



CIEE in Palma de Mallorca, Spain

Course name:	Internship
Course number:	INSH 3003 PABT
Programs offering course:	Palma de Mallorca Business and Tourism
Language of instruction:	English
U.S. Semester Credits:	3
Contact Hours:	58 contact hours (130 hours in a corporation plus weekly group sessions (13 hours) and individual meetings (2 hours) with internship academic advisor)
Term:	Fall 2018
Office address:	Room B207, Guillem Cifre de Colonya Building, University of Balearic Islands
Office hours:	By appointment

Course Description

The Council on International Educational Exchange offers an internship opportunity for its students in Palma de Mallorca, responding to a clear necessity among multicultural societies: the need for students to learn to work effectively in a professional work environment in a different culture and to enhance students' experience of international business from a global perspective.

The internship course gives students the opportunity to apply their academic and language skills in a professional context while working full-time in a company, hotel or non-profit humanitarian organization.

The internship requires 130 work hours and thirteen hours of weekly seminar sessions with the professor who also supervises work at the hotel or the company, plus two one-hour meetings with the professor to discuss the final project. The seminar will reflect on the world of tourism, cultural differences and interaction in an international work environment, and on how culture affects business.

Learning Objectives

Students apply business vocabulary and Spanish language skills, interact and work alongside professionals, and acquire tools to reflect on their business and cultural experience from an academic and intercultural perspective. This Internship course not only provides an excellent opportunity to get to know and get in touch with the world of Spanish and European business, but also gives three / six credit hours and a final grade. This internship becomes "academic," and worthy of credit, when students demonstrate that they can hypothesize about, reflect on, collect data about, draw conclusions about, and formally report on the internship experience. It is only when students have successfully completed all academic requirements associated with an internship, that CIEE awards credit.

Course Prerequisites

2 semesters of Spanish. Demonstrated interest in the internship. CV and letter of presentation.



Methods of Instruction

The specific grade for an internship is assigned following an assessment of the student's learning throughout the semester. Therefore, students will:

- apply in real-life situations the business vocabulary knowledge and Spanish skills gained through the CIEE required Spanish language course;
- interact with professionals in the professional or tourism sector and gain practical experience by working alongside multicultural professionals and international clients;
- be able to observe the dynamics of the different departments of a company or tourism enterprise;
- receive tools to reflect on their experience from an academic perspective, during the class sessions;
- analyze and discuss interactions with co-workers, recognize cultural differences, and observe how their intended professions may be practiced in different cultural contexts;
- research and present their final paper to a committee of evaluators.

Intern areas (in hotels)

Students doing the internship in a hotel will be usually required to concentrate on one area during the internship. However, some opportunities for cross-training may be available depending on the size of the hotel. Hotel internships are available within the following areas: Culinary (hotel kitchens as a trainee chef); Lodging (reception and reservations); Food and Beverage (wait staff in hotel dining rooms or bartending); Entertainment, Marketing & Event Planning; Administration (such as the maintenance of guest databases).

Intern areas (in companies)

They include (although the availability depends on the companies): Marketing Department, Finance Department, Management of Natural Resources, Tourism Management, Business Management, Non-Governmental agencies (NGO) working on projects with underdeveloped countries, and New Technology Companies (Internet, e-commerce).

Contacts

The student will interact with several key players while undertaking the internship:

- The Academic Coordinator is the Internship Supervisor and Academic Advisor. She is a faculty member with expertise in intercultural studies and business.
- The Internship Sponsor is the hotel or company that hosts the student intern.
- The Mentor is typically an employee of the Internship sponsor and provides day-to-day supervision and guidance to the student intern at the work site.

Code of conduct

Before beginning, students must sign a confidentiality agreement and code of conduct, accepting the rules of the Internship program.



Assessment and Final Grade

The Academic Advisor's evaluation will provide 85% of the intern's final grade; the Mentor's evaluation will provide the remaining 15%. The Academic Advisor will assess students by grading their success in completing a series of specific assignments throughout the semester: attendance and engaged participation in academic class sessions, one academic paper (about 15 pages long); a journal with substantive entries once a week; one formal oral Power Point presentation; and one-on-one meetings or small group discussions with the Academic Advisor and the Mentor. The Mentor will assess student's progress toward meeting three to four specific work goals.

The Internship Supervisor will calculate and record the final grade on the Internship Academic Evaluation and Grade Report which the Internship Supervisor, Academic Advisor, and Mentor will sign.

