Instructor Information

Instructor: Renee Jeffery Smith  
Office: CAHMI – Room 223  
Mailbox: CAHMI – UAPTC South  
Hours: Monday – Friday 9:00 am until 3:00 pm or by appointment  
Phone: 501-812-2879  
Email: renee.smith@uaptc.edu

*All emails and telephone calls will receive a response within 24-48 hours

Chair: Renee Smith  501-812-2860  Renee.Smith@uaptc.edu  
Associate Dean: Todd Gold  501-812-2861  TGold@uaptc.edu

*If your emails and telephone calls do not receive a response within 48 hours, the appropriate chain of command is above.

Course Information

Catalog Description
Students will be placed in sponsor houses to gain practical experience in various aspects of the industry. Student goals and evaluation of performance will be a cooperative effort between sponsor house and a supervising faculty member. (3 practicum hours/115 contact hours).

Pre or Co-Requsite: It is recommended a student have completed one year of coursework or have instructor’s permission.

Course Materials
Text and Materials: Each student will build his or her own portfolio that reflects the semester’s practicum experience.

Mission Statement

University of Arkansas – Pulaski Technical College provides access to high-quality education that promotes student learning and enables individuals to develop to their fullest potential.
Institutional Learning Outcomes and General Education

UA-PTC supports a college-wide institutional learning assessment program which concerns effective instructional methods and promotes student learning achievement by assessing:

1. Communication
2. Critical Thinking
3. Cultural Awareness
4. Information Literacy
5. Professionalism
6. Quantitative Literacy
7. Technology Literacy

For more information, please consult the following websites: [http://www.pulaskitech.edu/sla/mission.asp](http://www.pulaskitech.edu/sla/mission.asp) [https://uaptc.edu/sla/learning-outcomes/student-learning-outcomes](https://uaptc.edu/sla/learning-outcomes/student-learning-outcomes)

CAHMI: Department / Program Learning Outcomes

The Hospitality Management Institute

The Hospitality Management program at Pulaski Technical College is accredited by the Accreditation Commission for Programs in Hospitality Administration (ACPHA). ACPHA standards set a national benchmark for the effective instructions of programs throughout the United States and are necessary to ensure that these programs are professionally administered.

For more info visit: [http://www.acpha-cahm.org/](http://www.acpha-cahm.org/)

The Management Institute, consistent with the College’s mission and the Division’s objectives, encourages the success of its students in all technical fields and academic disciplines by promoting:

- Technology: Demonstrate proficiency in appropriate computer and information technologies. Apply technology to culinary and hospitality operations.
- Industry Math: Demonstrate applicable math skills to culinary and hospitality operations business.
- Sustainability: Formulate strategies to improve sustainability and ‘green’ principles in hospitality management.
- Nutrition: Use accepted nutrition standards that lead to positive health benefits. Discuss current community health trends and concerns.
- Purchasing and Cost Controls: Apply purchasing and of cost control principles, related to culinary and hospitality business.
- Safety and Sanitation: Operate in a safe and sanitary manner. Demonstrate systematic approach to safety and legal issues of operations in back of the house and front of house environments.
• Marketing: Analyze strategies to serve the current needs of the hospitality industry. Describe contemporary culinary and hospitality trends.
• Communications: Demonstrate oral and written communication proficiency with public speaking, social media, menu design, and written articles and/or reports.
• Cultural Awareness: Demonstrate the dynamics of the changing global business environment. Discuss service, food, and dietary issues from cultural, religious, historical, and geographical perspectives. Service: Demonstrate best practices to meet current and changing guest needs and expectations.
• Professionalism: Demonstrate knowledge of personal skills, including accepted professional standards and codes of conduct. Apply culinary and hospitality terminology.
• Overview: Demonstrates an understanding of the broad scope of career options in hospitality along with an overview of hospitality operations and standards.

Student Learning / Course Outcomes

1. Experience first-hand the business and professional world prior to graduation
2. Apply classroom knowledge to actual situations
3. Improve and expand skills in your career field.
4. Develop clientele and job prospects
5. Become aware of the professional conditions, standards, and expectations within the hospitality community.

Behavioral Objectives:

1. Develop critical thinking skills used in culinary/hospitality management.
2. Understand how to market and sell oneself to industry professionals.
3. Think of oneself as a future manager and incorporate the functions of management into one’s daily life and activities.
4. Develop effective written and oral communications skills.
5. Develop effective problem-solving skills in the hospitality industry
6. Demonstrate college-level demeanor both inside and outside the classroom.
7. Understand the cultural diversity in the hospitality industry.

