Hospitality Management

**Field Experience Packet**



**INTRODUCTION**

One of the key goals of pursuing a degree in higher education is to secure a job when you graduate. The field experience will assist you in developing a realistic picture of the hospitality industry, apply your knowledge gained in the classroom to the practical fields, and improve your competencies in the job market.

Upon graduation, students seek to find a management role in the hospitality industry. It is imperative that you are able to lead employees in a hospitality company. Having work experience will allow you to learn what these jobs entail and what skills are needed to perform them. You will also learn about the day-to-day operations of a hospitality company, how it is organized and managed, daily work issues, and how to solve them, and financial considerations.

Employers seek to hire students with significant work experience to become managers for their companies. These 800 hours of work experience and the subsequent internship will strengthen your skillset and help you to develop your problem solving and leadership skills. This is what recruiters are aiming for! The more experience you have, the stronger a candidate you will be.

With abundant choices of jobs in the hospitality industry, this fieldwork experience will also help you decide what segment of the industry is right for you.

This field experience will help you understand the information discussed in the classroom and let you apply what you have learned in a real-world setting. Both are needed to be a successful manager in the hospitality industry.

The field experience will also provide you with networking connections for future advancement prospects as your career progresses.

Field experience outcomes for fieldwork experience and its alignment to Hospitality PLOs:

1. Integrate theory, practice, and skills developed from their courses to successfully complete the responsibility assigned by their site supervisor. (PLO 1, 2, 5)
2. Exhibit professional behavior necessary for job success and growth.
3. Exhibit teamwork and leadership in a professional setting. (PLO 3)
4. Exhibit effective communication skills necessary for job success and growth. (PLO 4)

Hospitality Program Outcomes

1. Demonstrate content knowledge in business administration (Revised Blooms 2).
2. Demonstrate content knowledge fundamental to resource management, controlling, and managing hospitality operations (Revised Blooms 2)
3. Exhibit effective teamwork and leadership (Revised Blooms 3)
4. Display effective oral and written communication (Revised Blooms 3)
5. Evaluate hospitality issues to demonstrate effective problem solving and critical thinking (Revised Bloom 5)

**INSTRUCTIONS**

**Step One**: Obtain employment in a hospitality operation. This could be in a food and beverage operation, hotel, catering business, club management, or other related hospitality business. Speak with your academic advisor about appropriate field experience. The employer must agree to work with you on mutually agreeable work objectives and provide an evaluation of your progress toward those objectives. You need 800 total work hours for graduation. You may complete all 800 hours with the same employer or work for different employers.

\*\*NOTE: If you work for the same employer for all 800 hours, you must turn in one packet for every 400 hours worked\*\*

**Step Two**: Obtain the field experience packet from the Hospitality website: http://hospitality.louisiana.edu

**Step Three**: Complete the field experience application form with your employer.

\*\*NOTE: You must complete a new application form and evaluation form for each employer that you work for\*\*

**Step Four**: Upon completion of work hours: **NOTE**: The student will need to complete a new packet for every employer that they work for if they use more than one employer to accumulate their 800 working hours AND must turn in the packet to their academic advisor for every 400 hours worked.

* Have your employer complete the Employer’s Evaluation included in the packet.
* **Your employer must mail or scan and email this form to the Hospitality Program.**
* Mail: P.O. Box 43661, Lafayette, LA 70504-3490.

Attn: Hospitality Management Field Experience Coordinator

* Email: hospitality@louisiana.edu
* Obtain a letter verifying employment from your employer.
* The letter should be on letterhead from the employer indicating your employment dates and total hours worked for the organization. This must be signed by the employer.
* The student must complete the Student Evaluation included in the packet.

**Step Five**: Bring the completed packet to your academic advisor. This must include:

* Letter of verification of employment
* Field Work Experience Application
* Student Evaluation

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**FIELDWORK EXPERIENCE DOCUMENTATION**

\*\*To be completed by the academic advisor \*\*

**Student’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_CLID: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Company:** | **Dates Employed:** | **Position:** | **Hours Worked:** | **Advisor Initials:** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Total Hours:** |  |  |  |  |

**Academic Advisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**FIELDWORK EXPERIENCE APPLICATION**

Student’s Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ULID\_\_\_\_\_\_\_\_\_\_\_\_\_

Student’s email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer’s Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State\_\_\_\_\_ Zip \_\_\_\_\_\_\_\_\_\_ Fax\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Name & Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s E-mail\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Start of Work Period: \_\_\_\_\_/\_\_\_\_\_/20\_\_\_\_

Field experience work position \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Describe work responsibilities: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Learning outcomes for fieldwork experience:

1. Integrate theory, practice, and skills developed from their courses to successfully complete the responsibility assigned by their site supervisor. (PLO 1, 2, 5)
2. Exhibit professional behavior necessary for job success and growth.
3. Exhibit teamwork in a professional setting. (PLO 3)
4. Exhibit effective communication skills necessary for job success and growth. (PLO 4)

Student Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**FIELDWORK EXPERIENCE EMPLOYER’S EVALUATION**

