



**Boston University** International Programs  
London

**Boston University British Programmes**  
**Hospitality and Tourism Internship Tutorial**  
**Spring 2011**

**Instructor Information**

A. Name	Andy Charlton
B. Days and Times	1 <sup>st</sup> Tutorial: Thursday 10 February, at the end of the core lecture 2 <sup>nd</sup> Tutorial: Monday 7 March, 6.15-7.45pm 3 <sup>rd</sup> Tutorial: Monday 28 March, 6.15-7.45pm
C. Location	Alexander room, 43 Harrington Gardens, SW7 4JU ( <i>1<sup>st</sup> session only</i> ); thereafter, Courtfield room, 74-76 Courtfield Gardens, SW5 0NL
D. BU Telephone	020 7244 6255
E. Email	[REDACTED]
F. Webpage	<a href="http://www.bu-london.co.uk/academic/LT">http://www.bu-london.co.uk/academic/LT</a>
G. Office hours	By appointment

**Aims and Objectives**

This Internship (or Placement) Course complements the Core Class in that the academic lessons of the classroom will begin to be realised and built on in a practical workplace context.

**Methodology**

3 tutorial sessions lasting an hour and a half each.

**Tutorials**

**Tutorial 1:**

Tutorial 1 is a tutor led discussion of the various industries students will be encountering. All students will be asked to seek out a current trade magazine or journal that relates as closely as possible to their Placement and to bring it to Tutorial 2 for class consideration. This may be highly specific, or indeed very general but must relate in some way to the industry in question. Guidance will be given for the oral presentations in Tutorial 2.

**Tutorial 2:**

Each student will give a 5 minute oral presentation on the Placement thus far; in effect a brief progress report containing a short outline of the industry, the relevant organisation's place within it, and the student's place within the organisation (including the student's work responsibilities). This presentation will be expanded upon in a write up which will be due at a date agreed upon during the tutorial. Details of this assignment are below and will be reviewed at this tutorial session. After the presentations students will be encouraged to question each other on their experiences as wider lessons can be learnt from the large range of Placements that are open to all Hospitality and Tourism students.

### **Tutorial 3:**

Discussion of each individual's progress in their placements with reflections on cultural issues presented by the British workplace. Guidance towards preparation of assignments which will be graded.

### **Assignments**

#### **Assignment 1 (40% of final grade)**

Placement Presentation Write-Up: Students are required to hand in an expanded written version of the placement presentations from Tutorial 2. This paper should include a short outline of the industry, the relevant organisation's place within it, and the student's place within the organisation including the student's work responsibilities. There should be consideration of any issues which arise from the Core Class and which relate to the Placement, both positive and negative; perhaps a recognition of established principles or a surprising deviation from what has been taught. The length of this assignment should be 1,000-1,500 words. **Deadline: To be confirmed.**

#### **Assignment 2 (50% of final grade)**

Analysis of the Organisation: This piece will include an analysis of a work-related challenge or experience that highlights a cultural difference. Students should discuss their placement in order to put the experience in context and focus on the cultural aspects of their employment. In analysing the challenge or experience students should emphasize, for good or for bad, how it affected: their performance, their team's performance, and the customer. The analysis should also include recommendations for the organisation, which includes reflective conclusions on the internship experience. The length of this assignment should be 1,500-2,000 words. **Deadline: To be confirmed.**

#### **Assignment 3 (10% of final grade)**

Attendance and participation at the internship tutorials.

**All paper assignments will be handed in to the Student Affairs Office by closing time (6pm Monday through Thursday, and 4.30pm on Fridays) on the due date.** Students enrolled in the School of Hospitality Administration at BU should note that the Analysis together with the Placement Presentation write-up fulfils the requirements of SHA HF 440.

### **Grading**

Please refer to the Academic Handbook for detailed grading criteria, attendance requirements and policies on plagiarism:

<http://www.bu-london.co.uk/files/images/ACADEMICHANDBOOKSP11.pdf>

### **Readings**

Some readings may be posted on the course webpage:

<http://www.bu-london.co.uk/academic/LT> (you must log in to view these items)

Andy Charlton, January 2011