This course is evaluated as follows:

Assignment Description	Percentage
1. On-the-Job Performance	15 %
2. Weekly Sessions & Class Participation	20 %
3. Professional Journal, Homework and Individual Tutoring	25 %
4. Final Written Project	30 %
5. Power Point & Oral Presentation	10 %
Final Grade	100 %

Course Requirements

1. On-the-Job Performance (15%)

All students are required to work on site a minimum of 130 hours with an Internship Sponsor. The requirements of the position and the number of hours per week will be negotiated between students, the Professional Mentor and the Internship Academic Advisor. The Mentor in turn will evaluate the participation, professionalism, attitude and timeliness of the student.

2. Weekly Sessions & Class Participation (20%)

Academic sessions will constitute a meeting point dedicated to explanation and discussion of a variety of intercultural topics and concepts in the business world. The tutorials will meet weekly for a total of thirteen hours and will help us to identify theoretical background of intercultural adaptation issues through different readings and apply them to experiential situations. The sessions will deal also with topics listed in the Professional Journal.

Students are expected to come prepared for class, having done the assignments (readings, exercises) and the Professional Journals. **Attendance to the sessions is required. Unjustified absence lowers the final grade, and missing more than two sessions yields a FAIL grade.**



3. Professional Journal, Homework and Individual Tutoring (25%)

Students will keep a professional journal explaining the day-to-day activities and observations about the internship. It will be composed of two parts:

- Professional journal: Students will list the number of hours worked (in an Excel format) and the activities undertaken during each week. In this section students may include their own notes and comments as well as write down the vocabulary they have learned. In this way, their general and specific linguistic competence will be evaluated each week.
- Specific questions: Students need to answer a series of specific questions related to the company they work for. These answers will be analyzed by the academic tutor.

One professional journal will be turned in by email every week one day before class (Wednesdays)

Students will meet twice individually with the Academic Coordinator to discuss the written project.

4. Final Written project (30%)

The written project should be about **fifteen pages** long and should cover the following topics. The final project will be turned in as follows:

- 1) Hand in draft: parts 1 to 5 of your final written project on **TBD**
I. Personal details, II. Introduction, III. Hotel or company details, IV. Description and sector of the hotel or company, V. Detailed description about the activities developed at the hotel or company.
- 2) Hand in Final project: parts 1 to 7 on **TBD**
Parts I to V. And: VI. Cultural reflection, VII. Personal evaluation of the internship.

Final Written Project Guidelines

O. Title Page

- Student's name, name of the hotel or company, and location of the internship.

1. Personal details

- Name & last name
- Home University
- E-mail
- Major and year
- Hotel or company of your internship
- Name & last name and position of your mentor at the hotel or company

2. Introduction

- Explain your motivation to have chosen this particular internship and what were your expectations



3. Information about the Hotel or Company

- Name of the property
- Location
- Website
- Organization chart
- Number of employees
- Facilities at your workplace

4. Description and sector of the hotel or company

- Give some information on the history, development and growth of the hotel or company
- What are the areas of the hotel or company and your specific location, and their functions? (you may include charts)
- Discuss the management philosophy, corporate culture and mission of the hotel or company (This can be as seen by employees and/or managers)
- Outsourced services (i.e. a hotel may do laundry through a third party or a company may contract external marketing services)
- Give specific information on the market and client profile of your hotel or company (What type of business; during what times and periods; and what euro volumes, target market, etc.?)
- Discuss the main competitors of your organization both locally and nationally.
- Marketing actions (price policy, advertising, product image, etc.)
- Human Resources: Describe the selection process for employees, types of contracts (part time/full time, permanent or temporary contracts, training, incentives)
- Describe the use of new technologies
- Describe what type of quality control is undergone at the hotel or company

5. Specific Job Information

- This is a detailed description about the activities you have developed at the hotel or company. For each major area in which you were involved in, discuss the following:
 - Description of that department: include number of employees, and specific areas within that department
 - Discuss the department supervisor in relation to background and abilities. What were their management philosophies?
 - What was the job description of the position you had in this area?
- For each department you were in, and each position you held, discuss the following areas:
 - Was each department or area staffed adequately? Explain.
 - How does the department hire most of its employees?
 - What was the turnover in each area? If high, explain. If low, explain.
 - Were there any specific requirements for the employees that were hired?
 - Who did, and by what methods were most of the employees trained?
 - Are there specific job descriptions?



- Who does purchasing?
- How was scheduling done?

