

HOSP 4920 Internship Handbook

Guidelines

for

Internship

Bachelor of Science
Hospitality Management

College of Human Sciences

Auburn University

1.0 Background

As part of its ongoing commitment to excellence in the delivery of tertiary level hospitality management education, the Hospitality Management Program (hereafter referred to as “the Program”) at Auburn University requires all students to undertake a 400-hour internship program as part of the Bachelor of Science degree in Hospitality Management. This requirement follows closely on the heels of a recent self-review of the Program and subsequent accreditation by the Accreditation Commission for Programs in Hospitality Administration (ACPHA) and is aimed at further improving the overall educational experience of the student and competitive positioning of the Program.

This process has involved extensive discussions with all the key stakeholders associated with the delivery of the Program, including:

- HOSP Program faculty;
- Adjunct HOSP faculty;
- Existing students in relation to transitional arrangements;
- Alumni;
- Industry partners; and
- Members of the HOSP Program Advisory Board.

2.0 Rationale

This initiative is based upon the principle of co-operative education, which refers to a method used by a wide variety of educational institutions to combine theoretical knowledge and related practical experience with the support and commitment of industry, commerce, and government. Experiential learning initiatives such as the co-operative internship program being instituted have been linked to improvements in the quality of the overall learning experience.

In addition, the internship experience should be a very valuable and enjoyable part of the Program. Apart from gaining insight into the industry and being able to relate theory to practice, the relationships developed during this time can be a very beneficial influence in terms of long-term career opportunities. It is generally accepted that students adopting a very positive attitude towards their internship experience derive maximum benefit. Employers are more helpful, co-operative, and show a greater interest in students who display initiative and enthusiasm.

3.0

Program Student Learning Outcomes

1. Describe key operational and functional areas of the hospitality industry.
2. Apply knowledge of key operational and functional areas of hospitality.
3. Demonstrate rhetorical awareness in written, verbal and interpersonal communication.
4. Articulate the relevance and importance of service quality to the hospitality industry.
5. Integrate business concepts in hospitality management.

4.0 Proposed Structure and Organization

A semester-long period of paid work experience (400 hours minimum) will normally (not restricted to) commence during the summer semester each year following the completion of the previous spring semester's study (Dr. Martin will have the responsibility for the coordination and approval of the proposed internship program. Dr. Martin, in consultation with the HOSP Program Team, will also be responsible for making a determination on the relevancy of the proposed internship and whether it can truly be classed as being hospitality oriented in nature. In consultation with Dr. Martin, each student will be responsible for acquiring his/her own internship. As indicated, each program will run over the course of an entire semester and must afford the student the opportunity to engage in a variety of work rotations over the course of their employment. The student will have an In-house Supervisor who they must report to on a week to week basis and who will offer feedback on the previous week's work experience, lessons learned, etc. Additionally, Dr. Martin will be responsible for establishing contact with the student and on at least two occasions over the course of the internship to check on the student's performance and progress.

5.0 Eligibility

Participation in the program is required and is designed to offer students an opportunity to gain invaluable industry experience as well as add value to their final degree qualification and ultimately improve their employment potential in the hospitality marketplace. In order to be eligible to enroll in the course, students must:

- be a HOSP Major,
- have completed 600 Hours (while enrolled as a college student) Work Experience in the hospitality field, and
- have a minimum 2.2 GPA.
- Completed HOSP 2910 with a grade of a “C” or higher
- Internships must be paid
- Internships must be approved by the faculty member of record prior to enrolment in the course and prior to agreeing to complete the internship.

It is important to note that unsatisfactory performance in the internship program will not be tolerated in any way. In short, sub-standard performance will lead to immediate withdrawal from the internship program and the failure of the course. Naturally, the student will be required to repeat the course.

6.0 Preparation for the Internship Program

Students will:

- Students will work with Dr. Martin, who will work with them to find and vet a suitable internship and agree upon an appropriate program of work.
- Be made aware of the details of supervision and assessment arrangements for the internship.
- Be informed of the Program’s expectations of standards of performance and behavior in the work environment.
- Receive instruction and guidance with regard to the completion of the academic requirement for the course.

