#_____

COMPLETE THIS FORM, REMOVE THE PAGE, &
RETURN IT TO PAUL-MICHAEL KLEIN

TO: Prospective Tourism/Hospitality Intern

FROM: Paul-Michael Klein, Internship Coordinator

Your signature at the bottom of this memo represents that you have received a copy of the "Tourism/Hospitality Internship Handbook" which outlines your responsibilities to St. Thomas University and the internship coordinator in order for you to receive academic credit for your experience. In addition, you accept the responsibility for reading and understanding the information contained therein, and will address any questions to the internship coordinator.

Good luck and keep in touch.

NAME: (printed)_____ Date:_____

(Signature)_____

INTERN CHECKLIST

_____ 1. Confirmation letter from host agency/organization

Where: _____

Supervisor: _____

_____ 2. Register for internship hours and complete the STU form for internship

_____ 3. Daily log

_____ 4. Final report

_____ 5. Final Evaluation by supervisor

FOR STU TOURISM/HOSPITALITY MANAGEMENT OFFICE USE:

DATE SUBMITTED: _____

Grade Submitted: _____ Date: _____ Grade/Date Changed: _____

TOURISM/HOSPITALITY INTERNSHIP PROGRAM

2017-2018 HANDBOOK

HFT 3940 (THM 398/498)

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PART I

OBJECTIVES AND CONTENTS OF THE INTERNSHIP PROGRAM

A. Course Description

THM 398/498, Internship, is credit valued at 3 semester hours for each of THM 398 and THM 498. Students are required to work in the Tourism/Hospitality industry in a program under the supervision and counseling of faculty members. Special clearance from the Department Program Coordinator and/or Internship Director must be obtained prior to registration for the course, by using the application for Internship/Application for Internship Credit forms, (see Section III, Part A).

B. Objectives of the Internship Program

Experiential learning is an essential and integral part of the education of any student enrolled as a Tourism/Hospitality Management major. To receive their degrees, students must complete a stipulated minimum amount of work in acceptable positions in the Tourism/Hospitality industry. Furthermore, contacts made by students during the internship, in many cases, are helpful in securing jobs after graduation.

C. Requirements

1. All students enrolled in St. Thomas University as Tourism/Hospitality Management majors are required to complete a minimum 280 hours of employment, usually during the course of one semester or summer period. The intersessions between fall and spring semesters are applicable time periods as well, but the student must be registered during that time.

2. Students are encouraged to complete the Internship requirements, preferably, prior to their last semester in residence, but no sooner than sophomore year.

3. Pre-enrollment work cannot count toward the requirement, except only in certain circumstances (See Section III, Part B). Satisfactory completion of the Internship must meet the following:
   a. The minimum number of hours worked in an acceptable position(s)
   b. Daily log
   c. A written report by the student about the internship judged acceptable by the Faculty Advisor
   d. Employer verification of the work experience
   e. Employer evaluation of the student's work experience

PART II
HOW TO WORK FOR INTERNSHIP CREDITS

The student should make every attempt to obtain a position that offers managerial challenges, or further expands or enhances previous industry experience.

A. Placement

Students are ultimately responsible for finding a position to fulfill the internship requirement. While the University maintains an active placement office, which lists many possible opportunities, it is the student's responsibility to secure acceptable employment.

B. Acceptable and Unacceptable Work Experience

The following criteria must be met in order for the position to be considered acceptable:

1. The employer is in a recognized field of Tourism/Hospitality industries.

2. The employer and/or the employee's direct supervisor must be willing and able to evaluate the work performed.

3. The establishment in which the student works must be generally recognized as a dynamic professional establishment.

Generally accepted areas are lodging, food and beverage establishments; clubs; travel and tourism organizations; tourism/hospitality education; destination management and special event firms; carriers and attractions. Allied industries such as consultants, accounting firms, the media, real estate, professional associations, advertising and public relations agencies, financial institutions, health care, the sports, leisure and entertainment industries, and event venues, are generally acceptable, Students must submit their Internship requests prior to beginning work to insure that the work is acceptable.

C. Fractional Units

Students may earn fractional units towards their internship if less than 280 hours are spent in any one position. Each 140 hours of work will be applied as one-half of the employment. Upon acceptable completion of all requirements 3 credits will be awarded. Credits are not awarded individually for fractional units. Positions worked for less than 140 hours are not accepted as fractional units. Credit reports must be completed for each fractional unit earned. Moreover, each student is responsible for insuring that each of the fractional units is acceptable prior to commencing work.

D. International Students

International students, that is, non-US citizens, non-residents, and those without proper legal working papers must set up an appointment with the Director of International Students or appropriate personal in the Office of Student Affairs, to secure the necessary documentation for employment. Generally, international students can be employed if employment is necessary to fulfill degree requirements, and the student is registered in an internship course.

PART III

FORMS AND DOCUMENTATION

A. Application for Internship Credit

Prior to the semester or summer of internship, the student must obtain and complete the Internship Proposal Form or Application for Internship Credit from either the Registrar or the Office of the Vice President of Academic Affairs. The completed form must be presented during registration and payment made for the semester in which the internship will be performed, and under no circumstances, later than the end of the drop/add period. A copy of the Internship Application must be submitted and approved to the Internship Program Director.