Policies

Classroom Procedures: As this is a practicum course, a majority of the learning will take place on the job site. However, it is important that the instructor monitors each student’s progress throughout the semester. Each student must have three (3) short conferences with the instructor during the semester.

Student-Instructor Conferences: Each student must meet with the instructor three (3) times during the semester. The first meeting will be to cover paperwork and portfolio. The other two meetings can be will be the Mid-term work evaluation and the end of semester meeting. Grading Procedures: Students will be evaluated based on the following:
Week 1 by Jan. 16, Class Meeting, Paperwork 100 points
Week 8 by Mar. 8 Mid-term work evaluation 100
Week 16 by May 6 End-of-semester work evaluation 200
Practicum Supervisor evaluations 200
Student portfolio and journal 300
TOTAL 900

Report a Complaint or Concern

UA-PCTC takes very seriously complaints and concerns regarding the institution. Most complaints or concerns of a specific nature should be initiated and resolved at the campus level through normal college processes whenever possible. UA - Pulaski Technical College receives and resolves complaints using a variety of methods. To report a complaint or concern, please follow the link below.

https://www.uaptc.edu/report-a-concern-complaint

Attendance Policy

Agencies granting financial assistance may be notified of the violation of the attendance policy by students receiving financial aid.

Attendance is taken starting the first day of the semester, with the exception of students who enroll after classes have started. Teachers have the right to count students as absent if they arrive late to class, leave class early, or go in and out of the classroom during class time. Teachers have the right to lower a student’s grade based on excessive absences.

Any student who misses two consecutive weeks of class may be administratively withdrawn from the class.

Any student who does not class within the first two weeks of class will be considered a “no show” according to the campus attendance policy and will be reported as such and dropped from the class. Teachers have the right to enforce UA-PTC’s administrative drop policy for days of consecutive nonattendance. Such particulars as determined by the instructor are detailed in the paragraph below.

Attendance Artifact Policy

Attendance and Participation are both required for this class and are tracked using course login records as well as assignment and/or test submissions. The instructor may drop students if you miss two submission requirements such as an assignment or quiz. Agencies granting financial
assistance may be notified of violations of the attendance policy by students receiving financial aid.

In an online class, eligibility for Financial Aid is based on student participation. Logging into the course does not constitute participation. For purposes of roster certification, students must complete a gradable attendance artifact.

Attendance will be taken at each class meeting. Regular and prompt attendance is expected of all students enrolled at UA Pulaski Technical College and is necessary in maintaining acceptable grades. You are expected to attend all student-instructor meetings and to adhere to the work schedule determined by the student, the employer, and the instructor. Points are allocated to attendance of both scheduled work shifts and instructor meetings, so it is wise to make attendance a top priority. See the UA Pulaski Technical College student handbook for further details on attendance policies and procedures.

On-Site Visits: The instructor will visit each student’s work site and talk to the student’s direct supervisor about work performance issues, etc. The student may or may not be on the clock at that time.

Students have the responsibility to know attendance policies. Instructors have the authority to drop students who are not attending class consistently. A student may or may not be dropped anytime after the student consecutively has failed to attend twice the number of class meetings per week. (For example, if the class meets one day per week—drop after two times. NOTE: in the summer sessions, the instructor cannot “drop” a student, but simply will record the grade earned.)

If you stop attending class, do not assume that you will be automatically dropped. Students are responsible for completing the necessary paperwork with the Student Services office to officially drop from a class. Students must abide by the deadlines of Student Services for a “drop.”

It is the responsibility of the student to obtain assignments that were missed as a result of absence or tardiness.

Agencies granting financial assistance may be notified of the violation of the attendance policy by students receiving financial aid.

Course Policies

The UA-PTC Catalog rules and regulations will be enforced in this course at all times.

Professional behavior is required. Punctual attendance and intelligent participation are expected. Particulars as determined by the instructor are detailed in the paragraph below.

Appropriate behavior is expected for all communications, including any notes, email messages, or telephone conversations. Some guidelines for communication are included in this syllabus to help you.
**Student Behavior:** Students are expected to behave in the classroom.

1. Treat others with respect. Part of the college experience is being exposed to people with ideas, values, and backgrounds different from yours.

2. Any behavior that disrupts the class may result in that student being asked to leave the class for the day. Obtain a copy of the student handbook; read the standards of conduct and adhere to them. They will be strictly enforced in this class.

3. Be prepared for class. Complete reading assignments before class so that you can understand the lecture and participate in discussion. Always have necessary pen or pencil, paper, and necessary tools of class.

4. Keep your work area/desk clean. Other classes use the same room. It is imperative that you keep up with your book, disk, and other materials.

**Cell Phones:** In consideration of others, cell phones and other personal communication devices **must be turned off during class**. If you have an EMERGENCY situation and must be available by phone, inform your instructor and set your phone to a mode that will not disturb others (e.g., silent or vibrate). Under no circumstances may students use cell phones or electronic communication devices in the classroom.

**Arriving Late for Class:** Students arriving late to class are distracting. If you arrive late, please enter quietly and take your seat; please wait until class is dismissed before picking up handouts, handling attendance reporting, etc.

**Children in Class:** Students may not bring children to class, and may not leave children unattended anywhere on campus.

**Computer Labs:** (in addition to Classroom Policies above)

1. With all the electric equipment in the lab classroom, remember NO FOOD OR DRINKS NEAR any equipment in the room. Check with your instructor to see if there is a place where drinks may be left and retrieved after class.

2. Lab computers are to facilitate student learning, not for “surfing the net” or playing games unrelated to the course. Students will not use the Internet and its technologies (e.g. check e-mail, participate in “chat sessions,” browse the web, etc.) during class unless the instructor requests that you activate these technologies for class lecture demonstrations or class work.

3. All equipment items (and supplies for them) are property of the state of Arkansas and are to be treated with care. Equipment and supplies are not to be removed from the lab.

4. Use of computer equipment is for the class meeting in the lab at that scheduled time. **Any student who needs to use equipment (creating, editing, or printing) while a class is meeting, must obtain permission from the instructor in advance; such permission must be obtained without interruption of the lecture/demonstration.**
**Grading Policy**

Letter grades will be based on the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>0 - 59%</td>
</tr>
<tr>
<td>D</td>
<td>60 – 69%</td>
</tr>
<tr>
<td>C</td>
<td>70 – 79%</td>
</tr>
<tr>
<td>B</td>
<td>80 – 89%</td>
</tr>
<tr>
<td>A</td>
<td>90 – 100%</td>
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</tbody>
</table>

*The Instructor will provide guidelines and instructions on the first day of the course.

*Grades may be found in the Blackboard Gradebook and will be updated each week. Mid Term Grades and Final Grades will be posted.*

**UA-PTC Gradable Attendance Artifact Policy Gradable Attendance Artifact (online courses)**

In an online class, eligibility for Financial Aid is based on student participation. Logging into the course does not constitute participation. For purposes of roster certification, students must complete a gradable attendance artifact (you must complete an assignment).

**Academic Integrity**

It is expected that all students who attend UA-PTC conduct themselves in a manner appropriate for the college experience. Academic integrity is a vital component of collegiate behavior. The UA-PTC catalogue states, “The gaining of knowledge and the practice of honesty go hand-in-hand.”

The catalogue also states, “The responsibility and authority of initiating discipline arising from violations of the rules against dishonesty during the process of the course are vested in the instructor of that course.”

The complete Academic Integrity Policy is in the UA-PTC code of conduct.

**Accommodation Policy**

Services for Students with Disabilities: UA-PTC is committed to fulfilling all federal requirements as stated in the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the American with Disabilities Amendments Act (ADAAA) of 2008. Accommodations are available to students who have documented disabilities. Students who request accommodations must register with the Disability Services Office (Main Campus: 501-812-2738 or South Campus: 501-812-2862) and must provide current and relevant documentation.

Students requesting accommodations should inform the instructor at the beginning of the course or as soon as accommodations are approved. It is the student's responsibility to provide their Accommodation Letter to the instructor. Accommodations are not retroactive and will only be provided once your instructor receives the Accommodation Letter.
In this course, we also recognize that each student has different learning styles and preferences. Students are encouraged to discuss their learning challenges with the instructor so that together we may optimize the learning process.
Student Code of Conduct

All students are expected to abide by the UA-PTC Student Code of Conduct. For the full Student Code of Conduct, access the most current version of the UA-PTC Academic Catalog. [http://uaptc.azurewebsites.net/docs/default-source/course-catalog/2017-18-academic-catalog.pdf?sfvrsn=a08a3038_2](http://uaptc.azurewebsites.net/docs/default-source/course-catalog/2017-18-academic-catalog.pdf?sfvrsn=a08a3038_2)