7.0 Supervision and Assessment of Students

Prior to the commencement of the internship program, Dr. Martin will agree on a structured work program with the host organization. The employer will be required to appoint a member of staff (In-house Supervisor) to monitor the student's progress.

At the end of the internship, the student will have to submit to Dr. Martin:

1. A weekly "Internship Log" documenting hours worked, areas worked, and tasks completed. You should make one entry, every week providing the detail listed above.
2. A "Reflective Learning Diary" addressing the:
 - nature and range of opportunities afforded through the internship;
 - record of tasks performed;
 - a personal reflection on the outcomes achieved as a result of the placement period; and
 - contribution of the internship experience to personal, professional, and career development.

There should be an entry for each week of the internship for the reflective learning diary.

3. An evaluation of the intern's performance from both a manager familiar with the intern's work and a self-assessment to be completed by the intern.
4. An "Industry Project Report" describing:
 - An in-firm problem or system/development. The topic will be chosen in consultation with Dr. Martin and In-house Supervisor (see 7.1 below).

7.1 Industry Project

During the internship, each student will undertake an industry-based project, which will be an agreed written assignment on an in-firm problem or a development related to their place of employment or the broader industry. Students will be expected to display an inter-disciplinary approach to the solution of the problem. The end product should be both tangible and useful in nature. Students will have to produce both the project and a detailed paper highlighting the process used in preparing the project, the who, what, when, where and why associated with the project. How the success or failure of the project will be measured and finally, how the project could have been improved and expanded upon. This paper should be an in-depth analysis of what was done and why. APA formatting should be followed at all times.

The aims of the project are to:

- Provide, where appropriate, an opportunity for an in-depth study of a problem or development within hospitality organizations and as a preparation for further study.
- Encourage innovation where appropriate; and
- Display an integrated analytical approach to problem resolution.
- To provide a tangible and usable project that the company hosting the internship can actually use.

The project will be chosen in consultation with the In-house Supervisor and agreed by Dr. Martin. The theme must be forwarded to Dr. Martin prior to the end of the second week of the internship. In addition to the actual project, an in-depth paper will also be turned in to Dr. Martin for grading.

7.2 Assessment of Internship

The following vehicles will be used to assess the students' performance in the internship program:

- Report from the In-house Supervisor
- Report from Dr. Martin.
- Completion of a week-to-week Internship Log.
- Completion of the reflective learning diary.
- Internship Project (including the project itself and the research paper.)

7.3 Examples of Industry Projects

Suitable examples of project topics include, but are not limited to, the following:

- Improving the quality of service in the work establishment
- Introducing healthy choices into the food and beverage operations of the work establishment
- Customer evaluation methods employed by the particular establishment.
- A study of the customer/supplier interface and the role of customer care programs.
- Capacity management strategies employed by the establishment.
- The level of computerization and related systems.
- Developing an in-house property management system.
- Food and beverage control measures.
- Current issues affecting the marketing of the business.

- Orientation, training, and development practices.
- Operation and management of the hotel departments.
- The role and extent of outsourcing and associated strengths and weaknesses.
- Yield management systems.
- Internal auditing.
- Quality control and assurance systems

8.0 Code of Practice

In order to facilitate the smooth running of this program, it is proposed that all the parties abide by a simple code of practice that is designed to help employers, the Program, and participating students alike during the internship experience. It should be understood that such a code is proposed as a simple framework of good practice for each of the parties and not as a hard and fast ruling. It is in no way designed to replace or detract from the importance of good communication between the Program, employer and student. It is not intended to be restrictive but rather to be supportive and flexible, providing scope for innovation and encouraging the development of the internship program.

8.1 *The Employer*

- Should be aware of the course objectives and its relation to the student's overall program of study, i.e., Hotel and Restaurant Management.
- Should communicate his/her information to all staff that will be interacting with the student during the internship.
- Should agree with Dr. Martin and the student a framework for the internship program and the nature of the work experience to be gained as a result of involvement in the program. This will be devised to meet the needs of the student and the course being studied, at the same time providing flexibility and the opportunity for personal development. There should be consultation between the employer, the Program, and the student where operational demands necessitate a change to planned arrangements.
- Should identify a mentor / In-house Supervisor responsible for the student over the course of the internship. The mentor should be able to provide regular feedback to the student about his/her progress, be available to meet faculty visiting from the Program, and ensure that a final report on the student is made to the Program.

