



**University of New Haven  
College of Business  
Hospitality and Tourism Management**

**COURSE SYLLABUS**

**HTMG 4598**

**INTERNSHIP**

**Prerequisites:** HTMG 3303 and consent of instructor.

**Description:** Interns are required to complete 600 hours of internship experience in conjunction with the designated internship coordinator. The internship experience will emphasize supervisory responsibilities whenever possible. This experience will be formulated by the faculty, the designated coordinator, the student, and an industry professional, a cooperative effort that helps to ensure the student's success. The internship will be augmented by written and oral reports, industry performance evaluations, and faculty oversight. (3 credit hours)



**Internship Guide**  
**For the Hospitality and Tourism Management Department**  
**University of New Haven**  
**Adopted 2000, Modified 2010**

**Introduction**

Internships, practicum, and work-study are all names for basically the same type of educational experience. A student can obtain a wealth of knowledge from texts, lectures, guest speakers. However, a more complete knowledge can only be acquired from having that student enter the workforce and assume responsibilities that will hopefully develop his/her business management skills and acumen.

The University of New Haven, Department of Hospitality and Tourism feels internships are a critical component of the educational process. We strive to adequately match an intern with the most appropriate work environment. We understand that all parties involved in the internship relationship must devote significant time to the internship process in order for the intern to succeed. UNH monitors the internship progress, to ensure the student is able to take the most out of the learning process. Internships do not entail letting a student go unsupervised hoping he/she will perform the assigned work. Although a student sometimes can perform tasks without guidance, more often than not, an intern will require guidance, which might entail significant time commitment from internship host. In the same perspective, an intern should not be given only mindless labor or “grunt work” as such activities will not benefit him/her and can lead to potential tax/legal concerns (see below under FLSA concerns). Thus, a successful internship requires both time and energy to provide an intern with enough practical work to make the internship beneficial for both him/her and the host site. This balancing act can be difficult, but when it is achieved a quality internship will result that might lead to developing a strong future employee.

There exist numerous ways to develop or participate in an internship. However, through working with the internship coordinator every effort will be made to make the internship experience meaningful.

This guide is designed to provide several simple steps, rules, and forms to facilitate placing students in internships. While most issues are covered this guide, the entire internship process is governed by rules and regulations set forth by the Hospitality and Tourism Management Department, College of Business and the University of New Haven. Such rules, but are not limited to the student code of conduct

## Internship Regulations

The following rules and regulations govern the internship program at UNH. These regulations are in addition to any other rules or regulations that might apply as developed by the Hospitality and Tourism Management Department, College of Business, and/or University of New Haven.

1. A student must be in **AT LEAST** the second semester of his/her junior year to apply for an internship.
2. Traditional internships are for three (3) or six (6) credit hours in the semester in which the internship is undertaken. In rare circumstances additional credit hours can be earned, but such opportunities are traditionally limited to individuals at an out of state/country internship where the student is unable to attend classes at UNH.
3. Each student must complete a minimum of **600 hours** in no fewer than 10 weeks and no longer than 26 weeks in order to receive three (3) credit hours.
4. The student must accept a position or assignment for which the responsibilities expand upon previous experiences. Students will not be allowed to continue in a current position, or repeat an experience for which they have already received either Field Work hours. Cross training with a current employer will be considered.
5. Previous work experience, especially unrelated/non-hospitality & tourism experience is ineligible for consideration in satisfaction of this graduation requirement.
6. The internship site must be approved by the internship coordinator and be appropriate to the hospitality and tourism industry.
7. Each student will log their internship experiences in the daily activity log section of the work book. At the end of the experience, each daily log must be typed out and assembled in a binder, according to date.

## Application Process

A student should be at least in the **second semester** of their junior year to register for an internship. The registration process needs to be completed at the latest two weeks before a semester/trimester begins or two weeks before an internship begins. **A student cannot register for an internship without submitting a complete application.** The first part of the application process entails meeting with the student's advisor to determine the best potential fit for the student and to critically analyze the student's career objectives.

