

LUTGERT COLLEGE OF BUSINESS
School of Resort & Hospitality Management



STUDENT INTERNSHIP II





INTERNSHIP 2

*School of
Resort & Hospitality Management*



Student Information Packet

PURPOSE

All RHM Majors must complete 500 hours of internship experience during their junior and/or senior year. The objective of Internship 2 is to provide Florida Gulf Coast University (FGCU) students with an opportunity to enhance their academic preparation through practical, hands-on experience and supervisory training. An internship seeks to offer students the opportunity for professional growth through the completion of challenging and meaningful work. Students gain valuable experience that translates to high marketability upon graduation. Employers gain valuable input into their organization.

Internship 2 shall consist of a minimum of 500 hours of internship work experience. Students must receive exposure to two departments and/or positions and supervisory exposure. Internship 2 is a three credit hour course. Students may select internship work experience in businesses selling or directly supporting services in the following sectors:

- ❖ Lodging (hotels, resorts, inns, motels, bed & breakfasts, etc.)
- ❖ Food & Beverage (restaurants, bars, clubs, institutional foodservice, etc.)
- ❖ Transportation (airlines, car rental firms, rail, cruise ship, boat or ferry, etc.)
- ❖ Tourism (tour operators, travel agencies, tourist information offices, etc.)
- ❖ Events/Recreation (theme parks, national parks, ski areas, golf courses, marinas, sports arenas, entertainment companies etc.)
- ❖ Private Clubs (country, yacht, residential, etc.)
- ❖ Spas (resort/hotel, day, destination, medical, mineral springs, club, etc.)

All jobs must be approved by the Internship Coordinator prior to employment.

TERM

Either party upon written notice of at least fourteen (14) days may terminate this Agreement.

MINIMUM STUDENT QUALIFICATIONS

1. To qualify, the student shall be a declared major in the School of Resort & Hospitality Management.
2. Before beginning any internship for academic credit, students must seek approval from the internship coordinator by phone, email, or appointment.
3. All International students who currently hold an F-1 or J-1 visa should contact the office of Global Initiatives and International Services in Reed Hall 122 or phone 239 590 7925 to verify eligibility to apply for the Curricular Practical Training (CPT) and immigration compliance.

TIME REQUIREMENTS

- To earn three credit hours of academic credit, students are required to work a minimum of 500 hours at an approved site. Although exact hours cannot be established, it is recommended that the intern works approximately 35 hours per week to complete the internship within one semester. This may vary according to the needs of the supervising entity and the opportunities for the intern. Students are strongly encouraged to ‘bank’ internship hours to allow them to take more than one semester to complete and internship. **All paperwork must be completed before hours may be counted or “banked.”**
- RHM Majors can start banking internship hours when they have 45 or more credits and have completed either HFT 1000 or 3003, Intro to Hospitality.
- Hours can only be banked from the time students receive approval from SHRM Internship Coordinator.
- ***For Event, Spa, and Restaurant & Club Management concentration students:*** At least one internship experience (500 hours) must focus on the concentration as part of the work plan.

Note: The goal of all internships is to provide students with hands on experience in management and operations in a hospitality business. This will provide an industry edge and position them for management tracked positions upon graduation. The “ideal” last internship experience is in essence the students’ first full time job.

PRIORITY OF POLICIES

Students working for the Employer will be subject to University and Employer’s Disciplinary Code. If alleged violations occur, Employer will notify the Internship Coordinator immediately. If such alleged violations reasonably seem to pose a continuous threat to others, the alleged violator may be suspended immediately by the Employer from participation in Employer’s activities. Employer must immediately notify Internship Coordinator, who will arrange proper hearing procedures as soon as practical.

The Employer will require students participating in Employer’s activities to comply with its own operational policies and procedures; however, in the case of inconsistencies, University policies will supersede unless the Internship Coordinator and Employer agree on alternative provisions. Employer will provide copies of such policies and procedures to Internship Coordinator and to students assigned to work for Employer.

GENERAL RESPONSIBILITIES OF THE PARTIES

UNIVERSITY

- Notify students of appropriate placement opportunities for the experiential learning activity.
- Approve placement site and learning objective.
- Award University credit to students, where appropriate, at the end of placement.
- Identify for the Employer the personnel serving as the primary contact for specified learning activities.
- Provide Employer with evaluation forms and deadlines.
- Inform Employer of the University calendar and initiate discussions of the students’ obligations to report to Employer whenever classes are not in session.

