
CAL POLY POMONA

VERIFICATION OF 800 HOURS OF HOSPITALITY PROFESSIONAL WORK EXPERIENCE

Please note: If you started Cal Poly Pomona as a FIRST TIME FRESHMAN you must have completed all 800 hours after your high school graduation. If you are a TRANSFER STUDENT you must have completed at least 400 of these hours while you have been admitted/enrolled at Cal Poly Pomona. You are allowed to bring UP TO 400 hours with you from post-high school graduation till joining CPP, a total of 800 hours is still needed.

When do I need to submit my hours? Who do I give them to? You will need to submit proof of your hours by the first week of the quarter you are enrolled in HRT 341 to your instructor. If you wish to turn them in earlier than that, please see the Career Services Coordinator.

What jobs count towards my 800 PWE? The hospitality industry is composed of lodging properties, resorts, restaurants of all types, as well as other hospitality segments including private clubs, banquet and catering businesses, event and meeting planners, cruise ships, casinos, and convention centers. It is within one of these areas that the student will acquire professional work experience. Think of the definition of hospitality itself – the cordial, generous and gracious reception of guests. Guests at your hotel, your resort, your restaurant, at a special event or as a member of your club. It is this type of experience, as well as managing those people who serve the guests, that the student should be acquiring for this major. Questions if your job counts? Please email or see the Career Services Coordinator BEFORE accepting the position.

What about the 200 hours for the hotel series? Contact Dr. Patrick Lee for all approvals, cplee@cpp.edu, 909.869.4285

Option A (preferred):

Please submit a paycheck stub verifying your total number of hours (by your YTD) AND a letter written by you with the following information:

- Your name
- The company name, address, phone number
- Your supervisor's name and title
- Locations web link (website, yelp, etc.)
- The position you held and the job duties - these must be in the hospitality industry
- The month(s) and year(s) that employment began and ended
- The number of hours worked to date (This number should be as EXACT as possible)

Alternatively, if you cannot obtain a paycheck stub with a yearend YTD on it, you can submit any paystub AND a copy of your W2 for us to verify the total number of hours. If you worked for more than one employer to get to the minimum 800 hours of PWE, then you should have similar documentation for each employer.

Option B (Acceptable):

Submit, on company letterhead, with a business card (if a business card is not available, please provide a print out of their yelp page or printed material from the business, such as a menu) attached the following information on the first day of class:

1. Your name

2. Your position and job duties - these must be in the hospitality industry
3. The month(s) and year(s) that employment began and ended
4. The number of hours worked to date (This number should be as EXACT as possible)
5. Signature and business card of your manager or supervisor

If you worked for more than one employer to get to the minimum 800 hours of PWE, then you should have a similar letter for each employer.

Questions?

Ann Lara, Career Services Coordinator, The Collins College of Hospitality
Management, 909.869.4149,
aelara@cpp.edu, 79B-2210B

Ann Lara

Career Services Coordinator, Career Center and The Collins College of Hospitality Management
California State Polytechnic University, Pomona
3801 West Temple, Pomona, CA 91768
(909) 869 4149 Office
AELara@cpp.edu

Office Locations and Websites

Career Center Office: 97-100 <http://www.cpp.edu/~career>
Collins College Office: 79B-2210B <http://www.cpp.edu/~collins>



SAN FRANCISCO STATE UNIVERSITY

San Francisco State University
College of Business
Department of Hospitality and Tourism Management
Hospitality Management Internship Fact Sheet-Company

ABOUT THE INTERNSHIP PROGRAM:

The objective of the internship class is to provide students the opportunity to apply the theory and ideas learned in class to a real world hospitality/tourism setting. Typically 60-80 students participate in the internship program each semester. They are all senior level students majoring in Hospitality and Tourism Management. The program runs 3 times per year during SFSU semesters which typically occur mid-August through early December; January through mid-May; mid-June through mid-August. Students are required to earn 200+ hours rotating throughout the respective company. Additionally, students must complete a research project and present their findings to the senior management team.

