



**University of Nevada, Las Vegas
William F. Harrah College of Hotel Administration
PGA Golf Management University Program**

Course Name

PGM 362 (PGM Internship III)
1 credit

Office hours: Wednesday, 1:00pm-3:00pm; Thursday, 1:00pm-3:00pm

Course Description

The internship is a full-time academic experience at an approved golf facility. Internship will provide professional experiences in human resource management and supervising and delegating, career enhancement, food and beverage control, player development programs and teaching business, and advanced teaching and golf club fitting.

The primary purpose of the internship is to enable each student to meet their educational objectives through participation in a well-planned and organized practical experience. Due to the variation in settings, work assignments, internship level and academic credit, no single set of objectives can serve all placements; therefore, the PGA Golf Management Internship Coordinator, in cooperation with the site PGA professional or supervisor and student, will plan a comprehensive practical experience that meets the educational needs of the student and the requirements of the PGA PGM curriculum. Internship sites will offer a variety of professional experiences. Importance is placed on application of knowledge and skills to actual job roles and responsibilities. The PGA Golf Management program must conduct an evaluation of each internship site prior to placement of students.

Learning Outcomes

By the end of the internship student will be able to:

1. Articulate the requirements and process of the internship
2. Demonstrate job skills that are in conjunction with outside service professionals
3. Demonstrate the written and verbal communication skills needed to be successful in the golf industry
4. Explain the role and function of a specific golf facility
5. Master skills needed to successfully complete segments of the Level 3 PGA PGM work portfolio activities
6. Articulate the major ethical dilemmas of professional practice
7. Describe the impact and future trends of the golf industry

Required Text:

PGA PGM manuals:

1. Human resource management and supervising and delegating
2. Career enhancement
3. Food and beverage control

4. Player development programs and teaching business
5. Advanced teaching and golf club fitting

Other required text:

1. Principles of food, beverage, and labor cost controls
2. PGA teaching manual
3. Golf club design, fitting, alteration, and club repair

Grading Rubric:

1. Initial report.....	5%
2. Assignment checklist.....	5%
3. Seven (7) biweekly reports	25%
4. Reaction paper.....	10%
5. Mid-term evaluation.....	5%
6. Final evaluation.....	10%
7. Internship evaluation form and post internship conference.....	5%
8. Work experience activities	25%
9. Agency site supervisor grade recommendation.....	10%
Total.....	100%

*Playing ability test, if required and not completed, 10% points is reduced from final grade.

Grading Scale:

A =	100.00 – 92.50
A- =	92.49 – 89.50
B+ =	89.49 – 86.50
B =	86.49 – 82.50
B- =	82.49 – 79.50
C+ =	79.49 – 76.50
C =	76.49 – 72.50
C- =	72.49 – 69.50
D+ =	69.49 – 66.50
D =	66.49 – 62.50
D- =	62.49 – 59.50
F =	59.49 & below

Initial Report: Within the first week of the Internship, the student must complete and submit an Initial Report. This report (see Appendix D) provides the Internship Coordinator with information for contacting the student and his/her agency supervisor (Due: 7 calendar days after start of the internship).

Assignment Checklist: This form (see Appendix E) includes dates for all written assignments and forms (Due: 7 calendar days after start of the internship).

Bi-Weekly Reports: Throughout the entire length of the internship, the student is required to submit bi-weekly reports to the Internship Coordinator. These reports contain a cover page and a daily activity time log covering the two (2) week period (see Appendix F). The daily

activity time log should be updated on a daily basis. A student doing the internship in Southern Nevada should also include directions to his/her agency with the first weekly report. The 7th and final bi-weekly report of each internship experience will cover a one (1) week period (Due: 5 calendar days after the end of each bi-weekly reporting period).

Note: Students must receive an orientation to the other programs, departments and disciplines within their Internship agency. This cross training must be documented in the bi-weekly reports.