STUDENT

- The student is responsible for adhering to the policies of the Employer.
- The student is responsible for adhering to the proper dress code required by the Employer.
- The student is responsible for transportation.
- The student is responsible for reporting to the Employer punctually and following all established regulations.
- The student will not submit for publication any materials relating to the internship experience without prior written approval of the Employer.
- The student shall hold all privileged information concerning the operation of the Employer and/or its customers in strict confidence.
- All international students who hold the F-1 or J-1 visa should contact the office of Global Initiatives and International Services to verify eligibility and immigration compliance.

At all times, the student must remember that he/she represents Florida Gulf Coast University and its current and future relationships with the Employer.

EMPLOYER

- Provide Jennifer McGurk, Internship Coordinator with a list of duties or job descriptions for student placements with notation of any specific skills or abilities needed.
- Provide to Internship Coordinator and students written policies and operational procedures to which students are expected to adhere while they are within Employer's settings
- Provide a safe environment in compliance with all federal and state law and inform University and student of hazardous conditions and unusual circumstances that may create unsafe conditions.
- Provide opportunities for student observation and/or participation on Employer premises.
- Provide the student intern a planned, supervised program of hospitality related experiences, following the plan submitted to the Internship Coordinator.
- Provide students with an Internship Employment Plan to include shadowing management, participation in staff meetings, and placement in at least two functional areas of organization.
- Participate in planning and evaluation with students and, where appropriate, with University faculty.
- The Employer will identify the personnel serving as the primary contact for specified learning activities.
- Provide on-site supervision and guidance to learning activity.
- Complete the provided evaluation as required by the university at the conclusion of the internship period.
- Notify Internship Coordinator of unsatisfactory performance or misconduct of a student and provide documentation of any charge to Internship Coordinator for handling under University policies regulating student behavior and/or academic conduct. If the notice of an incident involving a student reasonably suggests that the student may be an imminent danger to the safety or property of others, the Employer may dismiss the student with immediate notice to Internship Coordinator.

NUMBER OF PLACEMENTS

The Employer and University will mutually determine the number of interns to be placed with Employer for a given term. Employer and University may decide to have no active placements for a period of time without affecting the continuation of this Agreement.

NONDISCRIMINATION

Both parties give mutual assurance that in performing their duties under this Agreement, they will not discriminate on the basis of race, sex, religion, national origin, age, or handicap. Reasonable accommodations for participation by disabled persons will be made in compliance with Section 504 of the Rehabilitation Act of 1973.

MONETARY COMPENSATION TO STUDENT REQUIRING SEPARATE AGREEMENT

Students placed in learning activities under this Agreement receive University credit toward an academic degree, including, where appropriate, hourly units. Monetary compensation to students is not provided under the terms set out herein, and any agreement between Employer and a student for monetary compensation to the student must be separate from this Agreement. Employer hereby stipulates that any such separate agreement between itself and a student will comply with all state and federal laws, including the Fair Labor Standards Act, if such Act is applicable to Employer.

In witness whereof, the parties have caused this agreement to be signed by their respective administrative officers.

INTERNSHIP PROCEDURE CHECKLIST

CONTACT INTERNSHIP COORDINATOR

Before beginning any internship for academic credit, students must attend SHRM Orientation and/or meet with Jennifer McGurk, Internship Coordinator. (Communicate via email jenmcgurk@fgcu.edu, telephone 239 590 1460, or in person in Sugden Hall Room 213).

IDENTIFY INTERNSHIP POSITION

Please visit the RHM website located at: www.fgcu.edu/cob/schoolofrhm/ and view the designated internship list. Student must make contact with the Resorts/Clubs/Properties of interest and aggressively pursue each of them (call the site first to arrange for an interview with Human Resources and/or the hiring official).

PAPERWORK REQUIRED BEFORE BEGINNING THE INTERNSHIP

Students will meet with the Organization/Company offering the internship to complete the Internship Letter of Agreement and Internship Employment Plan located at www.fgcu.edu/cob/schoolofrhm/. The plan must be signed by a Human Resources Representative, General Manager, or Acting Official.

MEETING WITH INTERNSHIP COORDINATOR

- Review the academic requirements for the internship
- Submit the completed Internship Letter of Agreement and the Internship Employment Plan.
- A hard copy of the Drop/Add form is completed to authorize course registration and student brings Drop/Add form to the Office of the Registrar.

REGISTRATION (Online registration is not available for Internships)

- a. To register for course number HFT 4945 you must email or drop off your Internship Letter of Agreement and Employment Plan for approval to Mrs. McGurk, Internship Coordinator.
- b. Course number and CRN are entered on the Drop/Add Form for registration for the 3 credit hour class. Student must take the completed form to Registrar's Office for enrollment.
- c. Student must confirm their registration on *Gulfline* and pay all tuition and fees by the deadline date published in the university academic calendar.

CONTACT

Maintain contact with Jennifer McGurk, Internship Coordinator at 239 590 1460 or jenmcgurk@fgcu.edu or through Canvas at least once a month. **Mandatory Check-in is required on Canvas twice during the term for which you are registered for the internship. Please consult Canvas for due dates.** If at any point during your

internship an issue or problem should arise and cannot be resolved by discussing it directly with your site supervisor, contact Jennifer McGurk immediately.

❑ DURING THE COURSE

- a. Students will follow class instruction and assignments on Canvas course page.
- b. Electronic evaluation forms and hours confirmation forms will be sent by the Internship Coordinator to the students Internship Supervisor via email three weeks before the final paper deadline. It is the students' responsibility to ensure the supervisor completes these forms and submits them prior to the posted deadline.

❑ PROCEDURE FOR REQUESTING AN INCOMPLETE

The student is responsible for the completion of all academic requirements as stated on the completed Internship Letter of Agreement. **If you have not completed the 500 required hours, email the Internship Coordinator and assigned professor at least one week before the end of the semester to request an "I" (for incomplete).** Hours **must** be completed within one year of receiving an "I" or your grade will automatically become an "F" through the Office of the Registrar. Please contact the Internship Coordinator for the exact date, as the dates will vary from semester to semester. Please note that an "I" (incomplete) does not affect your GPA.

❑ PROCEDURE FOR "BANKING" HOURS

Declared RHM Majors that wish to begin completing internship hours mid semester may do so by "banking" the hours of work. All internship paperwork must be approved and filed with SHRM Internship Office **before** a student will be authorized to "bank" hours. Please note that Internships can be started at any time during the year.



*School of
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Student and Employer Forms to be completed before the Internship begins. Forms must be approved by SHRM Internship Coordinator.





SCHOOL OF RESORT & HOSPITALITY MANAGEMENT
Summer/Fall 2015 INTERNSHIP 2 LETTER OF AGREEMENT

Student Intern (please type or print in ink)

I, _____ (Student) agree to an internship agreement with
_____ (Employer) located in _____ (City), beginning on
_____ (Day and Date) and ending on _____ (Day and Date).

Supervisor of Intern at Hosting Property (please type or print in ink)

The above company has agreed to employ the said student for the period of time indicated. The student and I,
_____ (Name and Title) will meet weekly for discussions
regarding progress. I will be responsible for the evaluations of the student and the overall supervision of the
internship experience. My phone number is _____ and my email is _____. I am
in the _____ department. The Employer confirms its commitment to not
discriminate based on race, color, religion, disability (or handicap), sex, age, national origin, marital status, genetic
predisposition, sexual orientation, gender identity/gender expression, or veteran status.

The student shall be considered a member of the staff and have the accompanying responsibilities and privileges.
It is required that the student work a minimum of 500 total hours (equivalent to 3 university credit hours). If a
student wishes to complete the internship within one semester (16 weeks), then the student should work
approximately 35 hours per week. If the student and employer agree to a longer time frame, then the students
schedule may vary to meet employer needs or the student's class schedule.

PURPOSE

The parties specified in this Agreement have determined that they have a mutual interest in providing for student
learning experiences with the above Employer. Florida Gulf Coast University has determined that student
placements with Employer are consistent with the goals and objectives of the curriculum and will enhance the
program of study.

TERM

Effective date for the Agreement shall be the date indicated above. It shall run continuously without necessity for
renewal.

Either party, upon written notice of at least fourteen (14) days, may terminate this Agreement.

STUDENT (please print)

Name _____ FGCU UIN _____ Term _____

Address _____

City _____ State _____ Zip _____

Phone _____ FGCU Email _____

Internship 1 Internship 2 (check one) Credit hours earned _____

EMPLOYER (please print)

Organization/Company Name _____

Address _____

City _____ State _____ Zip _____

Site Supervisor/Mentor's Name _____ Title _____

Phone _____ Email _____

Please note: the student evaluation will be sent to the email address provided above.

INTERNSHIP POSITION (To be completed by Organization/Company)

Internship Title: _____ Pay: _____

I understand that I am committing myself to working 500 hours for the employer listed. I acknowledge that I have been advised to register for a lighter course-load (0-9 credit hours in addition to the internship) for the duration of my internship. By taking a smaller course-load, I understand that I can and should make these credit hours up with additional courses when I am not committed to an internship. In many instances, this includes summer courses.

