

**COM-FSM Pohnpei Campus**  
**Hospitality and Tourism Management (HTM) Program**  
**Student Excursion Justification**

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**Introduction and Background**

The purpose of this paper serves as justification for final approval for the HTM Student Excursion slated for November 8 to 11 at the Kosrae Nautilus Resort in the State of Kosrae.

In the fall semester of 2010, after assuming the responsibility as chairperson for the HTM program, I engaged in direct communication with hotels, restaurants, and tourism related agencies/offices in Pohnpei to develop a good working relationship which will allow for the following:

1. Students to have an alternative classroom setting to experience the real world of hospitality and tourism;
2. Students to have an opportunity to demonstrate and apply skills learned through our work-study program, internship, and community service; and
3. Gainful employment of our graduates.

During spring break of 2011, we had our first on island excursion at the Cliff Rainbow Hotel in which 15 students worked 3 work-day shifts in all the different areas of the establishment including housekeeping, maintenance, kitchen staff, hotel front desk, and operations office. Throughout our stay, lodging charges at a 50% discount were paid by the students' fundraising efforts and meals were sponsored by the college. In addition to work, the students had one day to play and assume the role of a tourist in which they participated in visiting several tour sites and dining in a formal dinner setting.

Participants were selected by the division faculty based on the following criteria:

- Full time HTM major
- Good academic standing
- Have completed prerequisite courses
- Commitment to participation in fundraising efforts

By the end of the activity students were asked to write a reflection paper on their experience and to link program learning outcomes to the assigned tasks that they each performed. The following six of seven program learning outcomes were met as students were able to:

- PLO(1): Explain the interdependent components of the international hospitality and tourism industry including transportation, customer service, food service, lodging, attraction management, roles of national and state visitors authorities, marketing and sales;
- PLO(2): Demonstrate professional lodging specific technical skills, supervisory techniques and management skills;
- PLO(3): Explain the types and elements of food service operations;
- PLO(4): Demonstrate front of the house technical and supervision techniques;

- PLO(5): Describe tourism attraction support services and related business opportunities; and
- PLO(6): Describe the importance of developing the FSM as a sustainable tourism destination.

At the course level, each student was required to have an evaluation form with ratings filled out by their attending supervisor at each work area prior to proceeding to their next scheduled task. These evaluation forms were used as rubrics to assess specific student learning outcome for each respective course notably, HTM110-Introduction to Hospitality and Tourism, HTM 165-Food Fundamentals and Quantity Cooking, HTM170-Front Office Management, HTM220 Food and Beverage Management, and HTM250 (capstone course)-Practicum and Facilities Management.

We received positive feedback from Cliff Rainbow Hotel management, staff, and patrons and as a result, they have been utilizing the services of our students in times of need throughout their peak seasons or for special occasions. Such is the case with other establishments, offices, and agencies. Last month, the Pohnpei Visitor's Bureau sought the assistance of 12 student participants who engaged in the welcoming of 87 tourists from Japan via a chartered flight.

In the fall of 2011, we had our first off-island student excursion at the Kosrae Nautilus Resort in which 12 students performed the activities previously mentioned above throughout the weekend of November 25 to 28. The travel experience was new for most of the students but the visit to another sister state was the first for all. For the cost of this trip, nearly 75% was paid for by parents, relatives, students, and a few private sector donors. The college contributed the remaining 25%.

### Proposed Activity

This year, we are seeking approval for another opportunity for 7 students to partake in the same activities at the Kosrae Nautilus Resort on November 8 to 12. This weekend was specifically chosen mainly to avoid students missing classes since Friday, 11/8 and Monday, 11/11 are both holidays. Furthermore, the resort will be experiencing full occupancy that same weekend due to its hosting of the 1<sup>st</sup> Rock Run event on 11/11 with participants from the local community and visitors from abroad as well. Our students will also be involved in the planning and organizing process of this event.

