

SAN JOSE STATE UNIVERSITY

**DEPARTMENT OF HOSPITALITY, RECREATION
& TOURISM MANAGEMENT**

191 A and B INTERNSHIP

INFORMATION PACKET

Packet contains the following forms: Student Profile Sheet, Internship Agency Approval Form, and Supervisor Evaluation Form. All of these forms must be completed and turned in by the specified due date to the Internship Coordinator.

Two meetings will take place during the semester with the Internship Coordinator. An email will be sent notifying you of these meetings dates and locations. The Internship Coordinator will announce the due dates in the first meeting.

**SAN JOSE STATE UNIVERSITY
HOSPITALITY MANAGEMENT
191 A and 191 B INTERNSHIP COURSES**

Course Descriptions:

HSPM 191A: Approved professional work experience of 200 hours in the hospitality management industry. Pre-requisite: HSPM 001 (2 UNITS)

HSPM 191B: Approved professional in-depth work experience of 300 hours in the hospitality management industry. Pre-requisite: HSPM 001, 191A, and senior standing (2 UNITS)

Course Objectives:

These two internship courses allow the student to develop exposure, understanding, and working knowledge of actual operations within the hospitality industry. The student will be able to apply some of the theoretical and academic subject matter to this work experience, and be able to identify areas of opportunity for permanent employment upon graduation.

Grading:

Credit (CR) or No Credit (NC) will be determined by your Supervisor's Evaluation Form and Company Service Report of your operational work experience. It is imperative that both elements of the grade be satisfactory to receive a CR. An Incomplete grade (INC) will not be given without prior approval from the Internship Coordinator.

HSPM 191A and 191B INTERNSHIP REQUIREMENTS

- 1). Approved work hours in the hospitality industry must total 200 hours for 191A and 300 hours for 191B for 2 units each. All internships must have the approval of the Internship Coordinator in order to be valid.
- 2). The students are responsible for finding their own 191A or 191B placement. However, assistance and contacts will be available through the Internship Coordinator.
- 3). The Student Profile Sheet, and Internship Agency Proposal Form must be submitted to the internship coordinator for approval by the given due date.
- 4). At the end of your internship, the Supervisor Evaluation Form and Company Service Report must be submitted to the Internship Coordinator by the given due date.
- 5). Company Service Report: The student must submit a typed written report of their work experience to the Internship Coordinator by the given due date. **Emailed, faxed or late reports will not be accepted.**
 - a) Introduction: provide an accurate description of the company where you interned. Also, provide a summary of the services provided by your company.
 - b) Organizational structure: include the company's organizational chart and highlight your position within the organization. Provide a job description of your position and explain the skills you feel you have mastered during your internship and the areas of improvement needed to become successful.
 - c) Describe your work experience in detail and provide examples of the valuable skills you have learned during your internship. Give examples.
 - d) Describe the leadership style of your organization and your direct supervisor.
 - e) Provide recommendations and/or new ideas that you would implement to improve overall customer service, operations, and financial resources.
 - f) Based on your internship experience, what are your career goals in one and five years? Develop a plan to achieve them.
 - g) How could the Internship be improved for future students?
 - h) Report format: Cover page, headings for each section, and proofread prior to submission.
 - i) Your graded papers will be available for pick-up one week after submission in the Hospitality, Recreation & Tourism Management Office.

Note: ATT Pebble Beach Volunteers may not use their work experience for this internship course. These internships are intended for a structured in-depth work experience in the hospitality industry. The intent is to graduate with some practical knowledge and experience for your resume and providing job opportunities in the hospitality industry after graduation.

Additional Information
(Attach to Profile Sheet)

1. Assess your strengths – both professional and personal.

Professional:

Personal:

2. In what areas do you believe you need further development? Include personal attributes and professional needs.

3. Your professional aspirations:

Upon graduation:

Five years after graduation:

4. Problems that may influence Internship placement (i.e. travel restriction, international student, etc.)

5. Preference for placement (i.e. Lodging, Food Service, Event planning)

**Internship Agency Proposal Form
(Complete with your Supervisor)**

Student Name: _____

Address: _____

Phone (cell) _____ Phone (evening) _____

E-mail: _____

Internship Agency: _____

Address: _____

Start Date: _____ End Date: _____

Direct Supervisor: _____

Title: _____

Phone: _____ Fax _____

Email address: _____

Internship Position/Title: _____

Is this internship a paid position (if yes, please answer below)?

Hourly Wage, if so, amount \$ _____

Stipend, if so, amount \$ _____

Scholarship, if so, amount \$ _____

Transportation Reimbursement: _____

Other, explain: _____

Have you had SJSU interns at your site in the past? If yes, in what positions and was it a positive experience for your organization?

To be filled out with agency supervisor.

What do you hope to learn in this Internship?

Summary of planned activities: (List 10)

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

Internship Supervisor's Signature: _____

Internship Supervisor's Title: _____

Print Above Name: _____ Date: _____

HSPM Internship Coordinator Approval: _____ Date: _____

Thank you for your interest and participation in our Hospitality Intern program. Your support and feedback will provide our students a great opportunity in preparing them in their future hospitality careers. Your time is greatly appreciated by all. Please call Alice Southwell, Internship Coordinator at SJSU with any questions or concerns, (408) 826-2472 or email alice_southwell@yahoo.com.

Supervisor Evaluation Form

To be completed and signed by Direct Supervisor

Name of Student _____

Name of Supervisor: _____ Agency/ Organization: _____

Phone: _____

Please rate the student's performance during the internship process using the following scale:
1=Unsatisfactory 2=Needs Improvement 3=Average 4=Above Average 5=Excellent

1) Degree of customer service ability and professionalism: 1 2 3 4 5

Comments:

2. Degree of initiative and teamwork shown: 1 2 3 4 5

Comments:

3. Ability to take direction and work well with others (i.e. co-workers and other departments):

1 2 3 4 5

Comments:

4. Ability to utilize constructive feedback from supervisor: 1 2 3 4 5

Comments:

5. Knowledge and enthusiasm about this industry: 1 2 3 4 5

Comments:

6. Effective Communication Skills: 1 2 3 4 5

Comments:

7. Overall Performance: 1 2 3 4 5

Comments:

8. **Would you recommend this student for employment in your organization (circle)?** Yes No Not
Certain

Comments: _____

This is verification that _____ (Student's Name) has completed _____
hours of

employment under my supervision between the dates of ____/____/____ and ____/____/____/ in
the

_____ (department) area of this agency.

Direct Supervisor Signature: _____ Date: _____

I am interested in other interns in the future. Please contact me.

My Phone # _____ E-mail: _____ Fax: _____

My suggestion to the University for improving the internship experience and program are: