

# Internship Employer Guidelines

School of Hospitality  
Pennsylvania College of Technology  
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## Pennsylvania College of Technology

PENNSSTATE



**An affiliate of The Pennsylvania State University**

*Penn College operates on a nondiscriminatory basis.*

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## INTRODUCTION

Internships work! In an internship experience, the student pays tuition and receives college credit for the designated course. The employer must agree to an internship placement, by signing an Internship Training Agreement that outlines learning objectives to be accomplished by the end of a specified period, usually a school semester or summer session.

Internships are structured work-based learning educational strategies. The goal of an internship is to integrate classroom studies with learning through productive work experiences in a field related to the student's academic and career goals. This partnership of student, employer, and educational institution benefits all partners.

Internship experiences aim to bridge the gap from school to work and provide a meaningful learning experience for the student. In addition, the student receives guidance related to job search activities, work attitudes, and assistance with issues during the employment. The student gains industry-specific skills as well as increased feelings of productivity and self-worth. It is the opportunity to "get connected" in the field, which can lead to permanent employment. Employers are increasingly requiring applicants to have work experience in their fields before permanent employment is offered. Students with internship experience have an advantage in the hiring process.

This handbook will help you understand what is required of you as an internship site and provide you with insights into what it takes to develop a successful internship program with students from Penn College. Through the internship program, we expect to develop fruitful and long-lasting relationships that are beneficial for employers, students, and the School of Hospitality. Should you have any questions, please don't hesitate to contact the school office or any of the individuals listed in the following section.

## WHY DO EMPLOYERS PARTICIPATE IN INTERNSHIPS?

Employers of internship students have noted the following advantages:

- Highly motivated trainee-level (or more advanced, depending on the student) talent whose productivity often exceeds expectations, and who often provide useful suggestions for improving your work processes.
- Generally, these students more than earn the compensation they are provided.
- Students provide temporary help during a busy time.
- Students are useful for completing special projects.
- Opportunity to observe a student's performance before possibly making a commitment to full-time employment.
- Reduces some of the expense of recruiting, training, and orienting new personnel.
- Enhances company relations with colleges and students.

In addition, a national survey of employers who have hired former internship students indicated that:

- The work performance level of these students is higher than for other recent college graduates.
- Internship students advance more rapidly on the job and are more frequently promoted to supervisory positions.
- Internship students are more flexible in assuming work responsibilities.
- Internship students are more easily recruited at considerably lower cost and have the tendency to remain with the employer for a longer period of time.

## HOW DOES AN EMPLOYER BECOME INVOLVED?

Most employers become involved with the internship program in one or more of the following ways:

1. Pennsylvania College of Technology solicits the participation of an employer.
2. An employer, recognizing the benefits, requests to be considered for participation.
3. A student requests that a particular employer be considered for participation.

## WHAT QUALIFICATIONS MUST AN EMPLOYER MEET?

The employer must understand and be committed to the concept of internship education. Those who can provide internship positions that meet the following qualifications are encouraged to participate in the program.

1. The job must provide educational experiences in an area directly related to the student's course of study or career goals, as determined by the College in conjunction with the employer.
2. The job must provide learning meaningful and challenging experiences for the student.
3. The job should be relatively secure in order to provide the minimum internship hours required by the academic program.
4. The employer will cooperate with Penn College and the student in jointly developing specific learning objectives for the internship period.
5. The employer will enter into an Internship Training Agreement with Penn College and the student; the Training Agreement will represent the contractual relationship governing the parties.
6. During and at the conclusion of the work experience, the employer agrees to assist the College in evaluating the student's performance and progress toward meeting specified learning objectives.
7. The employer must practice and sign a statement agreeing to equal employment opportunities, and must provide a safe and secure work environment for the student.
8. Students performing internships are required to maintain a log of their hours and the tasks they performed during those hours. The employer should assist the student as required in preparing and maintaining the log.

### **Other School of Hospitality requirements:**

- Provide students with a full-time or part-time work experience. Students must complete a minimum of 240 hours of work experience.
- For accreditation purposes, students in Culinary Art and Baking and Pastry Arts are required to work with an A.C.F. Certified or Certifiable Chef. Chef level certification is qualified by documenting 3 years at any level of culinary experience plus a minimum of 2 years as a supervisory chef. (Resume or Data Sheet required)



## SCHOOL OF HOSPITALITY STUDENT EXPECTATIONS

During the application process, students are required to agree to the following:

Through internship, students are afforded an opportunity to apply knowledge and skills acquired during their academic classes in a production/commercial setting. They will observe and practice professional industry standards. In addition to enhancing their skills, the internships will help students analyze career goals and aspirations. Students are expected to conduct themselves in a professional manner and will agree to the internship policies listed below before starting their internship.

