

HTT A185: INTERVIEWING AND PROFESSIONAL DEVELOPMENT

Item	Value
Curriculum Committee Approval Date	03/11/2020
Top Code	130700 - Hospitality
Units	3 Total Units
Hours	54 Total Hours (Lecture Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Open Entry/Open Exit	No
Grading Policy	Standard Letter (S)
Associate Arts Local General Education (GE)	- Area 7 Life Skills, Lifelong Learning, and Self-Development 7A Theory/ Non-activity (OE1)

Course Description

Students will learn how professional communication skills can make the difference in achieving their personal career success. This course is an examination of the employment process in the Hospitality and Travel industries. The course analyzes interview techniques, employment tests, and interviewers' questions leading toward employment in all aspects of the Tourism industry. Reviews oral and written career communication skills, including the development of a personal portfolio. ADVISORY: ENGL A099 or equivalent. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Use the results of the interview to develop a self-marketing plan leading to successful employment.
2. Demonstrate a professional presence by developing a portfolio using written, oral and visual presentation strategies.
3. Demonstrate effective interview techniques while being recorded.

Course Objectives

- 1. Prepare a polished, professional and effective resume.
- 2. Compose several business letters.
- 3. Complete an effective professional employment application.
- 4. Compose and maintain a personal register of employment data.
- 5. Analyze self-marketing skills in order to obtain successful employment.
- 6. Evaluate and analyze labor organizations in order to make an informed decision concerning working for a union or non-union company.
- 7. Apply affirmative action philosophy to personal hiring potential.
- 8. Evaluate employment testing.
- 9. Present a professional image to an interviewer.
- 10. Analyze the different types of employment interviews.

- 11. Compare and contrast the different types of employment interviews.
- 12. Compare and contrast different interviewer styles.
- 13. Evaluate and analyze types of employment testing.
- 14. Demonstrate communication skills to include both speech and body language.
- 15. Demonstrate self confidence and the ability to deal with all types of people in various situations.
- 16. Present a pro/con decision making argument
- 17. Compare and contrast different theoretical bases of human factors.
- 18. Evaluate and analyze teamwork as it relates to successful organizational factors.

Lecture Content

Effective business letters Communication Etiquette Team Member Engagement Communicating with diplomacy and tact Controlling and influencing team members Cross cultural communication Translation in communication styles Power of listening Powerful questions have powerful effect Conflict resolution Creative thinking Customer relations Effective meetings Negotiating skills Management strategies Networking in business Presentation skills Team building Technology and communication Strategies for authentic, respectful communication Communicating change Effectively communicate with peers, co-workers and the public Demonstrate a polished professional image during an interview Develop a self-marketing plan Demonstrate successful employment interviewing techniques Participate in video taped interviews

Method(s) of Instruction

- Lecture (02)
- DE Online Lecture (02X)

Instructional Techniques

Lecture, handouts, group participation, video demonstration and discussion, student projects, computer modules, video taping of student presentations/interviews, and skill simulations.

Reading Assignments

Student's are expected to engage in a minimum of nine hours in out-of-class activities to enhance their learning, weekly. This can include, one or more of the following: A. Read assigned chapters and modules prior to class arrival.B. Read posted hospitality articles in Blackboard.C. Read posted discussion topic, research and participate in the argument.D. Research journal topics.

Writing Assignments

Student's are expected to engage in a minimum of nine hours in out-of-class activities to enhance their learning, weekly. This can include, one or more of the following: Initial writing assignments will include a short essay to assess general country knowledge. Access and develop travel plans based on industry knowledge, including and all courses taken at OCC or other public or private institution relating to the travel industry. Interactive computer demonstration of PowerPoint presentation skills. Worksheets completed from information in the text, computer software, lectures and video presentations. Examinations consisting of fill-in, multiple choice, and essay. All quizzes and examinations will be at least

75% comprehensive responses. Weekly problem-solving exercises will include written and oral comprehensive responses.

Out-of-class Assignments

Students are expected to engage in a minimum of nine hours in out-of-class activities to enhance their learning, weekly. This can include, one or more of the following: The student will complete a polished, professional, and effective resume. The student will complete a minimum of five business letters, including a letter accompanying a resume, letter requesting an application, letter accompanying a completed application, thank you/follow-up letter, and a letter requesting the use of someone as a reference. The student will complete a polished, professional, and effective application for employment. The student will compose and maintain a personal employment register. The student will demonstrate essay employment testing and familiarization with other employment tests.

Demonstration of Critical Thinking

Examinations consisting of fill-in, multiple choices, and several short essay questions per exam Worksheet in the style of the examinations, completed from information in the text, lectures, multimedia presentations, and interactive classroom work Resume, business letters, application, and personal employment register Participation in class discussion and other interactive classroom work Extra credit in the form of magazine and newspaper articles relating to course curriculum; written and/or oral presentations on books read outside of assigned curriculum: viewing of videos and/or televisions presentations on course curriculum with a written synopsis of the presentation Final examination similar to other exams, with the addition of a one-page essay

Required Writing, Problem Solving, Skills Demonstration

1. Quizzes and examinations. 2. Weekly problem solving exercises will include written comprehensive responses. 3. Cognitive responses to classroom lecture and demonstration will be required. 4. Proficiency demonstration of applied skills demonstrating evaluation and critique techniques.

Eligible Disciplines

Flight attendant training: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience. Hotel and motel services: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience. Travel services (dispatching): Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.

Textbooks Resources

1. Required Sherfield, Robert M., Montgomery Ph.D., Rhonda J., Moody, Patricia G. . Cornerstone Building on Your Best for Career Success, ed. New Jersey: Prentice Hall, Inc. , 2011 Rationale: - 2. Required Krannich, Caryl Rae and Krannich, Ronald L. Interview for Success, latest ed. New York: Benjamin Co., 2014 Rationale: Mandatory for successful completion

Other Resources

1. Required: Students must have routine access to reliable computer, internet, and mobile communication device with adequate Internet and SMS/video/camera capabilities.