*Student’s immediate supervisor should complete this evaluation.*

Student’s Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Period: \_\_\_/\_\_\_/20\_\_ through \_\_\_/\_\_\_/20\_\_\_ Number of work hours \_\_\_\_\_\_\_\_\_\_

Employer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**A. Please circle the statement that best describes the student's work performance.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| **Attitude** | *Very positive & enthusiastic* | *Fairly positive and enthusiastic* | *Somewhat negative and unenthusiastic* | *Very negative & unenthusiastic* |
| **Judgment** | *Always uses good judgment* | *Usually uses good judgment* | *Rarely uses good judgment* | *Consistently uses poor judgment* |
| **Dependability** | *Always dependable* | *Usually dependable* | *Rarely dependable* | *Never dependable* |
| **Ability to learn** | *Very quick learner* | *Fairly quick learner* | *Fairly slow learner* | *Slow learner* |
| **Attendance-**  **Punctuality** | *Always on time and ready to work* | *Usually on time and ready to work* | *Rarely on time and ready to work* | *Never on time and ready to work* |
| **Quality of work** | *Always high-quality work* | *Usually high-quality work* | *Somewhat quality work* | *Always poor-quality work* |
| **Relationship with co-workers and teamwork** | *Works extremely well with others* | *Works well with others* | *Has some difficulty working with others* | *Works very poorly with others* |
| **Communication skills (oral & written)** | *Excellent* | *Above average* | *Average – room for improvement* | *Below average – definitely need improvement* |
| **Critical thinking & Problem-solving skills** | *Excellent* | *Above average* | *Average – room for improvement* | *Below average – definitely need improvement* |
| **OVERALL PERFORMANCE** | *Superior* | *Good* | *Fair* | *Poor* |

**B. Based on your interaction with the student, to what extent do you believe the student possesses the following knowledge:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Knowledge** | **Rating** | | | |
| **General business operation** | *Excellent* | *Above average* | *Average – room for improvement* | *Below average – definitely need improvement* |
| **Hospitality specific operation** | *Excellent* | *Above average* | *Average – room for improvement* | *Below average – definitely need improvement* |

**C. If you have any additional comments regarding the performance of the students, please write below.**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Based upon the evaluation, is this student eligible for rehire (or continued employment)? Y N

Supervisor’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date \_\_\_\_\_\_\_\_\_\_\_\_

**Please mail or email this form to:**

Mail: P.O. Box 43661, Lafayette, LA 70504-3490.

Attn: Hospitality Management Field Experience Coordinator

Email: hospitality@louisiana.edu

**Thank you for your assistance.**

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**FIELDWORK EXPERIENCE STUDENT’S EVALUATION**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Job Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Period: \_\_\_/\_\_\_/20\_\_ through \_\_\_/\_\_\_/20\_\_\_ Number of work hours \_\_\_\_\_\_\_\_\_\_

Employer\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**A. Please circle the statement that best describes the work experience.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| **Educational value & relevance to your major** | *Extremely valuable and relevant* | *Somewhat valuable*  *And somewhat relevant* | *Mostly not valuable and not relevant* | *Not valuable and not relevant* |
| **Support from Management** | *Extremely encouraging and helpful* | *Somewhat encouraging and helpful* | *Mostly discouraging and unhelpful* | *Extremely discouraging and unhelpful* |
| **Level of Responsibility** | *Increased as time progressed* | *Somewhat increased as time progressed* | *Mostly given routine tasks* | *Always given routine tasks* |
| **Your attitude toward the job** | *Great attitude* | *Good attitude* | *Fair attitude* | *Poor attitude* |
| **Initiative toward the job** | *Always took initiative* | *Mostly took initiative, accepted new tasks if asked* | *Rarely took initiative & reluctantly accepted new tasks* | *Never took initiative and did not accept new tasks* |
| ***OVERALL PERFORMANCE*** | *Superior* | *Good* | *Fair* | *Poor* |
|  |  |  |  |  |
| ***Based on this experience, I am:*** | *Definitely committed to my career plans* | *Mostly committed to my career plans* | *Somewhat committed to my career plans* | *I am considering rethinking my career plans* |

**B. Please indicate your agreement or disagreement with the following statements.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Statement** | **Strongly Agree** | **Agree** | **Neither agree nor disagree** | **Disagree** | **Strongly disagree** |
| The theories, practices, and skills gained from my courses help to successfully complete the responsibility assigned by my supervisor. |  |  |  |  |  |
| This experience improves my professionalism. |  |  |  |  |  |
| This experience improves my teamwork skill. |  |  |  |  |  |
| This experience improves my leadership skill. |  |  |  |  |  |
| This experience improves my communication skills. |  |  |  |  |  |
| This experience improves my critical thinking and problem-solving skills. |  |  |  |  |  |

**C. If you have additional comments related to your work experience, please write below:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Will you continue to work for this employer? Yes No

If no, why not? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Would you recommend this job to future Hospitality Management students? Yes No

Student’s Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_