



**WESTERN
COMMUNITY
COLLEGE**

**Bachelor of Hospitality Management
Work Experience I Handbook**



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Purpose of Work Experience

The overall purpose of the Work Experience in the hospitality program is to assist students to develop the necessary self-awareness, knowledge, skills, abilities, and values to demonstrate effective skills in an organization offering hospitality services.

Through a combination of purposeful learning activities, on-going supervision and direct practice, students will gain the ability to understand, translate and integrate theory and practice. The opportunity for students to learn about a variety of settings and to demonstrate work readiness is critical to success.

Knowledge - You will gain:

- A better understanding of the career paths which you may be able to take.
- More experience of the different roles within companies and industries; you'll learn about what it is like to work in these roles.
- Experience of fulfilling the responsibilities of a professional role.

Independence - You will:

- Learn to work more on your own initiative, completing tasks without having to be asked.
- Learn to manage your time and workload, considering how to complete the most important tasks first.

Communication - You will:

- Gain experience of working with others and learn to ensure that you make yourself clear.
- Begin to appreciate the importance of understanding what is expected of you.
- Become more confident when communicating face to face, over the phone and in written correspondences (e-mails, letters etc.).
- Begin to think carefully about who you need to communicate with to be supported in different aspects of your role. You will also consider how you can support colleagues through effective communication.

Enthusiasm and Professionalism - You will:

- Experience a particular field of work and consider whether you wish to pursue it in the future.
- Learn to apply yourself to work, even if you do not necessarily find it thrilling, all the time.
- Learn the importance of being polite and helpful to all your colleagues, customers, and others, at all times.



Excellence - You will:

- Apply yourself to your work in order to do the very best you can while on the placement and will hopefully leave your employer with a positive impression of you.
- Understand the importance in the workplace of being cheerful, punctual, efficient, flexible, true to your word and trustworthy.
- Be able to develop a range of skills which will apply to your schoolwork, as much as your future career.

Reliability - You will:

- Ensure that you arrive at your placement on time and dressed appropriately.
- Ensure that tasks allocated to you are completed with care and attention.
- Work with your colleagues to ensure that you contribute to the workings of the company in which you are placed.

Work Experience Learning Outcomes

Upon completion of this course the successful student will have reliably demonstrated the ability to:

1. Follow a contracted learning experience by acting self within the bounds of host's workplace expectations.
2. Demonstrate professionalism by being punctual at work and attending required meetings.
3. Exhibit effective interpersonal communication and interact professionally with customers and colleagues at work.
4. Conduct oneself within the parameters of work-site procedural policies and regulations.
5. Communicate in a caring, respectful, and clear manner.
6. Demonstrate self-awareness regarding one's skill, personal style, and values when working in group.
7. Apply theory to practical workplace situations while acquiring new knowledge and skills in the workplace.



Definitions

- **Student** also known as Work Experience Student – An individual currently enrolled in Hospitality Management Degree Program at Western Community College.
- **Work Experience Mentor** – The Work Experience Mentor is responsible for supporting the student's learning in the Work Experience setting.
- **Work Experience Instructor** also known as the Program Instructor - The Work Experience Instructor is employed by Western Community College and is usually an instructor in the Hospitality Management Program.
- **Work Experience Coordinator** – The Western Community College staff member who plans with existing and new Work Experience agencies/sites for the placement of students.
- **Work Experience Agency/Site/Host** – The setting where the Student undertakes Work Experience. Also referred to as host or agency or site.
- **Work Experience Program** – The required field experience course(s) included within the WCC Hospitality Management Degree Program curriculum.

Who does what?

The Work Experience is a partnership between the student, the College Instructor, the Work Experience Coordinator and the Work Experience Mentor and the host site. All parties in the relationship assume certain responsibilities. The following is a general description of the roles and responsibilities of each party.



THE STUDENT

Students carry responsibility for their professional and personal development. Specific expectations are to:

- Review and comply with the college policy (with respect to student conduct) and the policies cross referenced.
- Commit to making good use of mentorship, taking initiative and guidance from personnel at the host site and developing and putting to use practice skills.
- Comply with the principles of confidentiality, policies, (and) procedures and hours of work, as outlined at the Work Experience host site.
- On the first day of Work Experience, seek out any site-specific protocols, contractual agreements, safety and emergency related information relevant to Work Experience.



- Demonstrate professional attitude, ethics and conduct when interacting with customers and host site personnel.
- Attend the Work Experience for the required number of days and hours specified by the program.
- Report illness or absence to the Work Experience Mentor and Instructor.
- Maintain contact with the Work Experience Instructors, keeping them informed of any changes, concerns or issues that arise in the Work Experience.
- Participate in mentoring/feedback sessions with the Work Experience Mentor and the Work Experience Instructor

THE WORK EXPERIENCE MENTOR

The Work Experience Mentor plays a key role in the training and learning process of the Student. It is a guiding role that bridges the gap between theory and practice and provides mentorship to the student. Each student will be assigned to a Work Experience Mentor at the placement setting. In honoring their responsibilities, Work Experience Mentors are expected to:

- Be aware of and participate in the development of the student's learning plan.
- Provide time for orientation to acquaint the student with the agency's policies, procedures, roles, safety practices and overall philosophy.
- Ensure that any site-specific protocol or contractual agreement terms regarding student placement are followed.
- Introduce the student to other staff members.
- Provide meaningful learning opportunities for the student to fulfill his/her learning goals and objectives.
- Provide on-going support and consultation (usually a specified minimum time each week).
- Monitor the student's learning and progress and provide the student with ongoing verbal and written feedback.
- Meet with the student and the Work Experience Instructor at mutually agreed times to discuss and review the student's progress and to provide input into evaluations.
- Maintain contact with the Work Experience Instructor to discuss any concerns, questions, suggestions or issues regarding the student or the program.
- Inform the student of any potentially unusual client behaviour (e.g., anxiety, anger) and how to deal with this.