- For each job you performed, describe what you did in detail:
 - Describe your position and tasks in detail
 - Responsibilities and difficulties of tasks developed. Use of tools and technologies
 - Discuss the amount and quality of training received. Who trained you and how was it done, etc.
 - Describe your integration within the department/s while on this internship and your relationship with other employees
 - Relate your academic knowledge with the tasks developed

6. Cultural reflection

- According to your own experience, explain the differences and similarities between a Spanish work environment versus an American work environment
- What is the influence of the Spanish culture within the company or hotel? Give some examples

7. Personal evaluation of the internship

- Discuss the major strengths of the hotel or company
- Discuss the major weaknesses of the hotel or company
- Discuss positive and negative influences of your internship at the hotel or company
- Personal evaluation of the training and learning acquired
- Suggestions about the CIEE internship program

Format requirements of written project:

- Length 15 pages
- Double spaced. Paragraphs should not be separated by any extra space
- Font: Arial
- Size: 12
- Margins: Left: 3 cm / Right: 3 cm
 Upper: 2.5 cm / Lower: 2.5 cm
- Pictures: Pictures as examples, graphs, diagrams, etc. may be included in the document or in the appendix at the end. The space taken by images does not count towards the fifteen pages size, i.e., if a project includes one graph taking half a page, this project should be fifteen and a half pages long (excluding the front page and the index).
- Medium of the written project: The written project must be turned in electronic version by email (in MSWord format).

5. PowerPoint and oral presentation (10%)

In the oral presentation of the project (fifteen to twenty minutes) students will present to a panel of evaluators:

- 1) Short presentation of the company (5 minutes)



- 2) Self-evaluation and reflection about the work experience (15 minutes)

Students are required to use a PowerPoint presentation. Following their presentations, students will answer questions on the topics they covered. Students are also required to turn in the written project (by email) and the Power Point. The committee will then evaluate both the oral presentation and the quality of the paper.

CIEE Academic Policies

Papers and assignments submission. Exams Dates

According to CIEE Palma de Mallorca academic norms, all assignments, paper, readings, etc., must be turned in on the due date. If a student fails to submit the work on time:

- 1) If any student submits the assignment one day late, the grade will be lowered by -10% points.
- 2) If it is 2 days late, the grade will be lowered by -20% points.
- 3) If it is 3 or more days late, it will imply a grade of zero in the assignment.

It is the student's responsibility to check with the professor any work submitted by email (unless the student receives a message confirming the assignment's delivery, we will assume the assignment was never sent and/or received).

No exam can be administered other than the ones scheduled in the syllabus. There are no make-up tests.

Course Attendance

Regular class attendance is required throughout the program. Students must notify (via e-mail with a copy to the Resident Director) their instructor beforehand if they will miss class for any reason. Students are responsible for any materials covered in class during their absence. Students who miss class for medical reasons must inform the professor and the RD, and provide appropriate documentation.

For CIEE courses, excessively tardy (over 15 minutes late) students will be marked absent (student will be reminded of the policy). Attendance policies also apply to any required co-curricular class excursion or events, etc. Students who miss class for personal travel will be marked as absent and unexcused.

An absence in a CIEE course will only be considered excused if:

- 1) A doctor's note is provided explaining there is a reason to miss the class (not only saying the student was at the doctor during class time).
- 2) A CIEE staff member verifies that the student was too ill to attend class.
- 3) Evidence is provided of a family emergency.

Persistent absenteeism (students exceeding 10% of the total course hours missed, or violations of the attendance policy in more than one class) may lead to a written warning from the RD, notification to the home school, and/or dismissal from the program in addition to reductions in class grade(s).

- 1) Since each CIEE course is 45 hours, 10% of the total course hours are 4.5 hours.
- 2) Depending on the hours of the sessions of each class, missing 1 day of class implies 1.5 or 2 hours of class.



- 3) Students who miss more than 4.5 hours of class without justification will see their final grade reduced by -5%. For instance, students achieving a grade of 89.00 out of 100 points, and missing more than 4.5 hours of class will see their final grade reduced from 89.00 (B+) to 84.00 (B).

Students with unexcused absences exceeding 20% (9 hours) of the total course hours will fail the course. Written warnings and home school notifications will happen well before the absenteeism causes the student to fail the course so that the student has an opportunity for corrective actions.

Plagiarism

Cheating and plagiarism in any course assignment may result in failing the course or being expelled from the program. Students are expected to adhere to the US American and norms.

Important principles:

- 1) Final examinations, quizzes and other tests must be done without assistance from other person, without looking at or otherwise consulting the work of another person, and without access to notes, books, or other pertinent information (unless the professor has explicitly announced that a particular test is to be taken on an “open book” basis).
- 2) The same written paper may not be submitted in more than one course.
- 3) Any use of the work of another person must be documented in any written papers, oral presentations, or other assignments carried out in connection with the course.

Add/Drop

The add/drop period last for 1 week and a half after the start of the courses. After the end of the add/drop period, the student's registration is considered final, and no course(s) may be changed or deleted from the student's CIEE Academic Record.