The following table lists the activities planned for this trip with relevant strategic goals and institutional, program, and learning outcomes they apply to:

Date	Time	Activity	SG	ILO	PLO	SLO
Friday, 11/8	2:35pm	Arrival in Kosrae				
	3:00pm	Check in to hotel			2,4	HTM170-SLO#1&2
	3:30pm to 5:00pm	Visit Kosrae Campus students to promote, recruit, and network.	2, 4	1, 5		
	6pm to 8pm	Dinner meeting w/host and management staff.	7	1, 4,5,7	1	

	8:30pm	Review of work schedules and assignments	1, 4	1-8		
	9:30pm	Lights out				
Saturday, 11/9	6-7am	Breakfast				
	7:30am-2:00pm	Each student will be at their assigned areas:	1,2,3			
		<ul style="list-style-type: none"> <li>• Front Desk</li> </ul>			1,2,4	HTM170-SLO1&2
		<ul style="list-style-type: none"> <li>• Back Office</li> </ul>			1,2,4	HTM170-SLO1&2
		<ul style="list-style-type: none"> <li>• Delivery/Pick Up</li> </ul>			1,2,4	HTM170-SLO1&2
		<ul style="list-style-type: none"> <li>• Restaurant Beverage Tending</li> </ul>			1,3,4	HTM220-SLO1
		<ul style="list-style-type: none"> <li>• Restaurant Waiting</li> </ul>			1,3,4	HTM220-SLO1
		<ul style="list-style-type: none"> <li>• Restaurant Food Preparations &amp; Cooking</li> </ul>			1,3	HTM165-all SLOs
		<ul style="list-style-type: none"> <li>• Housekeeping</li> </ul>			2	
	2:30pm to 5:30pm	Site tours provided by Kosrae Visitors Bureau-Lelu Ruins & Walung Island			1,5,6	
	6pm-8pm	Dinner & Review of the day's work schedule & performance results.	1,4	1-8		
	8:30pm to 9:30pm	Free time before lights out				
Sunday, 11/10	5am-6am	Kosraean Soup Preparation Demo & sunrise viewing				HTM165-all SLOs
	6:30am to 8:30am	Glazed Doughnut Making Demo & breakfast				HTM165-all SLOs
	9am-10am	Morning Mass at St. John's Chapel				

	11am to 2pm	Lunch Shift work details: <table border="1" style="margin-left: 20px;"> <tr> <td>• Restaurant Beverage Tending</td> </tr> <tr> <td>• Restaurant Waiting</td> </tr> <tr> <td>• Restaurant Food Preparations &amp; Cooking</td> </tr> </table>	• Restaurant Beverage Tending	• Restaurant Waiting	• Restaurant Food Preparations & Cooking	Same as above			
• Restaurant Beverage Tending									
• Restaurant Waiting									
• Restaurant Food Preparations & Cooking									
	2:30pm to 3:30pm	Aquaculture Farm Tour			5,6				
	6pm-8pm	Dinner & Review of the day's work schedule & performance results.	1,4	1-8					
	9pm	Lights out							
Monday, 11/11	7am to 8pm	Full day's work shift schedule. (same as Saturday but straight through the night)	Same as above						
	8:30pm-10:00pm	Late dinner/meeting/evaluation	1,4	1-8					
	10:30pm	Lights out							
Tuesday, 11/12	6:30am to 8:30am	Last work shift	Same as above						
	9am-10:30am	Visit Kosrae Campus students to promote, recruit, and network (for those who were not able to make it on Friday).	Same as above						
	11am	Check out of hotel and check in at airport.			2,4	HTM170-SLO#1&2			

### Conclusion

This year's activity required an additional commitment on the student's part and that was to be able to provide half of their airfare at which they sought individual sponsorships from parents, relatives, friends, others. All seven students have done their part in addition to fundraisings we have done these past months including winning 2<sup>nd</sup> & 3<sup>rd</sup> places for a recipe contest in the World Food Day events, hosting a brunch fundraiser on UN Day at the Blue Plate Café, raffle drawings for prizes donated by staff and faculty, weekly raffle drawings for a free breakfast for two at the Blue Plate Café on Tuesdays and Thursdays, 7:30am to 9:30 (these were publicized on our website), a sponsored car wash, and baking and selling decorated cakes for special occasions. Courtesy of Village Travel, our discounted fares were secured to allow us time to make payments towards our airfares. Deposits have already been made and payments are to be

finalized prior to the departure date. The only restriction to this discounted fare is that should we cancel or postpone, we will have to pay a fine of \$100 each. Thursday, 11/7 is scheduled for our last raffle drawing for a local hut donated by the HTM club as well as 50/50 cash lottery. We have also invited parents and families of the 7 students to join us for breakfast on that morning at the Blue Plate Café to share the above details and also to wish the students well on their journey as it is customary in our Micronesian culture.

