

Internship Manual

**Hospitality, Recreation and Tourism Management
East Stroudsburg University
East Stroudsburg, PA 18301**

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SECTION I: STUDENT

Internship Philosophy

East Stroudsburg University views the concept of field experience and internship as an integral part of the learning process in many programs of instruction. The Hotel, Restaurant & Tourism Management Department considers it an essential part of its curriculum for majors in this discipline. This internship experience in the hospitality industry should be designed to compliment the course work taken so that the student's background of education and experience is enhanced.

Eligibility Requirements

In order to qualify for an internship the student must meet the following requirements:

1. Must be a declared HRTM or RECREATION major.
2. Completed at least 72 credit hours.
3. A minimum **overall 2.5 GPA** for Hotel, Restaurant and Tourism Program and **2.25 GPA** for Recreation Services Management Program
4. Completed the pre-requisites of:
 - HRTM 101 – Introduction to Hotel Management
 - HRTM 211 – Basic Food Techniques
 - HRTM 321 – Human Resources I
 - HRTM 331 – Hospitality Marketing I
5. Completion of **three** practicums for Recreation Services Program*
6. Provide documentation of 400 hours of work experience in the Hospitality Industry.**
7. Complete all requirements one full semester before start of internship semester.
8. Maintain an overall quality point average of 2.5 or greater during final semester prior to internship.
9. Complete and return Appendix A of this manual.
10. Resume
11. Cover Letter
12. LinkedIn Profile

* Completion of three practicum courses including Commercial, Community, and Outdoor Practicums.

**Documentation may include, but not be limited to, paycheck stubs totaling 400 hours or a letter from an employer(s) stating the student had worked at least 400 hours.

Notice of Eligibility

All HRTM students who become eligible for an internship will be notified by mail during the first month following their eligibility semester. Students not receiving official notification should consult with their academic advisor.

Securing An Internship

It is the responsibility of the students to secure an internship. However, the academic advisor, as well as other members of the HRTM faculty will be available to assist you with this process. Please consult the Suggested Schedule for Internship Preparation, which is Appendix A of this manual.

Negotiating terms of internship employment (rate of pay, housing, transportation, etc.) is the responsibility of the student. Specific requirements and concerns should be discussed prior to accepting the internship. The University requires that the following minimum guidelines be adhered to:

1. Compensation must be provided for work performed. The compensation should be approximately equivalent to another employee in a similar position performing similar work.
2. The intern's work week must be at least 30 hours per week.
3. The intern must work for the semester equivalent number of weeks.
Spring or Fall Semesters – 15 weeks (600 hrs). Summer Semester – 12 Weeks (480 hrs).

Upon securing an internship, the student is responsible for insuring that the employer completes Part B of the Learning Contract (See Section IV – Learning Contract.) Part B must be submitted to the department Secretary at least 3 weeks prior to the start of the internship.

Registering for the Internship

All prospective interning students are required to attend an orientation session during the semester prior to his/her internship. It is during this orientation session that the student must complete an enrollment card for registration and submit Part A of the Learning Contract. Notices will be posted to advise students of the orientation date and time.

Responsibility As An Intern

The Student Intern will:

1. Demonstrate at all times an attitude of cooperation and eagerness to learn.
2. Follow all rules and regulations of the employer.
3. Be professional in appearance and adhere to uniform requirements.
4. Communicate concerns to faculty advisor.
5. Complete sections A & F.

SECTION II: FACULTY SUPERVISOR
RESPONSIBILITIES & GUIDELINES
For INTERNSHIPS

The faculty supervisor is expected to be a resource for the student. This includes assisting the student in creating an internship that will most effectively meet the student's learning objectives and the course outcomes.

The faculty supervisor will be assigned interning students by the department chairperson and will receive the student intern file containing Parts A & B of the Learning Contract.

1. If **assigned the interning student prior to the internship start date:**
 - a. Insure that Parts A & B of the Learning Contract are complete.
 - b. Contact the intern to insure understanding of the main elements of the Internship Manual.
 - c. Confirm the start date of the internship.
2. If **assigned the interning student after the internship start date:**
 - a. Insure that Parts A & B of the Learning Contract are complete.
 - b. Contact the intern within **1 week** of assignment to inform the intern that you will be their supervisor.
 - c. Insure that the intern understands the main elements of the Internship Manual.
3. Within the first **2 weeks** of the internship, provide the intern with a course syllabus that outlines the course outcomes and expectations.
4. Contact the intern during the **first 2 weeks** of the internship to arrange a site visit.

5. Within the **first 1/3rd** of the semester (4 weeks for summer, 5 weeks for fall and spring), conduct an internship site visit and meet with the intern and work supervisor. The site visit should include:
 - a. Introduction to intern work supervisor and other key personnel.
 - b. Clarification of intern job requirements and responsibilities.
 - c. In conjunction with the work supervisor, develop several learning objectives for the intern. Complete Part C of the Learning Contract.
 - d. Discussion of intern's work performance.
 - e. Tour facility.
 - f. Provide work supervisor with Part D (Intern Employer Evaluation Form) of the Learning Contract.
6. Monitor the intern's progress via telephone, e-mail, or personal visits when necessary.
7. Evaluate the intern's performance. Complete Part E (Intern Evaluation Form) of the Learning Contract.
8. Insure intern completes Part F (intern evaluates employer) of the Learning Contract.
9. After submission of the grade, return the completed intern file to the department secretary.

