

Hospitality & Food Management (HFM) students are required to complete 50 prerequisite hours at Maplewood Mansion Learning Lab (MMLL) before they are eligible to apply for HOSP369 Hospitality Internship. It is strongly encouraged that students should start collecting hours since their freshman year. The following statement explains the scheduling process and guidelines for scheduling.

Maplewood Mansion Learning Lab Scheduling Policy

1. Students can use the link listed below to schedule their shift their choice. It is a first-come, first-serve system.

[MMLL Scheduling Link \(Spring 2020\)](#)

2. Students should schedule their shift at least 7-days before their desired date.
3. Cancellation - Students will have 24 hours after the reservation to cancel their shift without penalty. Each student has two cancellations per semester. If the student exceeds the two-time per-semester limitation, the student will have to sit out for two weeks from the canceled shift week before being able to schedule again.

For instance, John schedules to work on Monday the first week of October, but he cancels the shift within 24 hours. This is the THIRD time John cancels the shift. Therefore, the first day John can schedule to work is Tuesday the fourth week of October. He is not eligible to work the second and the third week of October.

4. If a student cannot complete the shift as scheduled, he or she should find a replacement to cover the shift. The hours will still be recorded to the student instead of the replacement.
5. Missing shift - If a student misses the shift without any proper notification for the first time, he or she has to sit out for two weeks from the missed shift week before being able to schedule again. For instance, Mary does not show up for the shift for the first week of October. She cannot schedule another shift until the fourth week of October. She is not eligible to work the second and the third week of October.

From the second time and afterward, each missed scheduled shift will add up to the MMLL requirement. For instance, Joe misses a 3-hour shift without just cause and verification, and this is the second time Joe fails to show up to complete the shift. Joe has to do extra three hours in addition to the original 50 hours MMLL requirement.

6. Emergency - If a student encounters any emergency that prevents him or her from completing the shift as scheduled, the student is expected to provide proper documentation to prove his or her unavailability within seven days. These documents can be doctors note, police accident report, or other official notices confirming that the student is prevented from complete the shift as scheduled. **Also, students should notify both HFM faculty AND MMLL manager once they know they are not able to complete the schedule work through e-mail as soon as possible. The e-mail will serve as a record that students encounter an emergency, and the document submission will complete the record to avoid any penalty.**

When the document is provided, the student will not receive any penalty. However, if such a document is not provided, the absence will be viewed as an unexcused absence and trigger the penalty as described above (#5 – missing shift).

Each emergency will be counted as a cancellation. Please refer to #3 Cancellation for the guideline.

Please contact HFM Faculty and MMLL Manager if you have any questions about this policy and MMLL experience.

HFM Faculty

Dr. Kwang-Ho Lee – klee2@bsu.edu

Dr. Alan Yen – cyen@bsu.edu

MMLL Manager

Mr. David Martin - damartin@bsu.edu

HFM students are required to complete 50 prerequisite hours at MMLL before they are eligible to apply for HOSP369 Hospitality Internship.

1. When should I start schedule my shifts at MMLL?

We highly recommended that HFM students should start scheduling their MMLL shifts as soon as possible. If you spread your shifts and start in your freshman year, you will find that scheduling is much easier and flexible. If you just wait until the semester/year before you want to complete your internship to complete the 50 prerequisite hours, you may find that the availability of shifts that fit your schedule is very limited.

2. How long should each shift last?

Each shift is calculated with 1 hour as a minimum block. Although 2~3 hours is recommended, you can schedule for as many hours as you need for each shift as long as it is available on the calendar

3. Can I complete MMLL prerequisite hours during summer?

Yes, you can. However, the summer schedule may be limited depends on the actual need at MMLL. We recommended that you should accumulate as early as possible.

4. Is there any dress code for MMLL?

No. There is no dress code for MMLL prerequisite hours unless specified by MMLL. In those situations, you will be informed what would be appropriate for that specific shift/task.

Normally, we recommend that you can wear (1) Jeans or khakis (No holes and in good condition), (2) Closed-toe shoes (Ideally, it should be black and not slippery, but other colors are acceptable), (3) Polo or t-shirt (No holes and in good condition. Ideally, it should be just a plain design without any offensive symbol or language.)

5. Who should I contact if I have any question regarding MMLL or HFM Internship?

Topic	Name	E-mail	Phone
General inquiry		mml@bsu.edu	
Scheduling	Mr. David Martin	damartin@bsu.edu	765-285-1352
Hours Record	Dr. Kwang-Ho Lee	klee2@bsu.edu	765-285-7610
	Dr. Alan Yen	cyan@bsu.edu	765-285-5945
Internship prerequisites	Dr. Alan Yen	cyan@bsu.edu	765-285-5945
	Dr. Craig Webster	Cwebster3@bsu.edu	765-285-5940