Reaction Paper: At the completion of each internship experience, the student is required to submit a reaction paper. The paper should give students an opportunity to discuss, analyze and provide insight into their various internship experiences. At the minimum, the paper should include a cover page and be two (2) double spaced pages in length (Due: along with the Final Evaluation and Internship Evaluation Form).

Mid-Internship and Final Evaluations: The agency supervisor is expected to conduct formative evaluations of the student's performance at least twice during the internship. The mid-internship evaluation conference is especially important because (1) it provides structured feedback for the student on his/her performance to date, and (2) it offers an opportunity for the student and supervisor to reestablish goals before the second half of the internship. The final evaluation allows the student to assess his/her progress during the internship and should assist the agency supervisor in determining his/her grade recommendation for the student (see below).

The agency supervisor may use the evaluation form supplied by the University (see Appendix G & H), or an agency personnel evaluation form may be substituted, if desired. Regardless of what form is selected, it is important that the mid-internship and final evaluations be conducted using identical forms (Mid-Internship Evaluation – Due: 1 week following mid-point; Final Evaluation – Due: 1 week after the completion of the internship).

Internship Evaluation Form & Reaction Paper / Post-Internship Conference: After completion of an internship, each student will complete and submit the Internship Evaluation Form along with their Reaction Paper. After submitting the form and paper, the Internship Coordinator will meet with each student and discuss the internship experience and review the required evaluations (Internship Evaluation Form – Due: 1 week after the completion of the internship; Post-Internship Conference – must be scheduled for no more than two (2) weeks after completion of the Internship).

The paper should give students an opportunity to discuss, analyze and provide insight into their various internship experiences. At the minimum, the paper should include a cover page and be at least two (2) double spaced pages in length (Due: along with the Final Evaluation).

Work Experience Activities: Work experience activities are required for level 1, 2, and 3 of the PGA PGM Curriculum. Before a student is able to progress to the next level of PGA PGM curriculum, PGA exams, seminars, and work experience activities are to be completed. The

work experience activities required for this class pertain to Golf Operations and Merchandising and Inventory Management within the level 2 curriculum.

Human Resource Management and Supervising and Delegating:

- Activity 1: Job Descriptions and Interviews..... completed in PGM 302
- Activity 2: Hiring Staff at Your Facility..... completed in PGM 362**
- Activity 3: Training to Create a Welcoming Environment..... completed in PGM 362**
- Activity 4: Diagnosing a Performance Problem..... completed in PGM 362**
- Activity 5: Conducting a Joint Problem Solving Discussion..... completed in PGM 362**
- Activity 6: Designing a Motivating Assignment..... completed in PGM 362**
- Activity 7: Delegating an Assignment..... completed in PGM 362**
- Activity 8: Performance Standards and Evaluations..... completed in PGM 362**

Career Enhancement:

- Activity 1: Identifying a Position for Career Enhancement..... completed in PGM 362**
- Activity 2: Creating a Resume and Cover Letter..... completed in PGM 362**
- Activity 3: Conducting an Informational Interview..... completed in PGM 362**
- Activity 4: Identifying Steps for Professional Development completed in PGM 362**

Agency Site Supervisor Grade Recommendation: At the conclusion of the internship, the agency supervisor is expected to submit a Grade Recommendation Form (see Appendix H) to the faculty supervisor. This form enables the agency supervisor to assign a letter grade that reflects the total progress and level of achievement attained by the student during the Internship (Due 1 week after the completion of the Internship, but no later than the last day of classes).

The final grade for the student's internship is assigned by the Internship Coordinator. The agency site supervisor's grade recommendation will count toward 10% of the overall internship grade.

Playing Ability Test: It is required to attempt at least one (1) playing ability test (PAT) during internship if the PAT has not been successfully completed. The internship final grade will be reduced if this requirement has not been met. Failure to meet the PAT requirement will result in a 10% point reduction from the final grade.