On behalf of the students and their families, the faculty of the HTM program, our stakeholders, we hope that President Daisy finds favor and is in full support of our proposed excursion.

Kalahngan & Kulo!

## STUDENT REFLECTION PAPER

On Friday, Nov. 8, 2013, I, with six other hospitality and tourism management students, flew to Kosrae State on an excursion as part of our Hospitality and Tourism Management Program. We have done fundraisings and attended a weekly workshop in preparation for the trip. We have sought sponsors to donate half of the cost of our airfares and were more than ready to finally get on a plane and fly over to Kosrae Island. We got there on Friday afternoon, settled in, and were briefed by the resort owner/manager on what would be happening the following days. The sole purpose of the trip was for us, the HTM students, to gain an insight of how a hotel functions, intercommunication between each department, and to participate in the tasks and responsibilities of hotel employees. Although Kosrae is a part of the Federated States of Micronesia, traveling and spending five days there was an entirely new experience for us in terms of the environment, culture, and work ethics. It was both a hospitality management training and tourism experience for us.

I had the privilege of job shadowing employees in the Food and Beverages Department and Housekeeping Department. I worked alongside a restaurant employee and a housekeeper, and learned a lot from them. In the restaurant, I was taught by my mentor how to set up tables, take orders, prepare drinks, and the proper way to serve guests their meals. In the housekeeping department, I was taught how to prepare a room for an appropriate number of incoming guests, and how to present it as an inviting and attractive accommodation. I learned how important it is to work efficiently and as quickly as possible.

From this trip, I realized that Kosraeans are perhaps the most courteous and hospitable people in our country. They taught me how to greet guests with a smile, respond to their demands, and maintain a positive attitude regardless of my mood. I learned that efficiency, cordiality, versatility, and ability to think ahead are some attributes that are essential to working in a hotel setting. I was able to put into use the skills I have been learning in my Hospitality and Tourism Management classes. We went on a tour to other hotels, fish farm, and tourists attractions on the island. We were able to visit a pastry shop, and participate in a Kosraean soup demonstration and the Kosrae Annual Rock Hopper Fun Walk—sponsored by Kosrae Nautilus Resort.

Before the trip, I did not know what to expect for it was my first time on Kosrae. My expectations were exceeded. I was surprised to see how clean the island was and how friendly the people are. The employees were nice and were patient enough to teach us the basic skills, step by step. The hotel was beautifully decorated and had an island feel to it. It seemed smaller than other hotels here in Pohnpei, but the quality of the product and services that they offer are exemplary. They have great customer services and aim for the best all the time. I enjoyed working at the hotel and happy to have had the opportunity to work with such nice people. The stores had cheap prices compared to stores in Yap. There were a lot of beaches and beautiful sceneries.

I experienced traveling and being a tourist in another place. I learned how to adapt to a new environment, accept different cultures, and even learned a few Kosraean words. The trip was both a hospitality management training and tourism experience for all of us, HTM students. It relates to our program learning outcomes for we were given a chance to work in hotel and restaurant setting. It relates to HTM 165: Food Fund and Quantity cooking for we learned about cooking, quantity control, and how to assemble the food to look attractive. In relation to HTM 170: Front Office Management, we welcomed guests and observed how the employees at front desk work. It also related to our HTM 110: Introduction to Hotel and Restaurant Management, because we got the opportunity to observe and participate in the tasks that are performed in these areas. The Kosrae Excursion proved to be productive for I have gained experience and skills that are essential when I start applying for jobs.

I believe that these excursions are necessary and important to maintain because it benefits the students greatly. The amount of skills and knowledge gained in classroom settings is little compared to skills one can gain in real-life trainings. If I were to improve anything about the excursion, it would be to get more HTM club students to participate in the fundraising events. It should not be that only the students going on the trip are going to raise the funds. Each student selected earned the opportunity, and on the trip, they do not represent themselves as individuals but the whole Hospitality and Tourism Management Program. Fundraisings should be a teamwork effort for the group will be our program's ambassadors and ambassadors. Other than the fundraising events, I am quite satisfied with the planning of the excursion and its outcome.