STUDENT QUALIFICATIONS:

Students entering the internship class are typically final semester seniors majoring in hospitality and tourism. A minimum of 350 hours of work experience in the hospitality services industry and 50 hours of extra-curricular/professional development is required for entry into this course.

PARTICIPATING COMPANY REQUIREMENTS:

Companies who wish to participate in the internship program must be approved by the SFSU faculty advisor. Participating companies must meet the following criteria:

- Be an actively engaged company in the hospitality/tourism industry. For example, hotel, restaurant, DMC, convention facility, private club, etc.
- Provide a structured learning/experience program for the student, for example, that rotates through several departments or positions.
- Provide a detailed weekly schedule of student responsibilities for both the student and company to follow.
- Each student-company relationship must have a clear outline of responsibilities that is agreed upon prior to beginning the internship.
- Provide 200+ unpaid or paid hours to the respective intern while helping the student achieve their stated goals, objectives, duties and special project.
- Provide a detailed description of work responsibilities that the intern is expected to perform. For example, intern may be shadowing front desk agents, reservationists, and PBX operators in order to learn about the front desk operations.
- Provide research or special project details that the intern must accomplish during their intern assignment. For example, assisting the room executive with a competitive guest room rate analysis. Students are required to present their research findings to the management team at the

end of the semester. The management team will provide a grade for the student's final project presentation.

- Provide a performance evaluation at the end of the semester as it pertains to the job requirements as agreed to at the beginning of the internship.
- All companies are required to meet the U.S. Department of Labor's Internship guidelines:
 - The internship, even though it includes actual operation of the facilities of the employer, is similar to training which would be given in an educational environment;
 - The internship experience is for the benefit of the intern;
 - The intern does not displace regular employees, but works under close supervision of existing staff;
 - The employer that provides the training derives no immediate advantage from the activities of the intern; and on occasion its operations may actually be impeded;
 - The intern is not necessarily entitled to a job at the conclusion of the internship; and
 - The employer and the intern understand that the intern is not entitled to wages for the time spent in the internship.

(Source: <http://www.dol.gov/whd/regs/compliance/whdfs71.htm>)



INTERN REQUIREMENTS:

The internship must be completed with a company that has been approved by the course instructor. The internship may focus on one department or rotate through several different departments/positions. The intern is required to perform the following:

- The students are required to complete 200+ hours of unpaid/paid work over the course of the semester. Program details such as contact information, interviews, and final project completion dates are announced at the beginning of each semester. The final due date for the students to complete their hours and turn in their paper work is always in the final week of each semester.
- The intern must submit a Mid-Term Progress Report to the SFSU faculty indicating:
 - Project update.
 - Management's support of your efforts (i.e., has your supervisor/manager been supportive and helpful? Is so, how, if not, what is the biggest problem you've had?).
- The students are also required to complete a management project in addition to their work hours. Ideally this project involves a task that requires them to produce something that can be used by the company offering the internship. For example, developing a new marketing plan, update a training manual, or standard operating procedures.
- The students are responsible for getting you any paperwork that needs to be filled out at least one week before it is due. Such paper work includes monthly time sheets, an evaluation form, and the Internship memorandum.
- Scheduling department(s) to be worked in, shifts and other details should be worked out with the student. There is no obligation to take on an intern and we want the process to be as stress and effort free on your end as possible.

If you should ever have any questions or issues, you may contact me at any time via email or by phone.



SFSU FACULTY CONTACT:

Laura Shroder
Director/Lecturer
San Francisco State University
College of Business
Department of Hospitality and Tourism Management
1600 Holloway Avenue
San Francisco, CA 94132
415-405-4149
lshroder@sfsu.edu
<http://www.sfsu.edu/>
<http://cob.sfsu.edu/cob/hospitality/about/>

University of San Francisco
DEPARTMENT OF HOSPITALITY
Academic Year 2018-2019

Documentation for Industry-Related Work Experience/Internships (BUS 285 and BUS 385)

Dear Hospitality Industry Executive,

In our goal to develop strong, well-rounded hospitality professionals, the curriculum of the Hospitality Management Program at the University of San Francisco includes a professional industry experience requirement for graduation. The purpose of the industry-related work experience is to provide students with the opportunity to utilize the work setting as an extended classroom where they put their academic studies into practical application.