Course Outline: (subject to change by instructor approval only)

Date	Topic	Instructor
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<u>Week 1</u>	Initial report due Assignment checklist due Bi-weekly report #1 due	Kyle Helms
<u>Week 2</u>	No assignments	Kyle Helms
<u>Week 3</u>	Bi-weekly report #2 due	Kyle Helms
<u>Week 4</u>	Human Resource Management and Supervising and Delegating Activity 2 & 3 due	Kyle Helms
<u>Week 5</u>	Bi-weekly report #3 due Human Resource Management and Supervising and Delegating Activity 4 & 5 due	Kyle Helms
<u>Week 6</u>	Mid-term evaluation due Human Resource Management and Supervising and Delegating Activity 6-8 due	Kyle Helms
<u>Week 7</u>	Bi-weekly report #4 due	Kyle Helms
<u>Week 8</u>	No assignments	Kyle Helms
<u>Week 9</u>	Bi-weekly report #5 due	Kyle Helms
<u>Week 10</u>	Career Enhancement Activity 1 & 2 due	Kyle Helms
<u>Week 11</u>	Bi-weekly report #6 due	Kyle Helms
<u>Week 12</u>	Career Enhancement Activity 3 & 4 due	Kyle Helms
<u>Week 13</u>	Bi-weekly report #7 due	Kyle Helms
<u>One week after internship is completed:</u>	Reaction paper due Final evaluation due Agency site supervisor grade recommendation due	Kyle Helms
<u>Two weeks after internship is completed:</u>	Internship evaluation form and post internship conference due	Kyle Helms

Note: There is no final exam scheduled for this course.

Academic Advising:

Academic advising is available through the PGM program.

Bob Boughner Career Services Center

Need help with your resume? Would you like to jump-start your job search process? The dedicated staff at the Bob Boughner Career Services Center is here to guide you with any career-related issues. Stop by the Center located on the first floor of Beam Hall (BEH 126) to receive hospitality-specific career counseling and information on upcoming recruitment events.

UNLV POLICIES AND RESOURCES

Academic Misconduct – Academic integrity is a legitimate concern for every member of the campus community; all share in upholding the fundamental values of honesty, trust, respect, fairness, responsibility and professionalism. By choosing to join the UNLV community, students accept the expectations of the Student Academic Misconduct Policy and are encouraged when faced with choices to always take the ethical path. Students enrolling in UNLV assume the obligation to conduct themselves in a manner compatible with UNLV's function as an educational institution.

An example of academic misconduct is plagiarism. Plagiarism is using the words or ideas of another, from the Internet or any source, without proper citation of the sources. See the *Student Academic Misconduct Policy* (approved December 9, 2005) located at:

<https://www.unlv.edu/studentconduct/student-conduct>.

Copyright – The University requires all members of the University Community to familiarize themselves **with** and to follow copyright and fair use requirements. **You are individually and solely responsible for violations of copyright and fair use laws. The university will neither protect nor defend you nor assume any responsibility for employee or student violations of fair use laws.** Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under University policies. Additional information can be found at:

<http://www.unlv.edu/provost/copyright>.

Disability Resource Center (DRC) – The UNLV Disability Resource Center (SSC-A 143, <http://drc.unlv.edu/>, 702-895-0866) provides resources for students with disabilities. If you feel that you have a disability, please make an appointment with a Disabilities Specialist at the DRC to discuss what options may be available to you.

If you are registered with the UNLV Disability Resource Center, bring your Academic Accommodation Plan from the DRC to the instructor during office hours so that you may work together to develop strategies for implementing the accommodations to meet both your needs and the requirements of the course. Any information you provide is private and will be treated as such. To maintain the confidentiality of your request, please do not approach the instructor in front of others to discuss your accommodation needs.

Religious Holidays Policy – Any student missing class quizzes, examinations, or any other class or lab work because of observance of religious holidays shall be given an opportunity during that semester to make up missed work. The make-up will apply to the religious holiday absence only. It shall be the responsibility of the student to notify the instructor no later than the end of the first two weeks of classes, **January 29, 2016**, of his or her intention to participate in religious holidays which do not fall on state holidays or periods of class recess. For additional information, please visit:

<http://catalog.unlv.edu/content.php?catoid=6&navoid=531>.