1. As an employee, the student must agree to and abide by all employer rules and regulations.
2. The student agrees to approach the internship experience with enthusiasm, a positive attitude, a willingness to learn, and an appreciation of the opportunities/privileges that an internship provides.
3. The student must complete all internship assignments, including application, internship log, and written report.
4. Students not only represent themselves, but also the School of Hospitality and Penn College. Therefore, students must conduct themselves in a professional manner at all times.
5. The student agrees to perform all employee tasks assigned by the employer. The student must abide by the posted work schedules and agree to the hourly work duties assigned to him/her. The student should be flexible regarding work schedules and be available for overtime at the request of the supervisor.
6. The student, as an employee, agrees to act at all times in the best interest of the employer.
7. As an employee, extended absences from work or special time-off requests are generally unacceptable. Consistent attendance at work is important to the employer, since every position in the organization is vital to the success of the operation. The student is required to understand and follow all company human resource policies and procedures.
8. The student is expected to abide by all College policies and procedures while participating in internship activities. (See the Student Rights & Responsibilities Web page ([www.pct.edu/studentpolicy](http://www.pct.edu/studentpolicy)) for the Student Code of Conduct and other student-related policies.)

If a situation arises that requires the student to miss work (family emergency, illness, accident, etc.) for an extended period of time (more than 3 days), the student must notify both the employer and the Penn College faculty supervisor immediately. Every consideration must be given to the employer to allow them to make the necessary arrangements in the event of emergencies.

Students who are temporarily laid off or otherwise terminated from their positions must contact the Penn College faculty supervisor immediately. **Students may not drop the internship without the approval of the Dean of the School of Hospitality.** If circumstances arise that require a student to leave their job, they **must** notify the Penn College faculty intern supervisor **before** resigning. We recognize that circumstances will vary from situation to situation and each case will be evaluated individually. In situations where the student exercises poor judgment, resulting in their termination, the student will receive an “F” grade for the internship and will be required to complete an internship during a subsequent semester.

The student must maintain a 2.0 GPA prior to the full approval of the initiated Training Agreement and Internship Program. If the employer is in agreement, the student can remain at the property as an employee to gain experience and hone skills. (Some circumstances may warrant a joint decision to continue the program).

## DEFINITIONS/FUNCTIONS

### ***Student/Employee***

A student/employee is currently enrolled at Pennsylvania College of Technology and has completed certain prerequisites, within his/her program and/or department. He or she has applied for an internship within an academic school and has entered into an Internship Training Agreement. The student should be considered an employee subject to same rules and regulations as other employees and will be expected to conform to company policies and procedures.

### ***Employer***

An organization that hires a student, executes the Internship Training Agreement, and agrees to the guidelines provided herein. The employer should provide appropriate notification to the student/employee of rules and regulations, working conditions, and company policies and procedures, as with any new hire.

### ***College***

Pennsylvania College of Technology provides educational credits for training. The Department Internship Coordinator for the particular department from which the internship emanates will work with the employer and student to determine learning objectives and will monitor the program. The Department Internship Coordinator coordinates activities of participating students, maintains records, and will be the point of contact for employers with problems and/or questions.

### ***Department Internship Coordinator***

Generally there will be a faculty member in the department in which the student is enrolled or has selected an internship, who will approve the Learning Objectives set forth in the Internship Training Agreement and will supervise the student's internship work experience. The Department Internship Coordinator will serve as the College contact for the student's work supervisor and will issue a grade for the student, taking into consideration input received from the employer.

### ***Training Agreement***

**Pennsylvania College  
of Technology**

PENNSSTATE



**School of Hospitality**  
INTERNSHIP EMPLOYER GUIDELINES

Document signed by all parties to outline the nature of the job and the anticipated learning experience.

### ***Learning Objectives***

Describe job tasks in terms of learning experiences anticipated to take place on the job. The objectives are developed by student, employer, and the Department Internship Coordinator. A job description can serve as all or part of the learning objectives.