## Internship Site

Once a clear direction is identified, there are two options for securing an internship site. A student can find her/his own internship site or the internship coordinator can help identify an internship site. If the student finds his/her own internship site the internship coordinator will be responsible for contacting the site to ensure the internship will be appropriate. It should be noted that a student might want to fulfill his/her internship at the site they already work at or for a current employer. Such internships are not encouraged, as they will limit the student's ability to be exposed to different environments and career options. However, if a student wishes to work

for his/her current site/employer, he /she is allowed to have such an internship as long as his/her internship entails work over and beyond what they are paid to or volunteer to perform.

If the student does not have an internship site, the internship coordinator will make every effort to help locate a site. Once a potential site has been found the coordinator will inform the student about the site. If the student is interested in that site he/she will then have to complete a formal application for the internship which is sent along with a resume to the internship site. The student will then be responsible for the following-up with the internship site to determine if the application was received and to coordinate an interview if the internship site is interested. If the internship coordinator identifies the internship site or approves the student's choice the student can move to the interview step, below.

## **Interview**

Students are required to have at least one face-to-face interview with the internship site supervisor. This interview should be a comprehensive interview wherein the students establish what they will be responsible for accomplishing. If the student and site supervisor mesh well and decided to work together then an internship objectives contract will be created. However, if there is some incompatibility, a different internship opportunity will need to be developed. However, it should be noted that there is no guarantee that an internship will be found for any given student. A student who is unwilling to cooperate in the placement process will have significant difficulty obtaining an internship.

## **Contract**

When an internship site has been finalized, a contract needs to be developed. The contract specifies that the student would agree to perform specific tasks or accomplish goals and the internship site agrees to provide assistance for the student in his/her efforts to reach those tasks/goals. **A sample contract is enclosed with the other application materials.** This contract is signed by the student, site supervisor and internship coordinator and serves as the basis for all issues with the internship. *For example, if the contract requires the student to work 20 hours a week and he/she only works 10 hours per week, then he/she is violating the internship contract. Similarly if the internship site is required to help train the intern in marketing and the intern is only given photocopying work, then the internship contract would allow the student to leave the internship site based on the site's breach of the contract.* It should be specifically stated that the contract provides no other remedy whether legal or non-legal other than allowing a student, university, or internship site the right to terminate the internship experience if something goes wrong.

The internship process does not end with the contract. Specific starting and ending dates need to be established and added to the contract. Then the internship begins. Interns are required to behave in a manner that reflects unquestionable professionalism. It is anticipated that an intern will follow the charge given them by his/her supervisors. While an intern is expected to perform a variety of functions, he/she is not charged with performing any illegal acts, nor is his/her conduct controlled in any respect by the University of New Haven. The intern is an independent contractor and not an employee of the University of New Haven. Thus, the University of New

Haven does not guarantee the conduct or actions of an intern even if such conduct results in personal or financial injury.

It is incumbent on the intern, and to a lesser extent the internship host, to maintain contact with the internship coordinator and report on a regular basis whether by a quick note, fax, email, or phone call. On at least two occasions during the semester the internship coordinator will visit the internship site or meet with the intern and host in another specified location or manner to determine progress. Besides such updates, the intern is required to complete a daily log summarizing what they have accomplished that day. Also, if the internship is unpaid the student must fill out a weekly hours chart and have it dated and signed by the internship coordinator. At the end of the internship the student is required to write a summarization paper to be submitted to both the internship host and coordinator summarizing what the student had learned and including examples of the student's work product (memos, flyers, marketing letters, promotional pieces, and other items which can be publicly disclosed – yet highlight what the intern accomplished). Also, the student must complete the packet of questions to show the knowledge they have learned at the internship site.

## **Grading**

The internship host completes the one page grading form and reviews the summarization paper to help develop a final grade. The internship host's opinion and final grade prepared by the internship coordinator are combined for the intern's final grade. The internship's coordinator's grade is based on the daily logs, site visit(s), weekly hourly log, and the summarization paper.

## **FYI Fair Labor Standard Act Concern**

The FLSA concerns printed with permission from Employment Law, A Guide for the Sport, recreation, and Fitness Industries by Gil Fried, Lori Miller and Herb Appenzeller (Carolina Academic Press, 1998). These concerns only exist when an internship site does not provide a meaningful internship and just uses an intern as a “grunt” laborer without pay.