Withdrawal from a course

Students are required to register in 5 courses during their studies at CIEE Palma de Mallorca. Each CIEE course is worth 3 credits (45 contact hours) and each Universitat de les Illes Balears course is worth 4 credits (60 contact hours). If exceptional circumstances warrant, the student may request permission from the Resident Director to withdraw from a course. However, a student participating in a semester program is not allowed to drop below a total of 12 US semester credits.



Weekly Schedule

Sessions	Session Content	Readings
Session 1	<ul style="list-style-type: none"> • Course overview & Professional Journal • Tips to face an interview in Spanish • Personal strong and weak points • Cultural issues to consider when interviewing with Spanish companies 	<ul style="list-style-type: none"> • Diez reglas de oro para afrontar con éxito una entrevista de trabajo (www.capitalemocional.com) • How to prepare for a job interview in Spain (http://work.joblers.net/en/prepare-job-interview-spain/) • Top tips: Surviving a job interview in Spain. (http://www.thelocal.es/20131106/top-tips-surviving-a-job-interview-in-spain)
Session 2	<ul style="list-style-type: none"> • Guidelines for Final Written Project • Students expectations • Intensity factors 	<ul style="list-style-type: none"> • American Students Abroad Can't Be 'Global Citizens' By Talya Zemach-Bersin (from the Chronicle of Higher Education) • Intensity factors document
Session 3	<ul style="list-style-type: none"> • First day on a new work environment • How to adjust a new job 	<ul style="list-style-type: none"> • Advice I Wish Someone Had Given Me for My First Job. By Thorin Klosowski
Session 4	<ul style="list-style-type: none"> • Understanding Spaniards in their work environment 	<ul style="list-style-type: none"> • Core Values: Understanding Spaniards on their own terms • Cultural Detective Spain
Session 5	<ul style="list-style-type: none"> • What is job satisfaction? Ways to increase employee satisfaction 	
Session 6	<ul style="list-style-type: none"> • Guidelines Final Project • How to get along with your boss 	

Session 7	<ul style="list-style-type: none"> The Spanish labour market. 	<ul style="list-style-type: none"> The Labor Market in Spain: Trends and Analysis. XVIII FUTURE TRENDS FORUM / 14. Dr. José García Montalvo
Session 8	<ul style="list-style-type: none"> The women's role in the labour market 	<ul style="list-style-type: none"> Apple and Facebook will pay for female employees to freeze their eggs (http://www.telegraph.co.uk/women/women-s-business/11163030/Apple-and-Facebook-will-pay-for-female-employees-to-freeze-their-eggs.html) Presencia de mujeres en puestos directivos: retroceso en España (Grant Thornton International Business Report, 2013)
Session 9	<ul style="list-style-type: none"> Work life balance 	<ul style="list-style-type: none"> Work-Life Balance (http://www.businessnewsdaily.com/2511-work-life-balance-tips.html) Ted talk: http://www.ted.com/talks/nigel_marshall_how_to_make_work_life_balance_work?language=es 7 Habits of highly effective people (Stephen Covey)
Session 10	<ul style="list-style-type: none"> 7 habits of highly effective people 	
Session 11	<ul style="list-style-type: none"> Future opportunities: Getting the most out of your internship experience 	<ul style="list-style-type: none"> How to Sell Your Study Abroad Experience to Employer (http://www.huffingtonpost.com/intern-queen/sell-your-study-abroad-experience_b_6108190.html)
Session 12	<ul style="list-style-type: none"> Final Papers, oral presentations and conclusions 	

Session 13	<ul style="list-style-type: none"> Final Papers, oral presentations and conclusions 	
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Readings

Held, D. et al (1999) Global Transformations: Politics, Economics and Culture: Polity Press.
 Hofstede, G. and Hofstede, G.J (2005) Cultures and Organizations: software of the mind. McGraw-Hill.
 Ferraro, J.P. (1990). The Cultural Dimensions of International Business: Prentice Hall.
 Sabbath, A.M. (2000) International Business Etiquette. Career Press.
 Martin, J.S. and Chaney, L.H. (2006) Global Business Etiquette. Praeger.
 Mole, J. (2003) Mind your Manners. Brealey.
 Peterson, Brooks (2004). Cultural Intelligence. Brealey.

Tools for research

Google Scholar.
 Tourism Journals online:
 Annals of Tourism Research
 Journal of Sustainable Tourism
 Tourism Management
 Pasos. Revista de turismo y patrimonio cultural
 Cuadernos de Turismo.
 Manual de Sociología del Ocio Turístico (2009). Septem Ediciones.
 Critical Issues in Tourism. A Geographical Perspective (2003). Wiley.
<http://www.interculturalpress.com>