Instructor: Mrs. Nicole Gaillard
Office: 356 Spidle Hall
Phone Numbers: 844-6452 (office), 887-8222 (home)
Email: ngaillard@auburn.edu
Office Hours: Monday & Wednesday 2pm-3pm or by appointment

Required Text: There is no required text for this class, however, various outside readings will be required as a supplement to the material discussed in class.

Course Pre-Requisites: NUFS 4300, NUFS 4500, HRMT Major, Senior Standing, 2.2 GPA, or Departmental Approval

Course Description: The overall aim of the practicum course is to enable students to develop a practical understanding of the basic principles and procedures underlying the two primary areas of food and beverage operations and lodging operations. The working environment practicum rotation experiences will be held at The Hotel at Auburn University.

Course Objectives:
- Upon completion of this course students will be able to:
  1. Appreciate the complexity of the hospitality working environment, its operations, customers and staff.
  2. Demonstrate a firm understanding of the knowledge and skills learned and their application within the working environment.
  3. Exhibit individual maturity, self-awareness, and confidence in the working environment.
  4. Appreciate the importance of standards and acceptable levels of performance within the industry.
  5. Understand the importance of productive work methods including timing, tidiness, preparedness, use of technology, safe working practices and quality service methodologies.
  6. Develop and demonstrate competence in a range of technical, supervisory and managerial skills.
  7. Recognize career potential and make more informed career choices.

Grading Policy:
Evaluation of students in this course will consist of the following:
- Attendance (15 Classes) 15% of course grade
- Attendance (28 Labs) 25% of course grade
- Lab Participation/Evaluation 15% of course grade
- Lab Reports 25% of course grade
- Final Exam Paper 20% of course grade
Point allocations for grades are as follows:

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Grade</th>
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<tbody>
<tr>
<td>90% - 100%</td>
<td>A</td>
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<tr>
<td>80% - 89%</td>
<td>B</td>
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<tr>
<td>70% - 79%</td>
<td>C</td>
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<tr>
<td>60% - 69%</td>
<td>D</td>
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<tr>
<td>59% and below</td>
<td>F</td>
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Course Requirements:

Purpose

The purpose of this class is to introduce you to the quality science of measurement and many of the techniques and processes used in hotel and food & beverage operations. The degree of proficiency you experience and/or the level of understanding and appreciation you obtain will depend on the degree of effort you put forth. In most practicum experiences, you will be introduced to the principles, techniques and processes applied in operating the Hotel and Ariccia Italian Trattoria & Bar. Emphasis will be placed on consistency and the measurement and avoidance of defects.

Methods

By design, students will have some, albeit limited, hands-on experience. The lab meets at The Hotel at Auburn University twice each week for 3 hours. Each lab will be led by a team member of the Hotel Executive Management Team.

Lab Reports

Each of the labs will require the student to write a report describing the equipment, methods, materials and processes used and explaining the desired outcomes. Specific guidelines will be distributed in class.

Final Paper

Students will prepare a paper that synthesizes the practicum experience. Rubric to be distributed in class.

Attendance

As noted in the Tiger Cub, “Students are expected to attend all their scheduled University classes. College work proceeds at such a pace that regular class attendance is necessary to receive proper instruction. Specific policies regarding class attendance are the prerogative of the individual faculty in writing at the beginning of the course regarding the effect of absences on the determination of grades.”

Attendance is mandatory. Missed course work and laboratory experiences may be made up with a University approved excused absence as stated by the Tiger Cub. If you miss a class, it is your responsibility to obtain prior approval to make up the work by attending the make-up day.
Special Accommodations for Students with Disabilities

Students who require special accommodations are encouraged to see me after class or make an appointment so we can discuss your situation confidentially. Please bring your memo from The Program for Student with Disabilities to me as soon as possible; we can discuss it during your appointment. If at anytime during the semester you feel that the accommodations we have put in place are not working, please consult with me and/or the professional staff in the Program for Students with Disabilities office. If you do not have a memo from the Program for Students with Disabilities office which tells me about your accommodations, it is recommended that you make an appointment to see them in 1244 Haley Center (844-2099).

No assignment will be accepted late, unless the students presents evidence of a university-approved excuse. When a student misses a test, the student should contact the professor immediately and present evidence of a university-approved excuse. If the absence is not excused, the student will receive a zero for the test. If the absence is excused, the instructor will exercise the option of (1) giving the student an oral exam or (2) giving the student an alternative written exam. If a student misses the final exam, the student should consult the Tiger Cub to determine the procedure for make-up. If the make-up exam is permitted, the professor will exercise the option of giving the student an oral exam or giving the student an alternative written exam.

The Hotel at Auburn University is an operating business and students are expected to adhere to the hotel grooming and behavior standards, details of which will be provided at orientation during the first week of class. Highlights include: Prescribed AU logo shirts and Khaki Pants will be worn at all times unless otherwise advised. Closed toe brown shoes (with matching brown belt) are required. Hair will be clean with moderate style, off the face. Gentlemen must maintain their hair off the collar and must be clean-shaven. Ladies cannot wear long, dangle earrings or more than one earring per ear. No excessive jewelry or makeup. Gentlemen must remove their earrings while on the hotel property. The hotel motto is *Ladies and Gentlemen serving Ladies and Gentlemen.* How this is interpreted will be discussed in detail during orientation (i.e. demonstration of respect for each other, employees, guests, etc.; no loud or vulgar talking; no gum chewing).

* This syllabus is tentative and subject to change at the instructor's discretion.*