I have read and reviewed the Internship Agreement attached

Student Signature _____ Date _____

Employers HR Director/GM Signature _____ Date _____

Internship Approved Florida Gulf Coast University Board of Trustees:

Dean/Designee Signature _____ Date _____

Student's Name: _____ Date: _____

Internship Site: _____

Site Supervisor/Mentor: _____

KEY INDUSTRY WORK SECTORS

- | | |
|-------------------------------------|------------------------------------------|
| <input type="checkbox"/> Lodging | <input type="checkbox"/> Food & Beverage |
| <input type="checkbox"/> Recreation | <input type="checkbox"/> Private Club |
| <input type="checkbox"/> Spa | <input type="checkbox"/> Transportation |
| <input type="checkbox"/> Tourism | <input type="checkbox"/> Events/Catering |

INTERSHIP POSITION TITLE: _____

**INTERN TASKS, ACTIVITIES, PROJECTS, EVENTS AND/OR ROTATIONS AND SUPERVISORY TRAINING
(OR ATTACH A PLAN)**

Position / Department / Responsibility	Hours or % of time
1. Supervisory Training to include:	
2.	
3.	
Additional (if needed)	
Additional (if needed)	
Additional (if needed)	
	500 hours or 100%

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM INTERNSHIP RESPONSIBILITIES

*Please note if intern plan needs to be amended at any time, please contact
Jennifer McGurk, Internship Coordinator at 239 590 1460 or email jenmcurk@fgcu.edu.*

Student Signature _____ Date _____

Employers Human Resources Director/General Manager/Acting Official Signature _____ Date _____

FGCU Internship Coordinator Signature _____ Date _____



SAMPLE INTERNSHIP EMPLOYMENT PLAN
School of Resort & Hospitality Management

This document is to serve as an example only.
 Employers are encouraged to devise a work plan that meets their individual employment needs.

Examples of exposure breakdown

FOOD AND BEVERAGE INTERNSHIP	EXAMPLE A	EXAMPLE B	EXAMPLE C
Server Deliver prompt, courteous service ensuring guests dining needs are exceeded; take guest orders using menu, wine & spirits knowledge; understand and adhere to all liquor and beverage service laws; suggest alternative selections and up sells; delivery of orders and check out of guests at conclusion of meals; ensures that tables are cleared and set, maintain dining room cleanliness, etc.	50%	65%	10%
Hostess Supervises and coordinates activities of dining room personnel to provide fast and courteous service to guests, schedules dining reservations and arranges parties or special services, greets guests, escorts them to tables, and provides menus, adjusts complaints of patrons, assigns work tasks and coordinates activities of dining room personnel, etc.	35%	25%	25%
Supervisory Training or Job Shadowing Price menus, conduct inventory, read profit and loss statement, purchase orders and receive products, write a discipline report, attend departmental meetings, schedule employees, open and close the restaurant, etc.	15%	10%	65%

SPA INTERNSHIP	EXAMPLE A	EXAMPLE B	EXAMPLE C
Spa Front Desk Assists guests with questions regarding spa services and products, books all appointments, checks the guest into the computer system, charge for services performed. Assists with driving revenues, etc.	45%	55%	30%
Spa Attendant Provided general spa orientation to guests upon arrival, Offers guests amenities. Answers questions about general property information. Escorts guests to and from treatment rooms. Checks computer for updates and changes to schedule. Maintains cleanliness of workstation and treatment rooms, etc.	40%	35%	50%
Supervisory Training or Job Shadowing Manages the budget of the spa. Oversees the activities of spa staff, create weekly work schedules, Arrange staff workshops to ensure professional development customers have an excellent experience when they visit the spa. Keep abreast of new spa products being introduced to the market.	15%	10%	20%

This document is to serve as an example only.
 Employers are encouraged to devise a work plan that meets their individual employment needs.

EVENTS INTERNSHIP	EXAMPLE A	EXAMPLE B
Event Planning Activities Respond to phone and email inquiries, maintain website, develop event plans, assist with day to day logistical planning, communicate with clientele, members, caterer, vendors, and staff, create opportunities to generate additional event revenue etc.	55%	40%
Event Management and Execution Assist with all event setup and execution for parties, ceremonies, and dances etc.	30%	40%
Supervisory Training or Job Shadowing Price events, conduct inventory, read profit and loss statement, purchase orders and receive products, write a discipline report, schedule employees, etc.	15%	20%

This document is to serve as an example only.
 Employers are encouraged to devise a work plan that meets their individual employment needs.

FRONT OFFICE INTERNSHIP	EXAMPLE A	EXAMPLE B	EXAMPLE C
Front Desk/Night Audit Check in/out, update guest portfolios, keep accurate information of guest's account, handle customers complaints, problem solve, etc.	65%	50%	35%
Guest Services and PBX May include exposures in Reservations, Bell Services and Concierge and/or PBX, etc.	25%	30%	35%
Supervisory Training or Job Shadowing Directs and works with managers and employees to successfully execute all front office operations, including guest arrival and departure procedures. Strives to continually improve guest and employee satisfaction and maximize the financial performance of the department.	10%	20%	30%



SAFETY GUIDELINES

BEFORE THE INTERNSHIP EXPERIENCE

Before finalizing your internship experience site, talk to the supervisors, visit the site and complete a safety checklist including:

1. Parking availability
2. Walking distance from the parking area to the work area.
3. Lighting.
4. Landscaping of the area.
5. Additional security the site offers.
6. Employee safety concerns.
7. Talk to supervisors on security issues.

AFTER THE INTERNSHIP EXPERIENCE

Include in your paper a section which covers:

1. Describe the reasons you felt safe or unsafe at the site.
2. Make suggestions for possible safety improvements at the site.

Internships provide you with a unique learning experience blending academic study with hands-on training in your chosen field. When interning at an off-campus workplace, however, you should always take safety precautions.



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**Student and Employer Forms
to be completed after the Internship
has been completed.**



Employer: _____

Site Supervisor/Mentor: _____

Email: _____ **Phone:** _____

Address: _____

Student Name: _____

Student Position: _____

Date Internship Began: _____ **Date Internship Concluded:** _____

Number of Hours Completed: _____

Internship 1 **Internship 2** (*check one*)

This evaluation should be made with care and fairness for the interest of the student. Reflect carefully upon the student's strengths and weaknesses. Be accurate and as objective as possible in your appraisal. The evaluation should be based upon the total internship experience and not upon isolated incidents alone. The evaluation form should be shared with the student through an evaluation conference with the Employer's Supervisor.

The following categories should serve as a guide in completing the internship evaluation report:

5 = Excellent Performance

4 = Above Average Performance

3 = Average Performance

2 = Below Average Performance

1 = Unacceptable Performance

Rating of 4 or 5 should be given only to students demonstrating above average professional competencies.

Employer Evaluation of Student Intern

PROFESSIONAL PERFORMANCE	5	4	3	2	1	n/a
Follows instructions						
Completes work assignments						
Problem solving						
Work performed according to expectations						
Ability to orally communicate ideas						
Ability to communicate in writing						
PROFESSIONAL KNOWLEDGE	5	4	3	2	1	n/a
Displays basic knowledge and understanding of Employer's services						
Has displayed growth in knowledge and understanding						
Ability to apply knowledge in a practical way						
Ability to think independently						
PROFESSIONAL BEHAVIOR	5	4	3	2	1	n/a
Courtesy/Guest Relations						
Professional appearance						
Displays mature professional judgment						
Consistent but fair in professional relationships						
Attendance						
Punctuality						
PROFESSIONAL ATTITUDE	5	4	3	2	1	n/a
Displays initiative and imagination						
Actively seeks and is alert to potential learning situations						
Understands, follows and upholds Employer's rules and regulations						
Accepts suggestions and criticism willingly						
Displays zeal for the profession						



(5) = Excellent (4) = Above Average (3) = Average (2) = Below Average (1) = Extremely Poor (N/A) No chance to observe

RHM PROGRAM STUDENT LEARNING OUTCOMES	5	4	3	2	1	n/a
Illustrated proficiencies and skills relevant to the operational areas of Resort and Hospitality Management.						
Applies effective communication skills.						
Evaluates information and makes decisions using critical thinking and problem solving skills.						
Applies ethical reasoning and professional judgment.						

Site Supervisor/Mentor's overall assessment of student's work.

In which areas would you recommend improvement?

Student's overall assessment of internship.

Please make any comments concerning your evaluation of your performance.

What letter grade would you give this student for the internship experience with your business/organization:
(please circle)

A+ A A- B+ B B- C+ C C- D+ D or F

SIGNATURES

Site Supervisor/Mentor's Signature: _____ **Title:** _____ **Date:** _____

I have reviewed my evaluation with the student through a personal conference.

Student Signature: _____ **Date:** _____

I have reviewed my evaluation as completed by my Employer's Supervisor.