- Should provide the Program and the student with clear details of terms and conditions, including hours of work and pay rates, health, safety, and hygiene standards and other company policies, before the internship begins.
- Should organize an orientation program commencing on the first day of employment covering each of the following:
 - The company and/or the individual unit.
 - Introduction to appropriate staff, including the mentor/in-house supervisor.
 - Terms and conditions of the internship program.
 - Health, safety, and fire procedures.
 - Schedule of planned work rotations.
 - Grievance and disciplinary procedures.
- May give the student an assignment to undertake during the period of the internship, based on a particular problem or area of interest, which requires a more detailed investigation. The assignment should be set with the agreement of the Program and should not detract from any other assessment report that the student is required to submit as part of the internship experience.
- Must notify the Program at least one week before any action is taken if termination of a student's internship is anticipated. The Program should be notified of any disciplinary warnings.
- Employers should inform students of their policy on reimbursement of traveling expenses before being called for an interview.

8.2 *The Program*

- Should allow sufficient resources to ensure the efficient delivery of the internship program.
- Should inform the employer about the specific nature, aims, and objectives of the course, which the student is enrolled and, in particular, the aims, objectives, and duration of the internship program.
- Should provide a thorough brief for students on the general expectations of the industry and the particular needs of the company and/or unit providing the internship experience.
- Should prepare the student for completing application forms, preparing a resume, and attending selection interviews.

- Should establish regular contact with the employer through the student's In-house Supervisor and identify Dr. Martin with whom contact should be made at the Program level.
- Should organize visit(s) to the unit to discuss with the student and the mentor to assess the performance and progress achieved.
- Should ensure that visiting instructors are fully conversant with the background of the individual student, progress to date, and the agreed framework of the internship.

8.3 *The Student*

- Must understand the aims and/or objectives of the internship program and appreciate the nature and type of work that will achieve these objectives.
- Should be aware of the nature and characteristics of the organization in which the internship will take place.
- Should be aware of the terms and conditions of employment and accommodation arrangements especially:
 - Grievance and disciplinary procedures.
 - Hours of work and rates of pay.
 - Hygiene, health, safety, and fire regulations.
 - Uniform and equipment requirements.
 - Available accommodations.
- Must perform to standards identified by the employer.
- Should communicate regularly with the In-house Supervisor identified by the employer.
- Will undertake projects identified by the employer, as well as meeting any report writing requirements of the Program.
- I should maintain contact with the Program throughout the internship program.
- Should recognize their role as a representative of Auburn University and the Hotel and Restaurant Management Program.

9.0 Other Issues

This section highlights a number of important issues that students must consider in planning and preparing for their placement program.

- **Professional expectations** - the period of the internship constitutes an exposure of your study in hospitality management to both industry and the public.
- **Attendance** – Full attendance is necessary to fulfill your commitment to the employer and Program. However, should you be unavoidably absent at any time, please notify the In-house Supervisor and Dr. Martin as soon as possible. Any absence due to illness must be supported by a doctor's certificate, and time lost must be made up by the student.
- **Professional conduct** – In matters of dress, conduct, attendance, punctuality, and co-operation, students are expected to observe the same traditions, courtesies, and formalities as are expected from staff members of the employer.
- **Confidentiality** – An understanding of the nature of privacy, confidentiality, and human respect is essential, as a breach of ethics may have consequences detrimental to the clients, the employer, or the student. Students should exercise discretion in criticizing the employer or its personnel. In all instances, the student should conduct him/herself as an adult and professional individual. Professional ethics should extend to exchanging information and interacting with staff and clients.
- **Insurance** – The University Insurance Policy covers all students while on internship.
- **Transport** – Students will be required to provide their own transport to the various venues.
- **Remuneration** – Students are expected to receive remuneration during the period of the internship and to be reimbursed for out-of-pocket expenses for work completed as part of their internship.
- **Supervision** – Students are required to initiate contact between the employer, In-house Supervisor, and Dr. Martin within one week of the internship commencing.

10. Termination of Internship

As an ambassador of the University and the Program, it should be clearly understood by all students that the University and Program have high expectations in relation to your performance during your internship. In short, you are representing not only yourself but your peers and faculty of the University. It should be clearly understood, therefore, that if for any reason, the employer calls your practice into question, your internship would be terminated immediately. In turn, this would lead to the award of a fail grade for the course and possible disciplinary action within the Program.

Appendix I
Personal Information Sheet

HOSP 4920 Internship

To help me to get to know you better, please complete this information sheet?

Semester _____

Year _____

Name and Address

First Name _____ Last Name _____ M.I. _____

Banner Number _____

Local Mailing Address _____

_____ Phone _____

Email _____ Fax _____

Career Interests and Areas of Special Expertise

What career interests/plans do you have after graduation?

What full-time jobs (if any) have you held?

Employer

Location

Job Title(s)

Dates

Preferred Internship Establishment?

First choice _____

Second Choice _____

Appendix II
Internship Contract

PROFESSIONAL INTERNSHIP CONTRACT

Please note: this contract is to be completed by the intern and submitted to Dr. Martin. Please provide information as indicated, read, and understand all instructions, sign, and return to the supervising faculty.

NAME _____

AUBURN ADDRESS _____

AUBURN PHONE _____

PERMANENT ADDRESS _____

PERMANENT PHONE _____

NAME OF EMPLOYER DURING INTERNSHIP _____

ADDRESS OF EMPLOYER _____

EMPLOYER PHONE _____

ADDRESS DURING INTERNSHIP _____

PHONE DURING INTERNSHIP _____

SUPERVISOR'S NAME/TITLE _____

INTERNSHIP SEMESTER/YEAR _____

I agree that I will return my internship log, experiential learning diary, industry project and research paper, and the final internship evaluation to Dr. Martin by the date specified in the course syllabus. In addition, I will respond to emails from Dr. Martin according to the time frame provided. I have looked over all sections of the internship packet and understand what is required of me in HOSP 4920.

Student signature _____

Date _____

Approved by:

David S. Martin _____

Date _____

APPENDIX III
AGREEMENT OF COOPERATION

**AGREEMENT OF COOPERATION BETWEEN THE DEPARTMENT OF NUTRITION,
DIETETICS AND HOSPITALITY MANAGEMENT AT AUBURN UNIVERSITY, AND
EMPLOYING ORGANIZATION (INTERNSHIP) FOR HOTEL AND RESTAURANT
MANAGEMENT STUDENTS:**

The Auburn University Nutrition, Dietetics, and Hospitality Management Department (Hotel and Restaurant Management Program) will:

1. Assume initial responsibility for the selection of students to be placed,
2. Provide at least one faculty member of the Hospitality Management Program as the liaison between the industry site and the University. The liaison person will:
 - a) visit the student on-site at least once each semester (if distance permits),
 - b) discuss with the student and industry supervisor the progress of the student at least twice each quarter,
 - c) be available to supervisor regarding problems pertaining to the student.
3. Provide a statement of general learning objectives applicable to the field experience, and
4. Have responsibility for the final determination of the placed student's grades and credit hours earned.

_____ will:

1. Accept students in internship placement without regard to race, age, sex, ethnic origin, religion, disability, or political beliefs,
2. Have the right to reject students offered for the internship for reasons related to the student's ability to function in the organization or perform specific tasks and assignments associated with the internship experience,
3. Provide a direct supervisor for the placed student who will:
 - a) meet with the student weekly to review his/her work,
 - b) prepare a final evaluation, consistent with report form provided by the Hotel and Restaurant Management Program,
 - c) be available for consultation with faculty of the HRM Program regarding individual students or the internship program in general.
4. Provide students with opportunities to use the organization's resources, reasonably equivalent to those provided regular employees carrying similar responsibilities: office space, telephone, clerical service, supplies, access to records and to clientele, and
5. Cooperate in the use of depersonalized case records, industry reports, and other industry-related information for classroom discussion.

THIS AGREEMENT MAY BE REVISED OR TERMINATED BY EITHER AUBURN UNIVERSITY OR _____ upon notice in writing.

