



# Supervised Work Experience - Rooms Division Programme Policy 2019/20

## 1.0 Aims

- 1.1. Initiate and expose Bachelor of Science in Hotel Management students to the hospitality environment and realities of professional life in the practical aspects of the hospitality industry;
- 1.2. Help students gain experience and confidence in their practice, social skills whilst interacting with managers, co-workers and occasionally customers in a hospitality setting;
- 1.3. Facilitate students' understanding of the requirements, demands and skill-sets required for success in the hospitality industry;
- 1.4. Generate and sustain the interest of students in pursuing a career in the hospitality industry and challenge them to engage, make creative, positive and lasting contributions to the industry's ongoing development.

## 2.0 Duration

- 2.1 The duration of the Supervised Work Experience - Rooms Division Programme (hereafter known as the SWERD) is two weeks and the programme usually commences in June every year. For the 2019/20 academic year, the SWERD duration is from June 1 to 14, 2020 (first batch) and from June 15 to 28, 2020 (second batch).
- 2.2 Students are seconded on a random selection basis and report to the industry partner five to six days a week following the full-time schedule of the industry partner.
- 2.3 Students can work up to 48 hours per week (excluding break time or meal time) and should complete a minimum total of 70 working hours over the two-week period.

## 3.0 Qualifying placement

- 3.1 Student can be assigned to one or more placements in the following areas:

1. Front Desk
  - Assist guest accommodation in registration, room assignment, check-out and payment. Be ready to assist



room reservations and address guests' enquiries whenever needed.

2. Reservations
  - Convert hotel sales opportunities by handling room reservations under different market segments. Provide assistance in any related logistic arrangement prior guest arrival.
3. Concierge
  - Provide assistance to all guest enquiries, especially itinerary arrangement and related reservations or ticketing of restaurants, attractions and entertainments.
4. Housekeeping (including Public Areas)
  - Maintain the cleanliness and comfort of guest rooms and other areas of the property as per standard. Be ready to address other guest enquiries.
5. Call center
  - Handle all incoming calls with accurate hotel information and direct enquiries to the corresponding team.

Remark: The job responsibility of above roles may vary due to different operation needs of the industry partners. Any exception case is subject to review and approval of IFT.

- 3.2 The industry partner would be responsible for appointing a supervisor who will direct and supervise the activities and tasks of the student and to whom the student will report directly.
- 3.3 The industry partner is not allowed to provide any allowance and therefore the student should not expect any allowance from the industry partner.
- 3.4 All training must take place in Macao SAR.



#### **4.0 Grooming**

- 4.1 Unless otherwise specified by the industry partner, the student will be performing his/her functions in IFT uniform with an IFT student name badge. During the SWERD, he/she should follow the dress code mentioned in Student Handbook (Code of Student Discipline).
- 4.2 Even when uniform is not required, the student should follow the above standards.
- 4.3 Should the industry partner require the student to adopt the organization's uniform, the industry partner must shoulder the burden of providing a uniform set for the student.

#### **5.0 Leave and absence**

- 5.1 If a student wants to apply for the four types of leave as listed below, he/she must follow the leave application procedure of Pedagogic Affairs Department as listed in the Student Handbook:
- Hospitalisation or accompanying sick leave due to hospitalisation : a certificate of sickness issued by a hospital should be submitted;
  - Condolence: a death certificate should be submitted;
  - Loss of travel document to enter/ exit Macao: police report of loss must be provided;
  - Representing Macao or IFT for regional or international events: an official letter issued by the concerned government departments should be submitted. If granted, number of leave days would be counted from one day prior to the event till one day after the event.
  - Force majeure beyond the above-listed circumstances will be subject to the final decision of the Academic Council.
- 5.2 If a student has accumulated more than 3 working days of approved leave, the SWERD is considered to be incomplete (with a score of zero) as the student will not be able to acquire the appropriate amount of practical experience intended.
- 5.3 All other types of leave (including but not limited to outpatient sick leave and personal leave) will be treated as absence. As students are expected to arrive on time each day, being late to work as reported by the industry partner will be considered as one day of absence for each occasion.
- 5.4 If a student has accumulated more than 3 working days of absence, the SWERD is considered to be incomplete (with a score of zero) due to incompetence.



5.5 Students are not allowed to extend the SWERD period to compensate for any approved and/or absence.

5.6 In addition to following the leave application procedure as detailed in 5.1, if the student is unable to go to work due to any reason, he/she should follow the industry partner's standard leave application procedure. It is necessary for the student to notify his/her immediate supervisor\* directly as soon as possible, preferably prior to the start of the business day to minimize any interruption to the business operation.

\* Or the designated coordinator of trainee affairs as specified by the industry partner

## **6.0 Assessment**

6.1 The assessment is based on:

6.1.1 Performance appraisal by immediate supervisor (90%): The student's immediate supervisor would be responsible for evaluating and assessing the performance of the student. A performance appraisal form will be provided for the supervisor to fill in.

6.1.2 Compliance with programme policy (10%): Students will receive the full compliance with programme policy score by default. Deductions will be made for, but not limited to, the followings:

- Missing briefing<sup>#</sup>
- Having disciplinary or professionalism issues prior to or during the programme
- Missing document submission deadlines

<sup>#</sup> Except if the student is on approved leave (by Pedagogic Affairs Department) on the day of the briefing; or if the student is on outpatient sick leave, he/she should submit a certificate of sickness issued by a hospital or by a government public health to the Regent for Off-campus Practicum for verification and approval within two working days once the leave has ended. All documents submitted should be genuine. If any forged document is received, the concerned student will have to bear all the legal consequence that arises thereafter.

6.2 Occasional on-site visits may be made by the Lecturer, the Regent for Off-campus Practicum or a representative of either subject to prior consultation and arrangements with the supervisors or through the industry partners.



6.3 For the procedures of mark rechecking and appeal, please refer to Student Handbook (Regulations Governing Bachelor Degree Programmes).

## **7.0 Enrollment**

7.1 Students enrolled in the “HMGT217 - Supervised Work Experience” course are considered to be enrolled in the SWERD and will be informed by the Regent for Off-campus Practicum by email and/or IFT Moodle to submit a biographical data form in the beginning of the second semester and will be given one week’s time for submission.

7.2 Students who do not submit the completed biographical data form by the given deadline will not be assigned any placement and thus will not be able to complete the SWERD. A score of zero will also be given.

7.3 Students who are not able to complete SWERD or abandon SWERD at any time will be given a score of zero.

7.4 Students who fail SWERD will need to retake the entire “HMGT217 - Supervised Work Experience” course.

7.5 SWERD is a mandatory component of the “HMGT217 - Supervised Work Experience” course and thus students cannot enroll SWERD separately.