SECTION III: INTERN EMPLOYER

The intern employer is an essential link in the internship experience. Upon hiring an intern, the employer is making a commitment to provide an experiential learning opportunity for the student. This learning opportunity also comes with the understanding that the organization is in business to make a profit. It is the belief of the HRTM Department that both a student learning experience and a student contribution to the organization can be accomplished through clear communication of expectations.

The following list of expectations has been articulated in order to clarify the employer's role in the learning experience:

- The employer will complete part B of the Learning Contract. (See Section IV: Learning Contract)
- The employer agrees to employ the student approximately 40 hours per week (minimum of 30 hours per week).
- The employer agrees to provide the student with appropriate work which will enhance the student's background and further his/her educational experience.
- Management, on a regular basis, will provide feedback to the student on his/her performance.
- The employer will permit the faculty supervisor to visit the work place and meet with the appropriate work supervisor to review the student's performance.
- Whenever possible and applicable, the student will be invited to attend departmental meetings and training sessions.
- The employer will expose the students to productive and varied work environments.
- The appropriate supervisor will complete and return an evaluation of the student's performance. (See Part D – of the Learning Contract)

The employer should, without hesitation, contact the faculty supervisor if questions or concerns arise during the internship.

SECTION IV: LEARNING CONTRACT

The Learning Contract is designed to provide the University with documentation of the internship experience. This Learning Contract is not a legal document but rather an outline of the internship experience.

Responsibility for the completion of the Learning Contract is as follows:

Part A – Student Intern

Part B – Intern Employer /Student Intern

Part C – Faculty Supervisor

Part D – Intern Employer/Faculty Supervisor

Part E – Faculty Supervisor

Part F – Student Intern

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HOSPITALITY, RECREATION & TOURISM MANAGEMENT DEPARTMENT
INTERNSHIP LEARNING CONTRACT**

PART B - EMPLOYER/WORK SUPERVISOR OF _____
Student Intern

This form is to be completed and signed by the WORK SUPERVISOR to whom the intern employee reports. PART B of the Intern Employee's LEARNING CONTRACT should outline the work duties, hours, rate of pay and other pertinent information as can reasonably be projected at the beginning of the assignment. This form is not a legal document but rather an outline of the internship assignment, documenting the type of work responsibilities which the Intern Employee is undertaking. **Please type or print clearly when completing this form.**

1. Work Supervisor to whom Intern Employee reports: _____
2. (a) Full name of employer organization: _____
(b) Supervisor's title and department: _____
(c) Mailing address: _____
(d) Telephone number: _____ - _____ - _____
(e) Email: _____
3. Duration of internship position: Starting date _____ Ending date _____
4. Position or title of Intern Employee: _____
5. Position description (Nature of work, work environment, title of other employee(s) intern works with, etc.): _____

6. Number of hours per week intern is to work (Minimum 30 hours/week): _____
7. Rate of pay: _____ per _____
8. Will intern employee be considered for career employment upon graduation?

9. Non-Discrimination statement: This Employer Does Not Discriminate Based on Age, Gender, Race, Religion, National Origin, Marital Status or Handicap.

Signed _____
Work Supervisor Date

Please upload Part B: D2L Hospitality and Tourism Internship Portal

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INTERNSHIP LEARNING CONTRACT**

PART C – FACULTY INTERNSHIP SUPERVISOR OF: _____

I. JOB ORIENTED LEARNING OBJECTIVES

OBJECTIVE #1: _____

Measured By: _____

OBJECTIVE #2: _____

Measured By: _____

OBJECTIVE #3: _____

Measured By: _____

II. FACULTY CONTRACT

1. Pre-placement discussion and development of Learning Contract: _____/_____/_____
2. Site visitation and meeting with supervisor during the week of ___/___/___

III. OTHER REQUIREMENTS

1. Daily _____ or weekly _____ logs due on (Day of week): _____
2. Other assignments: _____
_____.
3. All written assignments to be completed by: Date: _____

IV. AGREEMENT

The above plan has been discussed with the Intern. The intern is responsible for the completion of the Job Oriented Learning Objectives and for the completion of the work responsibilities as outlined in PART B of this LEARNING CONTRACT. The intern will be evaluated based upon the contents of this agreement.

_____/_____
Student Intern Date

_____/_____
Faculty Internship Supervisor Date

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HOSPITALITY, RECREATION & TOURISM MANAGEMENT DEPARTMENT
INTERNSHIP LEARNING CONTRACT
PART D – Internship Employer Evaluation Form**

Student Intern _____
 Faculty Supervisor _____
 Employer Supervisor (Name and Title) _____
 Name of Organization _____

Directions: For each item below, indicate your rating of the intern student who works for you. SA=strongly agree, A=agree, D=disagree, SD=strongly disagree, NA=not applicable.

