along with you supervisor and co-workers? What would you do the same or differently?
  6. What good or poor management decisions have you observed during your internship and why were they good or poor?
  7. Do you feel that you are gaining experience in the human relations area and in cooperation with others to attain mutual objectives? Explain how.
  8. As a result of your experience, has your career objectives changing in any way?
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### **#6 – Verification of Work Hours**

**Directions:**

At the end of the semester, please submit verification of your intern work hours. You can use one (1) of the following...

- your last paycheck stub
- a memo on company letterhead from your immediate supervisor or human resources office
- an email from your immediate supervisor or human resources office to verify your total hours worked

**Assignment:**

Submit through Bb-Learn verification of your total hours worked from one of the options above. Be specific in the number of actual hours worked.