Incomplete Grades - The grade of I – Incomplete – can be granted when a student has satisfactorily completed three-fourths of course work for that semester/session but for reason(s) beyond the student’s control, and acceptable to the instructor, cannot complete the last part of the course, and the instructor believes that the student can finish the course without repeating it. The incomplete work must be made up before the end of the following regular semester for undergraduate courses. Graduate students receiving “I” grades in 500-, 600-, or 700-level courses have up to one calendar year to complete the work, at the discretion of the instructor. If course requirements are not completed within the time indicated, a grade of F will be recorded and the GPA will be adjusted accordingly. Students who are fulfilling an Incomplete do not register for the course but make individual arrangements with the instructor who assigned the grade.

Tutoring – The Academic Success Center (ASC) provides tutoring and academic assistance for all UNLV students taking UNLV courses. Students are encouraged to stop by the ASC to learn more about subjects offered, tutoring times and other academic resources. The ASC is located across from the Student Services Complex (SSC). Students may learn more about tutoring services by calling 702-895-3177 or visiting the tutoring web site at: <http://academicsuccess.unlv.edu/tutoring/>.

UNLV Writing Center – One-on-one or small group assistance with writing is available free of charge to UNLV students at the Writing Center, located in CDC-3-301. Although walk-in consultations are sometimes available, students with appointments will receive priority assistance. Appointments may be made in person or by calling 702-895-3908. The student’s Rebel ID Card, a copy of the assignment (if possible), and two copies of any writing to be reviewed are requested for the consultation. More information can be found at: <http://writingcenter.unlv.edu/>

Library Resources – Students may consult with a librarian on research needs. For this class, the subject librarian is Lateka Grays (<http://guides.library.unlv.edu/hospitality>). UNLV Libraries provides resources to support students’ access to information. Discovery, access, and use of information are vital skills for academic work and for successful post-college life. Access library resources and ask questions at <https://www.library.unlv.edu/>.

Rebelmail – By policy, faculty and staff should e-mail students’ Rebelmail accounts only. Rebelmail is UNLV’s official e-mail system for students. It is one of the primary ways students receive official university communication such as information about deadlines, major campus events, and announcements. All UNLV students receive a Rebelmail account after they have been admitted to the university. Students’ e-mail prefixes are listed on class rosters. The suffix is always @unlv.nevada.edu. Emailing within WebCampus is acceptable.

Final Examinations – The University requires that final exams given at the end of a course occur at the time and on the day specified in the final exam schedule. See the schedule at: <http://www.unlv.edu/registrar/calendars>.

University Property and Security: If caught misappropriating State property, the student will be dropped from the College. The University may also wish to press formal charges. If you purchase items used in operation, you will be reimbursed for this purchase (if you have a proper receipt). Once you have been reimbursed, those items purchased become property of the University of Nevada, Las Vegas. No reimbursement will be made without proper receipt of purchase and strict adherence to UNLV policy.

Students should not bring valuables, personal items unrelated to course activities, or book bags into the building. The University of Nevada, Las Vegas staff and/or faculty will not be held responsible for the loss of personal items or valuables.

All books, papers, notebooks, and class-related items should be kept secured during the class. If you have valuables that must be locked please let your instructors know so that you can place your items in a secured office during class hours.

Alcohol and Drug Use: Students who consume any type of alcoholic beverages, use illegal drugs during class time, or attend class intoxicated will be immediately dropped from the course and sent to the university disciplinary board with recommendation for expulsion. Please do not come to class under the influence.

Insurance: The University of Nevada System does NOT carry insurance for students working in laboratories. This includes the Hotel College kitchens, dining rooms, and lounge/bar. Each student will have to provide his/her own coverage. If you are not covered by a family policy, you should purchase student insurance from the University. Information is available from the registrar's office. Although our safety record has been good, there is always a chance that an injury could occur that results in a trip to the hospital. Should an incident such as this occur, the University will not pay for the expenses incurred; it will be the responsibility of the student.