B. Petition for Exception

Any student requesting exception from the standard procedures for Internship is required to present, in writing, the reason for such petition. This must be presented to the Internship Program Director and the Department Chairperson. Exceptions are not automatic, so the student should act well in advance before acting on the requested exception. Petitions will be considered on exceptions only as to acceptability of position, pre-enrollment experience, and extenuating circumstances regarding filing and report dates.

C. Verification and Evaluations

It is the student's responsibility to secure verification of employment. The Internship Director may verify employment. Verification is acceptable only on original company letterhead, and must be signed by the direct supervisor or an officer of the organization. Included in the verification must be the dates worked, the number of hours, and a description of job responsibilities, and a separate evaluation of the work of the student. Without, original verification (no copy, carbon, fax, nor e-mail), credit will not be awarded.

D. Career Services

It is the student’s responsibility to ensure that the internship is congruent with the policies and procedures of the Office of Career Services’ Internship requirements. There may be additional documentation and requirements for the School of Business and/or the University, above and beyond the THM component.

PART IV

THE INTERNSHIP CREDIT REPORT

A report is required as part of the Internship requirement. In the event a number of positions are worked to satisfy the requirement, a report is required for each fractional unit.

A. Filing Date

If you are employed during the spring semester or summer, the report must be submitted no later than 2 weeks prior to the last official posted midterm exam date of the fall semester. If you are employed during the fall semester or intercession, the report must be submitted no later than 2 weeks prior to the last midterm date of spring semester.

If you expect to graduate at the end of the semester in which you are registered for the Internship, the term paper/project must be submitted no later than the Wednesday of the week prior to final exams. Should the paper/project be deemed unacceptable, and the student desires to resubmit, (Section IV-C), graduation may be postponed until the following semester.

B. Late Reports

Reports submitted after the official filing date will not be accepted. Only the most extenuating circumstances will be considered, and must be documented and petitioned for exception (See Part III, Section B, and Part V, Section B5).

C. Resubmission of Unsatisfactory Reports

A report that is graded unsatisfactory (below C) may be resubmitted no later than one week from the date the student is notified that the report is unsatisfactory or incomplete. Both the old and new reports must be resubmitted.

PART V

REPORT WRITING GUIDELINES

A. Format

The internship report must be word-processed double-spaced on standard 8 1/2 x 11 paper.

The title page **must** include:

a) Title of the report
b) Name of Faculty Advisor for Internship
c) Student's name and ID number
d) Date of report submission

The second page **must** contain:

a) The name of the establishment
b) The dates of the employment period
c) The number of hours worked
d) The name of direct supervisor or officer of establishment
e) Address and phone number of establishment

Rules for footnotes, bibliography, tables and charts should be consistent and according to generally accepted report writing procedures.

B. Content

The report should be divided into the following sections:

1. Introduction. This first 1/4 to 1/3 of the report should state your purpose, background leading up to the internship and report, its scope and limitations, a summary and conclusions.

2. Discussion. This section is the bulk of the report (2/3 - 3/4), where you describe in detail your experience and the observations you made while working. Included in this section should be:
   a. Samples of documents you used or developed, may be appended
   b. Policies and procedures you recommended and whether they were implemented, and if they were, a discussion of their effectiveness,
   c. Discussions of your duties and responsibilities,
   d. How your internship related to the THM program coursework,
   e. To whom you were responsible and for whom you were responsible,
   f. Comments to future interns considering either a similar experience or employer.
   g. Closing-a reiteration of the main points as well as any Suggestions for future study or research.

3. Diary. A log must be maintained documenting the days, dates and hours worked.

4. Employee Evaluations and Verification. An original or copy of an official evaluation either form and/or narrative must be submitted. Furthermore, verification of hours and dates of employment must be submitted, possibly pay stub, or letter from employer.

C. Guidelines for Grading

1. Organizational - The report must follow the format guidelines as far as introduction, purpose, background, methodology, procedure, scope, limitations, etc. (See Chapter V, Sections A & B).

2. Style (Grammatical and Mechanical) - Sentences and paragraph structure, spelling, punctuation, charts and graphs, references and citations, and general appearance.

3. Content - Statements of objectives and assumptions, general handling of discussion, clarity, logical sequence, and completeness.

4. Employer Verification and Evaluation - The employer will be contacted either by telephone or in writing by the Internship Program Director. A written performance evaluation and verification (III C) must be submitted and returned directly to the Internship Program Director by deadline.

5. Timeliness - Unless an approved petition for exception is granted, a full letter grade will be deducted for each week the Internship Report is late beyond the required filing date.

6. Awarding of Grades

The assigned grade for Tourism/Hospitality internship is on a Pass/Fail basis. Its determination is as follows: Grades of C-, D+, D and F will be reported as Fail. All grades C through A will be reported as pass. Each week that the Internship Report is submitted past the required submission date will result in a grade reduction. For example, one week past posted date from B+ to B; 2 weeks a further reduction to a B-, four weeks late to a C and so forth. Extreme late submission may result in a Failing Internship grade on an otherwise acceptable paper.