THE HOST

During the Work Experience, the host company will offer great insight into their business to the student. This real-world experience will prove to be invaluable for the student in the future. The host company will:

- Provide learning experience: The host should provide all opportunities to the student that will enhance his learning experience. The host must provide all round training to the student, if possible.
- Provide a safe and healthy work environment.
- Provide proper orientation to the student with respect to the policies and procedures of the workplace.
- Supervise the progress of the student and evaluate the progress during the midterm and at the end of the Work Experience period.
- Discuss the progress of the student with the Work Experience instructor and inform the Work Experience instructor if the student has been continuously absent without notification from the Work Experience for a period of more than three days.

THE WORK EXPERIENCE COORDINATOR

The Work Experience Coordinator is responsible for setting up the Work Experience. In consultation with WCC Dean of programs and faculty, the coordinator will make arrangements with new and existing Work Experience agencies for student field placements. It is the responsibility of the Work Experience Coordinator to:

- Orient students to the process for Work Experience placement, the different options for Work Experiences and solicit student requests.
- Consult with WCC faculty, as needed, to determine the student's placement and learning needs.
- Establish who at the agency/site will take on the supervisory/mentorship role for the student and outline appropriate tasks and responsibilities to ensure that a suitable learning experience can be provided.
- Provide students with information regarding placement agencies' expectations and outline the placement process.
- Inform the student of any specific placement protocols or contractual agreements that are agency/site-specific.
- Provide the agency with information about the program, field placement procedures, Work Experience expectations and the evaluation process.
- Ensure that both Work Experience Mentors and the student have confirmed the Work Experience placement.



- Be available to Work Experience Mentors for clarification or consultation on the Work Experience placement process.
- Recruit and develop possible Work Experience placement sites.

Course Evaluation

Western Community College is ultimately responsible for evaluation and assignment of the final grade. The method of summative evaluation should be clearly discussed and understood by the student and the Work Experience Mentor at the beginning of the Work Experience. The Work Experience Instructor will facilitate and collect evaluative information as part of the evaluation process.

Your Personal Skills and Aims

Work experience is an important opportunity to apply all that you have learnt at school to a real-world environment. It is therefore important to view it as a part of your continuing learning. As such you need to think about your strengths and weaknesses before going to your work experience placement and while you are there if possible.

List your strengths that you think will be most useful to you during your work experience?

e.g., I am a good communicator; I am good at managing independent work; I am a good team player.

1 _____

2 _____

3 _____



List your weaknesses that you would like to work on & develop during your work experience?

e.g., I need to improve my mental arithmetic when dealing with the cash register; I need to be more confident on the telephone, I need to leave earlier to get to work on time.

1 _____

2 _____

What personal growth targets would you like to achieve during your work experience?

e.g., I would like to complete at least three full tasks completely independently; I want to master mixology technique in bar.

1 _____

2 _____

3 _____

4 _____



Student and Host Information	
Name of Student	
Student Number	
Work Experience Host Site	
Address and Contact Number	
Name of Work Experience Supervisor	
Work Experience Start Date	
Work Experience End Date	



Student Weekly Journal

Describe what you learned during this week. In your journal, you may record:

- a) Any challenges that you faced and what skills did you use to overcome those challenges.
- b) Any new skills that you learned in that week.
- c) How you were able to apply any concept of the knowledge you acquired in theory in real life work situation.

You may use additional pages to write if you want.

Week 1

Week 2

Week 3



Week 4	
Week 5	
Week 6	
Week 7	



Week 8	
Week 9	
Week 10	
Week 11	



Week 12	
Week 13	
Week 14	
Week 15	



Student Skills Evaluation

The Work Experience Host Supervisor is requested to evaluate the students during and at the end of the Work Experience. At the end of the Work Experience, they are requested to complete the following evaluation checklist and answer the questions that follow.

Please rate the Student/student on the following employability skills based on his/her performance during the work experience placement.

Communication Skills	Excellent	Very Good	Good	Average	Poor
Interpersonal communication					
Verbal communication skills					
Written communication					
Handling complaints					
Seeking feedback					
Client / Customer Care					
Teamwork	Excellent	Very Good	Good	Average	Poor
Follows directions					
Gets along with colleagues					
Follows company regulations					
Leadership Skills	Excellent	Very Good	Good	Average	Poor
Multi-tasking					
Hazard Awareness					
Understanding of metrics of revenue					
Accountability					
Innovation and problem solving					
Understanding of organisational goals					
Personal Attributes	Excellent	Very Good	Good	Average	Poor
Respect for others					
Conscientiousness					
General deportment					
Work habits					
Ability to learn					
Attitude					
Attendance					
Punctuality					
Organization and professional appearance					
Ability to learn new things					
Appearance					



Summary of Student's Duties

Please summarize the Student's duties (please use additional sheets if required):



Did the Student meet your work expectations? Yes ___ No ___

If "No", please explain:

Student's accomplishments and achievements:

Student's Strengths:

Student's Areas for Improvement:



Suggestions for Program Improvement:

Additional Comments:

Thank you very much for your help, and please be assured that your comments will be treated in confidence by the College.



Host Site Supervisor -

Name: _____

Signature: _____

Date: _____

WCC Work Experience Co-ordinator -

Name: _____

Signature: _____

Date: _____