

SAN JOSE STATE UNIVERSITY
HOSPITALITY MANAGEMENT
INTERNSHIP (191B) INFORMATION

SEMINAR MEETING INFORMATION (Mandatory)
180/191A/191B
Spring, 2005

First meeting: *Friday, Feb. 4 MH510*

Proposal due *Feb. 18, by 5pm*

Final meeting: *May 18*

Times:

191A: 10:30 am

191B: 11:30 am

All final papers are due on *May 18th*

**ALL MEETINGS ARE MANDATORY FOR STUDENTS
ENROLLED IN 191A AND 191B**

**SAN JOSE STATE UNIVERSITY
HOSPITALITY MANAGEMENT PROGRAM
APPRENTICESHIP & INTERNSHIP COURSES
Fall, 2005**

Course Descriptions:

HSPM 191A: Approved professional work experience of 200 hours in the hospitality management industry earned within one year of registration.
Pre-requisite: HSPM 001

HSPM 191B: Approved professional in-depth work experience of 300 hours in the hospitality management industry earned within six months of registration.
Pre-requisite: HSPM 001, 191A, senior standing and Internship Coordinator consent.

Course Objectives:

These two experience-related courses allow the student to develop and 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 opportunity areas for permanent employment upon graduation.

Grading:

Grades of CR (Credit) or NC (No Credit) will be determined by the Evaluation Form and the Written Report of the students' experience. It is imperative that both elements of the grade be satisfactory to receive a CR. Incomplete will not be allowed.

191B

HOSPITALITY INTERNSHIP REQUIREMENTS

1. The **Proposal Form** must be submitted to the Internship Coordinator for approval of the Internship Agency within the first 3 weeks of the semester enrolled ([Feb. 18](#))
2. Approved work hours in the hospitality industry must total 300 hours during the semester of enrollment in the internship course. The Internship work must be at a different agency than the Apprenticeship work experience. Internship completed at the same agency **MUST** be approved by the Internship Coordinator or Program Director.
3. At the end of the Internship, the **Supervisor Evaluation Form** must be submitted to the Internship Coordinator. Students may not participate in graduation unless they have secured an internship site and submitted a **Proposal Form**.
4. Students must submit **ONE copy** of a typed written report of their work experience during the Internship. **Late papers will not be accepted.** This report should be 10-15 pages in length, outline the following:
 - a) Introduction: provide the reader with an accurate description of the agency at which you were employed. Also, provide a summary of the services provided by the agency.
 - b) Organizational structure: include an organizational chart and highlight your position within the chart. Provide a job description along with a summary of your duties.
 - c) Describe your work experience by listing 20 valuable skills that illustrates the skills you have learned.
 - d) Describe the management of leadership style employed by your immediate supervisor.
 - e) Using your creative skills, list 10 new ideas that the Internship agency could implement to improve their overall customer service, business, and bottom line profits. Explain each idea in detail.
 - f) Based on your internship experience, set career goals for yourself at one, five and ten year increments and develop a written plan to achieve your one-year goal.
 - g) How could the Internship be improved for future students? Explain at least 10 ways.
 - h) Report format: Is there a cover page, headings, and no misspelled words?
5. All students must attend the one-hour **final internship seminar** ([May 18](#)) during which all evaluation forms and assignments must be turned in. **Failure to do so will result in an "NC" (no credit) grade for 191B.**

**Additional Information
(Attach to Profile Sheet)**

This form is due the third week of the semester to the Internship Coordinator.
(Due Friday, Feb. 18, bring to main office by 5pm)

191B

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, Tourism)

Proposal Form

This form is due the third week of the semester to the Internship Coordinator.
(Due Friday, Feb. 18, bring to main office by 5pm)

191B

Today's date: _____
Semester and year HSPM 001 was taken: _____
Semester and year 191A was taken: _____

Student Name: _____

Address: _____

Phone (day) _____ Phone (evening) _____

E-mail: _____ Fax: _____

Internship Agency: _____

Address: _____

Start Date: _____ End Date: _____

Direct Supervisor: _____ Title: _____

Phone: _____ Fax: _____

Will you be paid? _____ Yes _____ No If no, any tuition, transportation, stipend or other reimbursement?

Were you previously employed at this agency before you began your internship? _____ Yes _____ No

What will be your position/title? _____

Direct Supervisor Signature X _____ Date: _____

HSPM 191B Instructor Approval X _____ Date: _____

Field Experience
(ASAP)

To be completed with your Direct Supervisor

***Obtain their signature**

OBJECTIVES: (List a minimum of 3) Continue on a separate page if needed.

Summary of planned activities: (List 10)

Direct Supervisor Signature X _____ Date: _____

HSPM 191B Instructor Approval X _____ Date: _____

Agency Profile Sheet

(ASAP)

Student Name: _____ 191B

Agency Name: _____ Type of Business: _____

Main Phone: _____ Fax: _____

Direct Supervisor's Name: _____ Title: _____

Phone: _____

Direct Supervisor's Signature: _____

Questionnaire

How will you compensate the intern for 300 hours of service?

_____ Hourly Wage, if so, amount \$_____	_____ Tuition Waiver, of so, contact Internship Director
_____ Stipend, if so, amount \$_____	_____ Scholarship, if so, amount \$_____
_____ Transportation Reimbursement	_____ Other, explain: _____

Have you had SJSU interns at your site in the past? If so, in what areas? Was it a positive experience?

Thank you for taking the time to fill out the Agency Profile! From your answers we can guide students to find the agencies best suited to their skills. Your interest in helping educate the next generation of hospitality professionals is commended!

Supervisor Evaluation Form
(5/18 WITH FINAL REPORT)

To be completed by Direct Supervisor
Internship (191B) in Hospitality Management
San Jose State University

Name of Student _____

Name/Title of Direct Supervisor: _____

Agency/Organization: _____ Phone: _____

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

1) **Technical Ability** 1 2 3 4 5
Comments: _____

2. **Degree of Initiative Shown** 1 2 3 4 5
Comments: _____

3. **Ability to Take Direction From Supervisor or Co-Workers** 1 2 3 4 5
Comments: _____

4. **Ability to Utilize Constructive Criticism From Supervisor** 1 2 3 4 5
Comments: _____

5. **Ability to Work With Others** 1 2 3 4 5
Comments: _____

6. **Attendance** 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 of an opening existed?** ? Yes ? No ? Not Certain
Comments: _____

.....
This is verification the _____ (Student's Name) has completed 300 hours or more of employment under my supervision between the dates of ___/___/___ and ___/___/___ in the _____ (department) area of this agency.

Direct Supervisor Signature: _____ Date: _____

HSPM 191B Instructor 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: (please use back)