Sexual Misconduct

No person at Pulaski Technical College will, on the basis of gender, be excluded from participation in, be denied benefits of, or be subjected to sex discrimination, sexual harassment or sexual misconduct under any education program or activity. All college administrative policies and procedures regarding sex discrimination, sexual harassment, and sexual misconduct are in compliance with Title IX. Students who feel they are victims of sexual misconduct should contact the UA-PTC Title IX Deputy Coordinator for Students:

Michelle Anderson, Director of Student Life and Leadership  
Campus Center Building Room 216  
501-812-2756  
manderson@uaptc.edu

Course Evaluations

Students may be asked to evaluate their instructor and course near the end of the semester. These student evaluations are very important to the improvement in the quality of instruction and course materials. All results are anonymous and shared with the faculty only after the semester is over and grades have been posted.

Information Literacy

UA-PTC is committed to the Information Literacy Competency Standards for Higher Education as established by the Association of College and Research Libraries and endorsed by the National Forum on Information Literacy. Therefore, all courses will incorporate an information literacy component so that, by graduation, all students will be able to recognize the need for information, then locate, evaluate, synthesize, and communicate information in an ethical manner. Information literacy encompasses critical thinking, research, media, technology, health, business, and visual literacy skills to produce lifelong learners who can make informed decisions in the workplace and in their personal lives.

Tentative Course Schedule

Student-Instructor Conferences: Each student must meet with the instructor three (3) times during the semester. The first meeting will be to cover paperwork and portfolio. The other two meetings can be will be the Mid-term work evaluation and the end of semester meeting. Grading Procedures: Students will be evaluated based on the following:

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Practicum Supervisor evaluations 200
Student portfolio and journal 300
TOTAL 900

**Final Exam Schedule:** *Final Portfolio due May 6, 2019*

Disclaimer: This schedule is a guide for the semester. The instructor reserves the right to amend the schedule as necessary.

**Inclement Weather Policy**

In the event that the weather is so severe that the college administration believes that life and property may be in danger, the president of the college may cancel classes until weather conditions improve. When such a decision is made, the news media will be notified. Students should listen for such announcements on Little Rock radio and television stations. If there is no announcement, students should assume the college is open.

Because Pulaski Technical College is a commuter campus, inclement weather has a greater adverse impact than on a residential campus. The effects fall unevenly on individual students as road conditions and circumstances vary. Thus, individual decisions are required when hazardous weather conditions exist, but the college is officially open. You can also sign up on My PTC Portal for text message alerts.

In this course, weekly course instruction, activities, and assignments are available via Blackboard so that students do not get behind in course work during times of inclement weather.

**Dress Code**


All students of the CAHMI program are required to dress in the standard uniforms.

**Hospitality Management Institute Uniform:**

PTC Polo, Royal Blue or Black (available in the Bookstore)
Black Slacks, Black Belt, Black Socks, Black Shoes (skid resistant)
(or)Black Skirt (knee length), Black Stockings or Black Socks

As part of this class, we may make various off-site visits to industry related businesses. Students are REQUIRED to be in dress code for these visits.
Hospitality Students must wear proper shoes for kitchen passage. This is why we require skid resistant shoes that are not open toed. You are not generally in the kitchen, but you may have to pass through the kitchen to retrieve equipment or supplies.

Because of the attention to aroma detection in the classroom and lab, students should not wear cologne, perfume or other body sprays, lotions or creams. Students displaying strong odors such as these as well as odors such as cigarette smoke may be asked to leave the classroom.

Real World Application / Special Event Participation

Special Events and CAHMI Activities
Each semester your instructors at PTC: CAHMI ‘adopt’ in several special events so that our students have the opportunity for real world application of skills and knowledge. For many of our students, these events are the first time they will work for the public and as such it is essential for their career preparation.

Our instructors select several events that offer different real-world applications of the Culinary Arts and Hospitality: Receptions, Buffets, Meetings, Formal Dinners, Wine Dinners, Cocktail Parties, Tastings, and more. We also participate in industry events for the trade so that our students may show case their skills and talent for our community. This provides our students with networking opportunities with local chefs, business owners, managers and others in the hospitality field.

Course Agreement Form

Read, complete, and return to instructor:

I have read the course syllabus for Renee J. Smith HOS 2306 Practicum class at U A Pulaski Technical College, and I understand its content. I also understand the rules for the class, and I will follow and abide by these rules, including those relating to attendance, assignments, grading criteria, plagiarism, and behavior.

__________________________
Semester

__________________________
Date

__________________________
Print name

__________________________
Signature