Students are required to complete at least two full-time professional industry work experiences (approximately 800 hours). Students receive course credit for this experience in two professional industry experience classes (BUS285 and BUS385), and may choose to complete their experience during the school term or during their summers. Students may seek both paid and unpaid opportunities to fulfill this requirement.

In order for the student to receive appropriate course credit for hours worked, we require specific documentation that the student will present to you either in digital or hardcopy format prior to starting their experience. ALL required documentation for *unpaid* experiences must be submitted to our office for approval in advance of the student beginning the experience.

We appreciate your support of our program, and look forward to working with you. Please feel free to contact me directly at (415) 422-2498, or e-mail me at mmillar@usfca.edu with any questions.

Thank you very much for your cooperation.

Sincerely,
Michelle Millar
Associate Professor and Department Chairwoman
University of San Francisco
Department of Hospitality Management

Documentation for Industry-Related PAID Work Experience/Internships**1) Training Objective Outline**

We require that a job/training outline and schedule be signed and reviewed with the student before the student begins work with you. Past experience has shown that when job/training objectives are established in advance, the work program is more likely to exceed expectations on all sides. As such, we ask that the supervisor and student sign this form prior to setting the student's work schedule. The intern/employee is an employee covered by minimum-wage and overtime laws. (See the labor department factsheet as sfg.ly/moWjm3 or call (866) 487-9243.)

2) Performance evaluation

We ask that you use the job/training objectives established at the onset of the work experience as the basis for this written evaluation of the student's performance. You are encouraged to review it with the student prior to sending it to this office.

3) Verify Number of Hours Worked

We would ask that you provide students with a printout of a daily schedule of hours completed on your letterhead. Or, at the end of the work experience, the student will present to you a log of their hours worked, which we ask you to verify and sign.

4) International students are required to coordinate INS Visa-related paperwork between your office, USF's International Student and Scholar Services office, and the Hospitality Management office. Students may provide templates of letters required by the government for your use.

Documentation for Industry-Related UNPAID Work Experience/Internships

1) We require that a job/training outline and schedule be signed and reviewed with the student before the student begins work with you. Past experience has shown that when job/training objectives are established in advance, the work program is more likely to exceed expectations on all sides. As such, we ask that the supervisor and student sign this form prior to setting the student's work schedule. As a note of reminder, an internship must meet all six of the criteria listed under the Fair Labor Standards Act (FLSA) with the U.S. Department of Labor Wage and Hour Division in order to be deemed as "unpaid".

2) Memorandum of Understanding

This document is the Workers Compensation Insurance Waiver which must be completed by the employer and submitted with the aforementioned Training Objective Outline for review and approval/signature by the USF Department of Hospitality Management. Until these documents are recorded and filed, unpaid internships may not begin.

3) Requests for Insurance Waivers for unpaid internships must be filed with the University prior to start date of work as we require a certificate of insurance be posted with your company prior to the student beginning their experience. Please forward your company's Hold Harmless Agreement to us directly for review by the university's legal counsel. If you do not have such, one will be provided for you. We require strict compliance with this prerequisite.

4) Performance evaluation

We ask that you use the job/training objectives established at the onset of the work experience as the basis for this written evaluation of the student's performance. You are encouraged to review it with the student prior to sending it to this office.

5) Verify Number of Hours Worked

We would ask that you provide students with a printout of a daily schedule of hours completed on your letterhead. Or, at the end of the work experience, the student will present to you a log of their hours worked, which we ask you to verify and sign.

6) International students are required to coordinate INS Visa-related paperwork between your office, USF's International Student and Scholar Services office, and the Hospitality Management office. Students may provide templates of letters required by the government for your use.