### ***Job Site Visit***

The Department Internship Coordinator may visit the employer to determine suitability of site, review learning objectives, and execute the Internship Training Agreement. A second visit may be made mid-point to review student progress. If the Department Internship Coordinator is unable to make an on-site visit, the mid-point review will be conducted via a telephone interview. A final visit or telephone call is made at the conclusion of the internship to evaluate student performance. It is important that the student and job supervisor be available during the visits and/or telephone contacts and every effort made to accommodate their schedules. Supervisors are always free to contact the Department Internship Coordinator at any time to discuss the student's progress or other issues which may arise relating to the work experience.

### ***Evaluations***

Employers are asked to assess whether each Learning Objective has been met. This information will be used by the Department Internship Coordinator, along with student's Activities Log and Written Report, to determine the grade. The employer should be accurate and fair in assessing whether the student has met the learning objectives.

## **ON-THE-JOB CONCERNS**

- Students are required to notify both the employer and the Department Internship Coordinator if a prolonged absence from the job is necessary. Short-term (1 to 2 days) absences should be dealt with according to employer policy; however, for excessive or extended absences, the employer is asked to call the Department Internship Coordinator as soon as possible. Often an intervention may be able to address the problem or issue and alternatives can be offered.
- In some cases, termination of employment may be necessary. This may be initiated by the employer or the student and may be for a variety of reasons from incompatibility to a lack of adequate work. Pennsylvania College of Technology requests that the employer notify the Department Internship Coordinator as soon as possible if termination arises. This will allow an attempt to resolve the issues through faculty intervention and assist the student. Timely notification is important. **Please keep in mind potential financial repercussions (a loss in credit load can affect student loan status) to the student if an internship is terminated before completion.**
- Students need supervision and feedback, both positive and negative, from their job supervisors. This enhances the employment experience. Other benefits include:

- The employer will learn of any problems being experienced by the student which may adversely affect learning and/or productivity.
- The student feels part of the employer's organization, and that his or her work is contributing to its success.
- The employer will be given the opportunity to point out any shortcomings that may be evident in the student's work habits or skill level and to offer constructive criticism when warranted.

## **WAGES, SALARIES, AND STIPENDS FOR INTERNS**

Financially compensating an intern is a tradition based on the very sound principle that learning by doing is more effective than learning by observation. Compensation greatly enhances the likelihood that the internship student will be assigned meaningful and productive tasks. In short, a paid intern becomes a worker, not a watcher. Pennsylvania College of Technology students bring definitive and valuable skills to their jobs and become productive quickly. Generally, we strongly suggest that they be paid at a rate equal to that of other employees performing similar tasks at the same level of productivity.

### **Other School of Hospitality wage, salary, and stipend information:**

- Issues relating to salary and room/board are negotiated between the student and the employer.
- While students may agree to participate in an unpaid internship experience, they are not required to.
- College guidelines require that, for a student to participate in an unpaid internship (and thus be exempt from an employer-employee relationship), the experience **must** meet the following basic criteria:
  - The training, even though it includes operation of the employer's facilities, must be similar to that given in a vocational school;
  - The training must be for the benefit of the trainee/student;
  - The trainee/student must not displace regular employees, but must work under close supervision;
  - The employer providing the training must derive no immediate advantage from the activities of the trainees/students and on occasion, its operations may actually be impeded;
  - No guarantee of continued employment beyond the internship period is assumed by either the student or the employer; and
  - Both parties (organization and trainee/student) understand that wages will not be paid during the time spent in training.

## Housing/Room/Board

- Many successful internship sites offer students temporary housing. While this is not a requirement, it is very helpful to the students.
- The school encourages students to pursue internships that are outside of their immediate geographic location. Under these circumstances, it is **very** helpful when the employer provides the student with assistance locating suitable housing.

## OTHER INFORMATION

These guidelines are intended as a general introduction to the internship program. Hopefully, they will serve to answer most employer questions. A key factor in the success of internships is built-in flexibility, which allows custom tailoring to meet the needs of individual students and employers.

Welcome! Best wishes for a long and productive association with the Pennsylvania College of Technology and the School of Hospitality.

