

Virginia State University
Department of Hospitality Management



Internship Guide

Fall 2015

Administrator
Dr. Deanne Williams, Chair

VIRGINIA STATE UNIVERSITY
DEPARTMENT OF HOSPITALITY MANAGEMENT
STUDENT INTERNSHIP GUIDE

The Mission of Virginia State University

The mission of Virginia State University is to promote and sustain academic programs that integrate instruction, research, and extension/public service in a design most responsive to the needs and endeavors of individuals grouped within its scope of influence. Ultimately, the University is dedicated to the promotion of knowledgeable, perceptive, and humane citizens – secure in their self-awareness, equipped for personal fulfillment, sensitive to the needs and aspirations of others, and committed to assuming productive roles in a challenging and ever-changing global society.

Mission of the College of Agriculture

The College of Agriculture's mission is to improve the educational and socio-economic well-being of students, families, and communities - focusing on excellence through integrated instruction, research and extension programs.

Mission Statement Department of Hospitality Management

"To prepare students to be effective empowered hospitality leaders who can assume productive roles in an ever-changing global society."

An Overview of the Department of Hospitality Management

The hospitality industry is the number one industry around the world; it is the second highest employer after the federal government. The growth of the hospitality industry creates a demand for people with specialized training in hospitality management. There are not enough hospitality graduates to fill the growing industry demand.

Hospitality Management Degree is a multidisciplinary field of study that provides students with the expertise, commitment and skills that are needed for management, marketing and operation of the vast industry of hospitality and tourism. The hospitality management curriculum draws upon a wide range of basic disciplines to provide the fundamental knowledge and skills that are required to fulfill the diverse demands placed upon individuals in management positions within the hospitality field.

Department of Hospitality Management Goals:

The mission of the Department of Hospitality Management is to prepare students to be effective and empowered hospitality leaders, who can assume productive roles in an ever-changing global society.

Our goals are:

1. To become the premier Department of Hospitality Management in Central Virginia offering the bachelors degree in Hospitality Management.
2. The primary curricular goal is to develop general management capabilities with a focus on critical thinking, leadership and decision-making skills. Through the integration of academic and analytical concepts with practical industry experiences we will offer concentrations within the degree area for those students requiring specific qualifications:
The concentrations and specializations within the degree area:
 1. Restaurant and Culinary Management,
 2. Lodging Operations Management
3. To diversify our base and fulfill our global mission.

Objectives:

- To prepare students for lifelong careers in the hospitality industry by providing an interdisciplinary education in the theory and practice of the management and operation of hospitality related businesses. Opportunities for scholarly study in an environment that fosters adaptability to change as well as the capacity to challenge existing practices and opportunities to engage in practical experiences and professional development.
- To foster and maintain a climate which allows faculty to strive toward excellence both as teaching professionals and scholars.
- To work with the public and private sectors of the hospitality and tourism industry as well as international community by assisting them in meeting the diverse challenges of the industry through teaching, scholarship and professional development.

The program places high priority on enabling students to gain exposure to subjects and principles utilized in the hospitality industry that are both relevant and of high quality. Realizing the need for quality education, career education is a cooperative effort between the university and industry. A great deal of effort is directed to development of such partnerships.

Accomplishments/impact:

The program is also affiliated with leading professional organizations.

Program highlights:

- Accredited by the Accreditation Commission from Programs in Hospitality Administration (ACPHA)
- Recognized as one of the top HBCU Hospitality Programs

Purpose of the Internship Handbook

This handbook is designed to offer guidelines, procedures and forms for students enrolled in HMGT 299, HMGT 349 AND HMGT 399 Hospitality Management Internship

When developing a study and work plan, Interns are encouraged to be creative and innovative within the general internship paradigm. The Intern, with the guidance and support of site mentors and university faculty supervisors should aim to develop leadership abilities, administrative competencies, and personal confidence to work with diverse hospitality environments. The intent is to create rich environment that will best serve the diverse body of students. Interns must remember at all times to represent Virginia State University in the highest professional and ethical manner. Internship placement will support the students' area of interest.

Course Descriptions

HMGT 299 INTERNSHIP IN HOSPITALITY MANAGEMENT - 1 semester hours Sp, Su, F

Designed to provide sophomore students with a developmental approach to on-the-job experiences in a hospitality facility/setting under a qualified supervisor. It may be done during the summer or during the sophomore year. 160 clock hours are required.

Prerequisite: Completion of all freshman and sophomore HMGT courses

HMGT 349 INTERNSHIP IN HOSPITALITY MANAGEMENT - 2 semester hours Sp, Su, F

Hospitality Management Internship II (2) credit hours/ 320 clock hours/offered spring, fall and summer semesters. This is a continuation of the internship series to be taken after completion of sophomore year. Students will be in the employ of a hospitality business and rotate throughout at least three departments / area over the term of the internship. This will allow the students practical application of concepts learned in the class and exposure to the different facets of the diverse global industry.