Intern liability issues were raised when an Atlanta based public relations agency was forced by the U.S. Department of Labor to pay its interns \$31,520 in back pay and agree to pay current and future interns the federally mandated minimum wage (O'Connor, 1997). The agency got in trouble when it billed clients for the work which interns performed. This created an “immediate advantage” for the agency over its competitors who had to pay employees to perform similar work. Such an advantage conflicts with the Labor Department's Wage and Hour Field Operations Manual (1990) provision 106.11 (O'Connor, 1997). The same guidelines also prohibit:

- Unpaid interns from displacing regular employees
- Using interns who do not receive and benefit from the internship (i.e. they do not develop any skill-and only making coffee)
- Utilizing interns who are not entitled to a job after their training period ends
- Whether there is an understanding that the intern will not be paid for their training (O'Connor, 1997). These factors are critical, but not conclusive. For additional cases, see generally, Reich v. Parker Fire Protection District (1993) and Donovan v. American Airlines, Inc. (1982).

Internships associated with college programs, such as sports and fitness administrations programs, have to follow all labor laws even if the students receive college credit. Thus, an intern who did not receive any training and was used instead of hiring another secretary could sue under the Fair Labor Standards Act to get paid. To avoid potential suits or to throw-off government investigators, some employers are now using internship contracts which specify that the intern accepts a small stipend or college credit in lieu of the minimum wage. These contracts are currently being challenged and a definitive ruling on their validity should be available in the next several years (O'Connor, 1997). Until the legal status of interns is definitively settled, it is best to consider them employees unless they receive significant training opportunities.

In addition, employers should try to comply with the following suggestions which can help you avoid FLSA requirements:

- Training is for the benefit of the trainees or students.
- The trainees do not displace regular employees, but work under close observation.
- The employer that provides the training derives no immediate advantage from the trainee's or student's activities, and on occasion business might be interrupted in order to help teach the trainee or student.
- Trainees are not necessarily entitled to a job after they complete their training period.
- The employer and trainee or student understands that they will not be entitled to wages for any time spent in the training process (Dixon, 1994).

### **Procedure List**

1. Meeting with Internship Coordinator/Academic Advisor
2. Locate Internship Site
3. Apply for Internship at Site
4. Schedule Interview
5. Attend Interview
6. Formulate Internship Task and Goals (internship supervisor must send letter on certified letter head)
7. Complete Internship Contract
8. Have Internship Contract Signed by Internship Site And Academic Advisor
9. Register for Internship Course on Matrix during class registration dates
10. Start Internship
11. Complete Daily Logs of activities performed each day
12. Complete Weekly Hourly Logs
13. Complete a Summary of Total Hours Worked
14. Help Coordinate Site Inspection by Internship Coordinator (if applicable)
15. Complete Required Internship Hours
16. Complete Summarization Paper (including examples of work products)
17. Complete Post-Internship Questions
18. Have Site Supervisor Complete Exit Interview with Intern

19. Meet with Internship Coordinator/Academic Advisor to Present Completed Internship Portfolio

**Post Internship Documents Required**

1. Signed internship contract (signed by intern, internship coordinator and internship company)
2. Any important documents obtained from internship company (employee manual, forms, etc.)
3. A list of student goals and responsibilities
4. Copies of special projects and assignments
5. Weekly hourly time chart
6. Daily logs
7. Signed exit interview completed by internship supervisor
8. Post-internship questions
9. Summary of internship experience

**\*\* INTERNSHIP PORTFOLIO IS TO BE PRESENTED IN A PROFESSIONAL MANNER \*\***



## Internship Contract For the Hospitality and Tourism Management Department

To be completed by both the student and site supervisor.

Course ID: \_\_\_\_\_ Semester: \_\_\_\_\_ YOG: \_\_\_\_\_ Credits to Date: \_\_\_\_\_

**Student Information:**

Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

UNH Email: \_\_\_\_\_

**Site Information:**

Site Supervisor: \_\_\_\_\_

Position at Company: \_\_\_\_\_

Company Name: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

**Dates of Internship:**

Starting Date: \_\_\_\_\_

Ending Date: \_\_\_\_\_



**\*\*Student must complete a total of at least 600 hours in no fewer than 10 weeks and no longer than 26 weeks\*\***

**Proposed Work Schedule:**

Monday \_\_\_\_\_  
Tuesday \_\_\_\_\_  
Wednesday \_\_\_\_\_  
Thursday \_\_\_\_\_  
Friday \_\_\_\_\_  
Saturday \_\_\_\_\_  
Sunday \_\_\_\_\_

**Total Hours per week:** \_\_\_\_\_

**Student Responsibilities:** PLEASE ATTACH LETTER OF STUDENT RESPONSIBILITIES

**Internship Goals for the Student:**

---

---

---

---

---

---

As a managerial level employee with the capability to bind my company, I agree to work with the above named student for an internship pursuant to the roles set forth in the letter attached to this contract, and in the University of New Haven Hospitality and Tourism Management Department Internship Guide.

