



# Hayfield Manor Hotel

***Well placed—hotels and hospitality management students. Facilitating work placement and mentoring CIT students is at the heart of the workplace learning provided by Hayfield Manor Hotel.***



Over a 7-year period Seamus Crotty (Deputy GM Hayfield Manor Hotel) has experienced CIT's Tourism and Hospitality Departments' placement programme from both a student and employer perspective. Here he gives his insights into this learning experience

Integral to the Bachelor of Business Studies in Hospitality Management is the workplace learning. This involves a three month credited placement in Year 1 and a five month placement in Year 3. Seamus actively advocates the value of workplace learning by facilitating placements and providing mentoring to CIT students at the Hayfield Manor Hotel.

### The Need

Defining and clarifying placement requirements is an important first step to solidify the process between all stakeholders-student, industry and college. In his own first year placement, Seamus found that placement activities and duties consolidated his learning at CIT.

- Industry's primary needs are: to be involved in the recruitment and training of students to a particular and consistent level that reflects and responds to their requirements /advancements.
- CIT's primary needs are to: establish and reinforce learning relationships with industry, which help to support

curriculum relevance; applying learning to the workplace and the development of technical and soft skills.

### Critical Success Factors

Seamus found the coordinator's on-site meetings with both he and his mentor to be valuable and supportive. Placement assessment is based equally on the mentor's evaluation as well as the college work completed by the student. His learning on-campus transferred easily to the workplace due to CIT's close relationship with industry and continuous course development. Student and industry mentor supports during placement reinforce all parties' commitment to the process.

### Challenges

Managing the expectations of all involved and ensuring placement is acknowledged as a core course component can be challenging at times.

### Benefits of the Engagement

Seamus sees his first year placement as a catalyst for the career opportunities that ensued. "My workplace mentor and the staff were influential role models for me and gave me direction. I learned the importance of working as part of a team. Without this experience I would not be Deputy Manager in a 5 Star establishment."

"I must acknowledge the importance of placements both as a former student and an employer. The opportunity of organised placements as part of their college programme within the hospitality industry ensures a solid foundation to their future career."

Seamus Crotty  
Deputy GM, Hayfield Manor Hotel

"Placement gives the college the opportunity to interface with our stakeholders who in turn give us excellent feedback and direction for the future. Placement allows the student to develop their skills and competencies in the working environment. Learning through doing is a core element of the academic programmes in the Tourism and Hospitality Department."

Adrian Gregan  
Head of the Dep. of Tourism & Hospitality