Prerequisite: HMGT 299 Hospitality Managements internship I

HMGT 399 INTERNSHIP IN HOSPITALITY MANAGEMENT - 3 semester hours Sp, Su, F

Internship for students in HMP to be taken during the summer or semester following the completion of the junior year. Designed to provide junior level students with decision making and experimental learning experiences in a hospitality industry. 480 clock hours are required.

Prerequisite: Completion HMGT 299 & 349 Internships in Hospitality Management and all junior HMGT courses

Purpose of an Internship

The purpose of the internship requirement in the Department of Hospitality Management is to expose you to the hospitality industry, industry professionals and to obtain relevant experience within actual working environments. These experiences assist you in applying classroom learning to real life experiences, improve your marketability, and help you to identify and confirm your employment interests post graduation.

To ensure that the education you receive from VSU has the necessary balance of theory and practice, your internships may fall into one of the following types of internships:

CONCENTRATED: The internship is focused in one area or department

ROTATIONAL: The internship provides rotation through a variety of positions/functions in multiple departments to learn different aspects of an operation

PROJECT BASED: The internship is focused on the completion of a specific project

How do I find an Internship?

Identifying and securing an internship is the responsibility of the student. However, your Internship Advisor will provide crucial suggestions on best practices for finding an internship opportunity in your HMGT Internship 299, 349 & 399 Courses in addition to serving as a resource for potential internship opportunities.

Where may I intern?

An internship may be completed within any of the following hospitality segments, however the scope of your experience must be hospitality focused. Additionally, your chosen internship should complement your expressed career interested as related to the hospitality industry.

Airlines	Hotels + Resorts (Property & Corporate)	Software Vendors
Beverage Distribution	Event Planning	Spa
Casinos + Gaming	Journalism	Sports + Entertainment
Clubs	Managed Services	Stadiums + Arenas
Conference Centers	Parks + Recreation	Travel + Tourism
Consulting	Real Estate	Wineries
Design	Restaurants	

*Others as approved by Internship Advisor

Internship Requirements

HMG 299

- 160 completed hours
- A weekly written submission; due to your Internship Advisor each Friday
- Reflection paper – a minimum of 6 pages
- Supervisor Evaluation
- Updated Resume
- Oral Presentation

HMG 349

- 320 completed hours
- A weekly submission; due to your Internship advisor each Friday
- Reflection paper – a minimum of 9 pages
- Supervisor Evaluation
- Updated Resume
- Oral Presentation

HMG 399

- 480 completed hours
- A weekly submission; due to your Internship advisor each Friday
- Reflection paper – a minimum of 12 pages
- Supervisor Evaluation
- Updated Resume
- Oral Presentation

Confirmation of Hours

Hours worked must be confirmed by providing copies of pay stubs (if applicable) and the signature of direct supervisor.

Weekly Submission

A weekly submission must be provided to your Internship Advisor no later than Friday of each week of your internship. This weekly submission should include hours worked, your experiences from the week, highlight of valuable experiences, lessons and competencies learned, goals or objective set and/or achieved and other observations relating to the workplace. Additionally, you should be sure correlate classroom learning from any previous or current courses taken and outline how these lessons have been applicable in the workplace. You will need to maintain copies of these weekly submissions. (see form attached)

Paper

A paper of varying lengths, dependent upon the internship you are completing, should serve as a both a review and reflection of your internship experience. Additionally, your paper should assess how your internship has supported (or not supported) your future career goals/objectives and how this experience has assisted you in meeting those goals. As you develop the paper, discuss problems encountered, initiatives taken and the solutions implemented or suggested, future expansion trends, promotion opportunities, and job stability. In summary, discuss the value of the internship relative to the competencies attained and to your future career goals.

Supervisor Evaluation

An evaluation of your performance from your direct supervisor is required to be included in your final submission.

Updated Resume

A copy of your resume completely updated with your internship experience, newly acquired skills, improved strengths, campus and community involvement will need to be included in final submission.

Oral Presentation

Each intern will be required to make an oral presentation before an audience of their peers, Internship Advisor, Department Faculty and their Employer. This presentation should be accompanied by the creative use of a visual aid of preferably a video, PowerPoint, Prezi or any other creative medium. The presentation will serve as the verbal demonstration of an understanding of minimally, the organizational competencies learned; discuss problems encountered, initiatives taken, and innovations for future

INTERNSHIP PROFILE

DATE _____

SEMESTER _____

HMGT 299 HMGT 349 HMGT 399

Name _____

Address _____

City _____ **State** _____ **Zip** _____

Email _____

Phone _____

Please describe your professional interests

Internship Advisor Recommendation

INTERNSHIP VERIFICATION FORM

TO BE COMPLETED BY THE STUDENT

FIRST NAME _____ LAST NAME _____

EMAIL _____ STUDENT ID _____

ANTICIPATED GRADUATION DATE _____

HOW DID YOU FIND YOUR INTERNSHIP?