Site Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Internship Coordinator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Exit Interview For the Hospitality and Tourism Management Department

**OBJECTIVES:** The purpose of this interview is for the intern and the intern supervisor to obtain an objective discussion regarding the performance of the intern during the internship. The exit interview must be signed by both the internship supervisor and intern at the end of the exit interview. Undated, unsigned, and incomplete evaluations will not be accepted.

Name of Internship Supervisor: \_\_\_\_\_

Title: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Date of Exit Interview: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time of Exit Interview: \_\_\_\_: \_\_\_\_ AM/PM

In your opinion, list the top five strengths of the intern:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Conversely, in your opinion, list the five weaknesses that this intern possessed and your recommendations for improvement in the future:

1. \_\_\_\_\_
2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

**Recommendations for Improvement:**

---

---

---

---

**Student Evaluation:**

Rank the student on a scale of 1 to 10, with 10 being the highest ranking, considering each of the following variables:

\_\_\_\_\_ Professional in appearance

\_\_\_\_\_ Arrived on time

\_\_\_\_\_ Reported to work as scheduled

\_\_\_\_\_ Adhered to policies and procedures as expected

\_\_\_\_\_ Completed tasks as expected

\_\_\_\_\_ Exhibited acceptable communication skills

\_\_\_\_\_ Exhibited acceptable listening skills

\_\_\_\_\_ Exhibited expected attitude

\_\_\_\_\_ Is conscientious of the relationships between departments (impact of functions)

\_\_\_\_\_ Is responsible

\_\_\_\_\_ Is a team player

\_\_\_\_\_ Is motivated to learn

\_\_\_\_\_ Exhibited problem-solving skills





**Weekly Hourly Time Chart  
For the Hospitality and Tourism Management Department**

<b>Day of the Week</b>	<b>Number of Hours</b>
Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
<b>Total Weekly Hours:</b>	
<b>Total Number of Weeks:</b>	
<b>Total Hours for Internship Duration:</b>	

Signature of Internship Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Signature of Intern: \_\_\_\_\_ Date: \_\_\_\_\_

**\*\*TO BE FILLED OUT ONLY IF THE INTERNSHIP IS PAID OR UNPAID\*\***

# **DAILY ACTIVITY LOG**







# **POST-INTERNSHIP QUESTIONS**



## **Post Internship Questions For the Hospitality and Tourism Management Department**

1. How many people work in this department and what are their job titles and backgrounds?
2. Briefly explain what occurs during a typical shift.
3. Briefly explain the relationship of this department to other departments in the property.
4. What qualifications/skills are required to work in this department?
5. What training is given to employees to work in this department?
6. What are the advantages and disadvantages of working in this department?
7. How important is this department to the overall functioning of the property?
8. What types of products/services does your department provide?
9. What are common guest requests?
10. What were some unusual guest requests and how were those requests handled?
11. What are some of the systems in place to satisfy guests or to handle guest complaints?
12. What tasks did you find most challenging during your internship?
13. What are the most satisfying and the worst experience about your internship?
14. List three job related questions that a person should be able to answer after having an internship like yours.
15. What are products/services guests would like to have you believe should be offered, but are not currently offered?
16. What would be your suggestions to the management to improve operational efficiency and service?
17. Why did you choose this internship?
18. Do you feel the compensation/benefits offered were adequate?
19. What forms must be completed before being hired and after being hired?
20. Are you aware of any employee conflicts and if so, how were those conflicts handled?
21. Did you find the tasks involved were relevant to your major?
22. What are the skills you have learned in class that prepared you for the internship?
23. What skills did you develop during the internship?
24. How important do you feel having the skill of being bilingual to provide the best guest service?
25. How could your internship have been more valuable to you?