The intern student I supervise:	SA	A	D	SD	NA
1. has adequately prepared for this job in terms of previous college course work	SA	A	D	SD	NA
2. attends regularly and is punctual.....	SA	A	D	SD	NA
3. works well with other employees	SA	A	D	SD	NA
4. exhibits a positive attitude toward his/her work	SA	A	D	SD	NA
5. maintains appropriate professional appearance	SA	A	D	SD	NA
6. communicates clearly (either orally or in writing)	SA	A	D	SD	NA
7. carries out assigned duties efficiently	SA	A	D	SD	NA
8. does careful and thorough work.....	SA	A	D	SD	NA
9. works well independently	SA	A	D	SD	NA
10. takes initiative	SA	A	D	SD	NA
11. shows an aptitude for this kind of work.....	SA	A	D	SD	NA
12. has been an asset to the organization	SA	A	D	SD	NA
13. Overall rating of this employee.					
14. Circumstances permitting, would you employ this person in a career position after graduation? Yes _____ No _____.					

Additional comments: Please provide a candid assessment of this student's performance in areas which may or may not have been covered in the above questions.

Signature _____ Title _____ Date _____

Please email to: lchiang@esu.edu
 Dr. Stanley Chiang, Ed.D., CHIA Department Chair and Internship Coordinator

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INTERN LEARNING CONTRACT**

PART E – Intern Evaluation Form

Intern: _____ Semester: _____

Employer/Company Name: _____

Supervisors Name _____

Scale: SA = strongly agree, A = agree, ? = unsure, D = disagree, SD = strongly disagree, NA = not applicable.

The intern employee I advise:

1. accomplished all of the pre-established learning objectivesSA A ? D SD NA
2. completed all written assignments in an acceptable and timely manner.....SA A ? D SD NA
3. received a favorable evaluation from his/her work supervisor.....SA A ? D SD NA
4. demonstrated an ability to apply course work to the internship experienceSA A ? D SD NA
5. has a strong probability of succeeding in the hospitality industry.....SA A ? D SD NA

It is my recommendation that the intern receive a grade of: _____ PASS _____ FAIL

Comments: _____

Faculty Intern Supervisor

Date

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INTERNSHIP LEARNING CONTRACT**

PART F – To be completed by Student Intern at end of Internship. Please type or print clearly. Please include collateral materials, (i.e. brochures, etc.)
Please upload Part F to D2L Hospitality and Tourism Internship Portal.

I. INTERNSHIP SITE DATA

1. Name of Company/Organization _____
2. Location/Address _____
3. Name of Internship Coordinator _____
Department _____ Phone _____
4. Title of Internship Position _____
5. Date of Internship: Spring Summer Fall 20_____

II. INTERNSHIP EVALUATION

6. Description of Internship responsibilities:

7. What made this Internship a worthwhile experience?

8. What were the negative aspects of this Internship?

9. What skills were developed because of this Internship?

10. Would you recommend this Internship experience to other Hospitality Department students? Yes No

11. Comments

Appendix A

INTERNSHIP COURSE REQUIREMENTS

In order to qualify for an internship the student must meet the following requirements:

- 1. Must be a declared HRTM major.**
- 2. Completed at least 72 credit hours.**
- 3. Earned an overall quality point average of 2.5 or greater.**
- 4. Completed the pre-requisites of HRTM 101, 211, 321 & 331.**
- 5. Provided documentation of 400 hours of work experience in the Hospitality Industry.**
- 6. Completed all requirements one full semester before internship begins.**
- 7. Maintained overall 2.5 QPA during final semester prior to internship.**
- 8. Returned this signed document to the department secretary.**
- 9. Resume**
- 10. Cover Letter**
- 11. LinkedIn Profile**

I have read and understand the above requirements for an HRTM internship.

Please Sign

Date

Print Name

Return to: HRTM Department Secretary
East Stroudsburg University

Appendix B

Suggested Schedule for Internship Preparation **Summer Intern**

<u>Month</u>	<u>Action</u>
October	Meet with Academic Advisor to discuss broad internship objectives.
January	Student receives letter notifying of approval to complete internship in summer.
January	Upon approval, student completes Form A.
January-March	<ol style="list-style-type: none">1. Research available internship options.<ul style="list-style-type: none">• ESU Career Day & other university career days• Search the Web• Review the Internship Evaluation book (internship site evaluation forms from previous interns)• Consult with individual HRTM faculty members on internship objective(s).2. Prepare resume and cover letter.
February	Attend internship orientation meeting.
February-March	Begin sending resume and cover letter to possible internship employers.
March	Begin interviewing for internship. Attend ESU Career Day.
April 1 st	Secure internship site.
April 1-10 th	Have employer complete and return Form B to department chairperson.
April 20 th	Student assigned an internship advisor.
April 20-30 th	Meet with internship advisor to establish internship learning objectives. Complete Form C with advisor.
Pre-session- Post session	Student completes internship.