STUDENT SIGNATURE DATE _____

TO BE COMPLETED BY THE EMPLOYER

COMPANY NAME & DEPARTMENT _____

COMPANY WEBSITE _____

SUPERVISOR NAME _____

SUPERVISOR TITLE _____

PHONE _____ EMAIL _____

STUDENT'S TITLE _____

DATES WORKED _____ TOTAL HOURS _____

*PLEASE ATTACH AN EVALUATION OF STUDENT PERFORMANCE

I verify that the information regarding the student's employment is correct

SUPERVISOR SIGNATURE DATE

VIRGINIA STATE UNIVERSITY – HOSPITALITY MANAGEMENT DEPARTMENT

INTERNSHIP CONFIRMATION FORM

STUDENT NAME _____

INTERNSHIP 299 349 399 (Please circle one)

SEMESTER _____

EMPLOYER _____

EMPLOYER

ADDRESS _____

CITY _____ **STATE** _____ **ZIP** _____

INTERNSHIP MANAGER/SUPERVIOR _____ --- _____

TITLE _____

MANAGER PHONE _____

MANAGER EMAIL _____

SIGNATURE _____ **DATE** _____

***This form should be completed prior to the internship start date and or faxed, email or mailed to**

**VIRGINIA STATE UNIVERSITY
DEPARTMENT OF HOSPITALITY MANAGEMENT
P.O BOX 9211
PETERSBURG, VA. 23806**

**Phone: (804)524-6753
Fax (804) 524-6843**

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Internship Weekly Report

Name: _____ Date: _____

Placement: _____

Report for the week of: _____
(Report runs from Monday through Sunday: and should be supported by the weekly intern log below and submitted to the instructor)

Attach proof of hours worked

Date	Hours	Assignment
_____ Mon. _____		_____
_____ Tues. _____		_____
_____ Wed. _____		_____
_____ Thurs. _____		_____
_____ Fri. _____		_____
_____ Sat. _____		_____
_____ Sun. _____		_____

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WEEKLY INTERN LOG
HMGT 299 / 349 / 399

Week of: Month _____ Date _____

Intern Name _____

Site mentor _____

What did you learn from completing the internship activities this week?

What did you find out that you didn't previously know?

What was the major impact of your work?

Total hours _____

Intern's signature _____ Date _____

Site mentor's signature _____ Date _____

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Internship Evaluation

(To be completed by Internship Supervisor)

Student Intern: _____ Course: _____

Cooperating Agency: _____

This evaluation will be used in determining the student's final grade in the internship experience. The supervisor is encouraged to share this information with the student.

Rating Scales							
5 – Always	4 – Usually	3 – Sometimes					
			5	4	3	2	1
2 – Seldom	1 – Never						

PROFESSIONALISM

Job Performance:

- Accepts assignments
- Adjusts readily to new tasks
- Completes assigned tasks on time
- Organizes work efficiently
- Practices punctuality
- Shows initiative
- Is organized

Appearance:

- Appears neat and clean
- Wears appropriate dress and Accessories
- Selects appropriate hair-style And make-up

In your professional opinion, how does this student rate in comparison with other students and/or employees that you have supervised?

Overall assessment of student intern: (Circle one)

Outstanding Good Fair Poor

Please give a brief statement to support your rating:

Additional comments:

Supervisor Signature

Date _____

Intern's Signature

Date _____

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Student Evaluation of Internship

100 points

Directions: Respond to each of the following questions as succinctly as possible. Your responses should relate to your internship. Complete one evaluation for each internship, Submit typed responses. Share the results of this evaluation with your internship supervisor.

Student: _____ **Date:** _____

Supervisor/Title: _____

Internship Agency/Location: _____

- 1. What competencies did you acquire during the internship?**

- 2. Your most impressive internship experience was?**

- 3. Were skills observed in which you would like to become competent? What skills did you acquire?**

- 4. What are your plans for acquiring these skills?**

- 5. How has this internship influenced your career planning?**

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Evaluation of Visual Presentation of Experiences

(Note: This form must accompany your portfolio. Five Points will be de deducted if it is not included).

Name: _____

Company Name: _____

	Possible Points	Your Points	Comment
1. Dress	5	_____	_____
2. Introduction:	5	_____	_____
3. Organization: presented in an organized, logical manner	10	_____	_____
4. Tools: The supporting materials (posters, Graphs, videos, etc) were appropriate for the topic and enhanced the overall presentation	15	_____	_____
5. Audience involvement (grade on presenter's attempts at involving audience)	5	_____	_____
6. Personal qualities (enthusiasm for the subject, Voice projection, grammar/vocabulary, eye contact)	10	_____	_____
7. Demonstration knowledge of company/position	10	_____	_____
8. Oral presentation skill & creativity used in presentation.	15	_____	_____
9. Summary of resources content	10	_____	_____
10. Summary and conclusion and application to future career goals	10	_____	_____
Total Points	(100 points)	_____	

Instructor comment:

Student Comment:

