

# COURSE SYLLABUS



COURSE TITLE: Hospitality Career Skills – HMG100

CLASS SECTION: 002

TERM: 2024 Winter

COURSE CREDITS: 1.5

DELIVERY METHOD(S): In-person, Monday 12:30-2:20pm, Fisher Building

Room 202

Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.

Learn more about Camosun's [Territorial Acknowledgement](#).

For COVID-19 information please visit <https://legacy.camosun.ca/covid19/index.html>.

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*Camosun College requires mandatory attendance for the first-class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable explanation in advance, you will be removed from the course and the space offered to the next waitlisted student.*

## INSTRUCTOR DETAILS

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NAME: Graham Frost

OFFICE: PISE 317

EMAIL: [frostg@camosun.ca](mailto:frostg@camosun.ca)

OFFICE HOURS: By appointment

*As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.*

## COURSE DESCRIPTION

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*This course will provide students with essential skills to participate in the internship work search process and successfully transfer learning from the classroom to the workplace. Topics will include the development of effective work search tools, effective interviewing skills, learning transfer, goal setting, and professional workplace behaviours.*

PREREQUISITE(S): None

## COURSE LEARNING OUTCOMES / OBJECTIVES

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Upon completion of this program, students will be able to:

- 1. Identify and evaluate your current and desired skills, knowledge, talents and interests to continually self-direct your learning and career.*
- 2. Prepare a targeted cover letter and resume appropriate for the hospitality sector.*

3. Prepare and interview for a hospitality position; seek feedback on the interview experience and further develop skills as necessary.

4. Develop a network of relationships in the hospitality sector and network successfully to support personal and professional growth.

5. Appreciate and explain the purpose of Occupational Health and Safety regulations and Employment Standards in the workplace in BC.

6. Examine appropriate professional behaviours in the workplace.

#### REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

All instructions and materials are provided on the Desire to Learn course site.

#### COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

*This class is designed in a flipped classroom approach so that we can use our time together in class in an applied and interesting way. How this model works is the student does preparation through reading, writing, watching, and/or reflecting ahead of the class. During class time, there will be some lecture component but there will also be time to participate in exercises to heighten your learning and engage in the learning space. See below for an outline of classroom topics, readings, and assignments:*

<b>Week</b>	<b>Dates</b>	<b>Topic</b>	<b>Assigned Readings</b>	<b>Activities/Discussion Due Dates</b>
1	Jan. 8	<b>Overview of course</b> Introductions Career Theories Wandering Map Expectations of Class Activity	Course Outline	Review course outline, familiarize with D2L set-up, and Academic Integrity Policy. <b>Due Jan 15:</b> Upload Co-op Learning Expectation Form
2	Jan. 15	<b>Career Exploration</b> Guest: Nick Travers Career Cruising Demo/Labour Market Information Networking		
3	Jan. 22	<b>Connecting</b> Etiquette of Connecting Preparation for Guests	Kerri Twigg Reading	

4	Jan. 29	<b>Connecting</b> LinkedIn Guests		<b>Prepare for guests/Dress Professionally</b>
5	Feb. 5	<b>Cover Letters &amp; Resumes</b> Accomplishment statements		
6	Feb. 12	<b>Resumes &amp; Cover letters cont.</b>	TBA	<b>Feb 11:</b> First DRAFT of Resume and Cover Letter for peer review activity
7	Feb. 19	<b>Reading Break – No Classes</b>		
8	Feb. 26	<b>Employment Standards/Occupational Safety</b>	Bring Article on Working Conditions	<b>Feb 25:</b> Final DRAFT of Resume and Cover Letter
9	March 4	<b>Employment Maintenance</b> EQ Conflict & I-statements Difficult Conversations Role Play	Bring a workplace conflict for class exercise  HBR Reading	<b>March 3: Quiz 1</b>
10	March 11	<b>Interviews</b> Preparation What to Expect Exercise	TBA	<b>March 10:</b> Discussion Post - Connecting
11	March 18	<b>Interviews</b> Types of questions STARR method Peer interview practice		<b>Due March 17:</b> - Interview Journal - Mock interview application package

12	March 25	<b>Mock Interviews</b>		<b>Due March 20:</b> - Co-op Planning Worksheet
13	April 1	<b>Easter Monday</b>		<b>Due March 31:</b> - Discussion Post Re: Mock Interview
14	April 8	<b>Transition to Co-op Job Search &amp; Self-Directed Learning</b> Co-op Planning Grit Mentorship	TBA	- Quiz 2 <b>Due April 5:</b> - Completed meeting with Employment Facilitator

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced notice is required. Deadlines can be reviewed on the [CAL exams page](http://camosun.ca/services/accessible-learning/exams.html). <http://camosun.ca/services/accessible-learning/exams.html>

#### EVALUATION OF LEARNING

<b>Description</b>	<b>Weighting</b>
<ol style="list-style-type: none"> <li>1. Resume</li> <li>2. Cover Letter Final</li> <li>3. Discussion Post Re: Connecting</li> <li>4. Discussion Post Re: Mock Interview</li> </ol>	15% 15% 15% 15%
<ol style="list-style-type: none"> <li>1. Quiz 1</li> <li>2. Quiz 2</li> </ol>	5% 5%
<b>Small assignments &amp; Participation</b> * Uploading prep work in advance to D2L (to a satisfactory level and by deadline) and participation in class. <ol style="list-style-type: none"> <li>1. Co-op Expectation Form and Meeting with Employment Facilitator</li> <li>2. Resume &amp; Cover Letter Drafts for peer review</li> <li>3. Interview Journal</li> </ol>	30%