**APPENDIX IV
FINAL PERFORMANCE
EVALUATION**

HOSP4920
PROFESSIONAL INTERNSHIP
FINAL PERFORMANCE EVALUATION
Auburn University

HOTEL AND RESTAURANT MANAGEMENT

Property _____ Phone _____

Address _____

City, State & Zip _____

Supervisor _____ Title _____

Intern _____

Period Evaluated _____ to _____

Position _____

Department _____ Ttl. Hrs. Worked _____

Job Responsibilities _____

INSTRUCTIONS: Listed below are a number of traits, abilities, and characteristics important for success in business. Place an "X" in the response column that best describes the intern's performance. After completing the supervisor's portion of this evaluation: 1) discuss the evaluation with the intern, 2) instruct the intern to complete and sign the intern's portion, and 3), please remind the intern to send the completed forms to the email address on the last page. Thank you for your assistance with our internship program this year.

I.

ATTITUDE AND APPEARANCE

	Excellent	Good	Average	Below Average	Poor
Self-confidence					
Initiative					
Enthusiasm/Interest					
Attendance/punctuality					
Deals with stress					
Accepts constructive criticism					
Leadership qualities					
Dress, personal appearance, grooming					

Comments:

II.

COMMUNICATIONS

Intern's ability to relate to:	Excellent	Good	Average	Below Average	Poor
Supervisors					
Peers					
Guests					
Subordinates					
Writing ability					
Listening ability					
Speaking ability					

Comments:

III.

JOB PERFORMANCE

	Excellent	Good	Average	Below Average	Poor
Knows job duties & operating procedures					
Maintains job standards					
Able to operate equipment					
Cash handling ability					
Carries out instructions					
Concern for costs/profit					
Quantity of work completed					
Quality of work completed					
Ability to "catch on."					

Comments:

OVERALL PERFORMANCE

	Excellent	Good	Average	Below Average	Poor
Relative to standard employee performance expected					

Comments:

IV.

INTERN'S SELF-EVALUATION

My major weak points are:

My major strength/specific achievements are:

- 1. _____
- 2. _____
- 3. _____

- 1. _____
- 2. _____
- 3. _____

and these can be improved by doing the following:

and these can be used more effectively by doing the following:

	Excellent	Good	Average	Below Average	Poor
My overall performance was:					

Intern's Comments:

Supervisor's Signature

Date _____

Intern's Signature

Date _____

Return original to

Dr. David S. Martin
martida@auburn.edu

APPENDIX V
Industry Project
Writing Grading Rubric

HOSP Assessment Rubrics

3

Written Communication Skills

Student: _____ Academic Term and Year _____

Course, Number and Section _____ Date _____

	1: Unacceptable	2: Marginal	3: Proficient	4: Advanced
1. Content	Paper does not successfully identify a central purpose or content. Analysis vague or not evident.	Content and analysis are basic or general. Reader gains few insights.	Paper provides firm content and support for analysis of a sufficient topic. Reader gains some insights	Paper is creative, insightful and displays an in-depth analysis of the topic. Reader gains excellent insight.
2. Organization and development	Confusing organization and/or development. Missing introduction, organizational structure and conclusion	Some organization evident, but inconsistent use of introduction, organizational structure and conclusion	Connects ideas within document from introduction to conclusion; points are logically developed and flow from one idea to the next	Organization of document skillfully designed. Contributes to full development of topic
3. Use of appropriate vocabulary/terminology of the HM industry	Unfocused or absent use of appropriate vocabulary/ Terminology	Inconsistent use of proper language and vocabulary to target audience	Accurate use of vocabulary/ terminology appropriate for the HM industry or target audience	Persuasive and credible use of language/ vocabulary for the HM industry or target audience
4. Use of grammar, sentence structure and spelling	Multiple errors in grammar, sentence structure or spelling	Occasional errors in grammar, sentence structure or spelling	Uses correct grammar, sentence structure and spelling throughout document	Exceptional written language to enhance readability

Scoring: 8 or above: passing

Total Score: _____

Does student pass this assessment test? Yes _____ No _____

Comments:

Evaluator _____

Dining Plan Exemption Instructions For Internships

There is a separate document on Canvas with details about how to apply on-line for an exemption from the campus dining plan. Please make sure that you complete this form before the 10th class day.