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| 4. Co-op Planning Worksheet<br>5. Participation (Self-assessment provided available on D2L) |  |
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## COURSE GUIDELINES & EXPECTATIONS

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To make the most of this experience it is expected that you will:

- Come to class prepared (completed assignments/drafts/assessments/readings) so that you can apply what you have learned, finetune, give feedback to peers, ask questions, etc.
- Ensure you note all due dates for prep for class, assignments, or quizzes and plan accordingly. **No late submissions will be accepted and you will receive a zero on that assignment** so avoid this! Tools on D2L (like news) will help you stay on track.
- Show professionalism, courtesy, and kindness to your classmates, instructor, and any guest speakers that visit.
- Be cognizant of your participation in class which can sometimes mean allowing quieter classmates space to contribute.
- Share your thoughts with the class – this makes it interesting for everyone and will help us build community in the classroom.
- If you are feeling overwhelmed or are behind in the class, reach out to Graham right away.

Class will meet each Monday from 12:30 pm -2:20 pm from Jan 8 – April 8, 2024 in an in-person delivery; there may be some classes delivered online. All readings and resources can be accessed on Desire to Learn (D2L). Students are strongly encouraged to check news regularly to guide their learning in the course as important communication will be conveyed in this way.

Assignments are usually due the Sunday at 11:59 pm before class (dates above) unless otherwise noted. If you would like feedback on assignments that will be worked on in class, these must be submitted the Monday before the assignment's due date.

## SCHOOL OR DEPARTMENTAL INFORMATION

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Our programs are designed with you and your future in mind by providing flexible learning options that work for you—and that find you work when you're done. We focus on the practical as well as the theoretical applications of what you learn to give you skills in demand. Many of our programs are designed to ladder into other programs, degrees or professional designations. We pride ourselves in producing graduates who have effective problem-solving, communication and leadership skills along with the technical skills and knowledge needed to be successful in a changing business environment.

## STUDENT RESPONSIBILITY

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Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

## SUPPORTS AND SERVICES FOR STUDENTS

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Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit <http://camosun.ca/students/>.

Support Service	Website
Academic Advising	<a href="http://camosun.ca/advising">http://camosun.ca/advising</a>
Accessible Learning	<a href="http://camosun.ca/accessible-learning">http://camosun.ca/accessible-learning</a>
Counselling	<a href="http://camosun.ca/counselling">http://camosun.ca/counselling</a>
Career Services	<a href="http://camosun.ca/coop">http://camosun.ca/coop</a>
Financial Aid and Awards	<a href="http://camosun.ca/financialaid">http://camosun.ca/financialaid</a>
Help Centres (Math/English/Science)	<a href="http://camosun.ca/help-centres">http://camosun.ca/help-centres</a>
Indigenous Student Support	<a href="http://camosun.ca/indigenous">http://camosun.ca/indigenous</a>
International Student Support	<a href="http://camosun.ca/international/">http://camosun.ca/international/</a>
Learning Skills	<a href="http://camosun.ca/learningskills">http://camosun.ca/learningskills</a>
Library	<a href="http://camosun.ca/services/library/">http://camosun.ca/services/library/</a>
Office of Student Support	<a href="http://camosun.ca/oss">http://camosun.ca/oss</a>
Ombudsperson	<a href="http://camosun.ca/ombuds">http://camosun.ca/ombuds</a>
Registration	<a href="http://camosun.ca/registration">http://camosun.ca/registration</a>
Technology Support	<a href="http://camosun.ca/its">http://camosun.ca/its</a>
Writing Centre	<a href="http://camosun.ca/writing-centre">http://camosun.ca/writing-centre</a>

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

## COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

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### Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc). If you have a disability, the [Centre for Accessible Learning](http://camosun.ca/services/accessible-learning/) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started:

<http://camosun.ca/services/accessible-learning/>

### Academic Integrity

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.13.pdf> for policy regarding academic expectations and details for addressing and resolving matters of academic misconduct.

### Academic Progress

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

### Course Withdrawals Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <http://camosun.ca/learn/fees/#deadlines>.

### Grading Policy

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf> for further details about grading.

### Grade Review and Appeals

Please visit <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

### Mandatory Attendance for First Class Meeting of Each Course

Camosun College requires mandatory attendance for the first class meeting of each course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the "Attendance" section under "Registration Policies and Procedures" (<http://camosun.ca/learn/calendar/current/procedures.html>) and the Grading Policy at <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.5.pdf>.

### Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal. Please visit <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.8.pdf> to learn more about the process involved in a medical/compassionate withdrawal.

### Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized

Violence and Misconduct Policy: <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.9.pdf> and [camosun.ca/sexual-violence](http://camosun.ca/sexual-violence). To contact the Office of Student Support: [oss@camosun.ca](mailto:oss@camosun.ca) or by phone: 250-370-3046 or 250-3703841

### Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <http://camosun.ca/about/policies/education-academic/e-2-student-services-and-support/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

**Changes to this Syllabus:** Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.