If you have further questions, please contact the Internship Supervisor or the school office:

School of Hospitality (570) 327-4505  
DIF #75 (570) 320-5260, fax  
One College Avenue  
Williamsport, PA 17701

The Penn College telephone number is: (570) 326-3761

Area of responsibility	Contact	Telephone Extension	E-mail address
Culinary Arts	Craig Cian Michael Ditchfield	7389 7813	ccian@pct.edu mditchfi@pct.edu
Baking/Pastry Arts	Monica Lanczak Charles Niedermyer	7800 7894	mlanczak@pct.edu cniederm@pct.edu
Hospitality Management	Craig Cian	7389	ccian@pct.edu
School of Hospitality Dean	Fred Becker	570-327-4505	fbecker@pct.edu

## Appendix A: Sample Forms

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## Sample Internship Training Agreement

Student Name:			Date:		
Employer/ Trainer:					
Address:					
City:			State:		Zip:
Supervisor Name:			Supervisor Title:		Phone #:
Work Period	Start:		End:	Fax #:	
Hours Per Week:		Pay Rate:		Internship Job Title:	

**Student:** Adhere to all employer policies. Make every effort to complete Learning Objectives during work period. Notify the employer and the Faculty Coordinator of any illness or emergency that interferes with completion of the internship. Contact the Faculty Coordinator prior to terminating internship. Students must receive Dean's approval prior to dropping an internship. The student must maintain a 2.0 GPA prior to full approval of the initiated Training Agreement and Internship Program.

**Employer:** Provide varied work experience and training opportunities. Provide student with the opportunity to meet their Learning Objectives. Assist the college in evaluating the performance of the student. Provide a safe and healthy work environment. Meet with the student and the Faculty Coordinator as needed. Provide the number of work hours needed for internship credit during the academic term assigned.

**College:** Provide the student with instruction in job related skills prior to placement. Meet with the employer to review the Learning Objectives. Visit the student at the internship site where geographic location permits. Communicate with employer and student as needed during internship. Grant credit for completion of a successful internship.

**Learning Objectives:** The attached objectives and/or competencies for the work period have been established and agreed to by the signing parties

### Affirmative Action Statement

\_\_\_\_\_ (name of organization) hereby affirms it is an equal opportunity employer, offering employment without regard to race, color, religion, sex, national origin, or age and provides Equal Employment Opportunity to handicapped individuals, disabled veterans, and veterans of the Vietnam era.

### Signatures:

Student:		Date:
Faculty Coordinator:		Date:
Employer:	Title:	Date:

# Sample Midterm Internship Evaluation Form

Student \_\_\_\_\_ Date \_\_\_\_\_

Employer \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

0=Never, 1=Seldom, 2=Occasionally, 3=Frequently, 4= Always (Use this scale for ratings below)

Area of Evaluation	Examples	Evaluation				
		0	1	2	3	4
Punctuality	Arrives to work on time	0	1	2	3	4
Appearance	In proper uniform	0	1	2	3	4
	Uniform is clean	0	1	2	3	4
	Student is properly groomed	0	1	2	3	4
Attitude	Has a positive attitude	0	1	2	3	4
	Enthusiastic about responsibilities	0	1	2	3	4
Quality of Work	Completes tasks assigned	0		2	3	4
	Tasks Performed according to company standards	0	1	2	3	4
Progression of Technical Skills	Practices skills that they have been taught	0	1	2	3	4
	Learning new skills on schedule	0	1	2	3	4
Communication skills	Communicates effectively	0	1	2	3	4
	Asks appropriate questions	0	1	2	3	4
Initiative and Motivation	Seeks tasks to perform	0	1	2	3	4
	Performs tasks without direction	0	1	2	3	4
Time Management	Organizes own work	0	1	2	3	4
<b>Unexcused Absences</b> (check the one that applies):		0	1	2	3	More than 3

Please provide comments for any area rated 1 or below:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Professor \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor \_\_\_\_\_ Date: \_\_\_\_\_

Return to: Penn College School of Hospitality, DIF #80 One College Avenue, Williamsport, PA 17701

# Sample Final Internship Evaluation Form

Student \_\_\_\_\_ Date \_\_\_\_\_

Employer \_\_\_\_\_

Address \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

<b>Unexcused Absences</b> (check ONE):	0	1	2	3	More than 3
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0=Never, 1=Seldom, 2=Occasionally, 3=Frequently, 4= Always (Use this scale for ratings below):

Area of Evaluation	Examples	Evaluation				
		0	1	2	3	4
Punctuality	Arrives to work on time	0	1	2	3	4
	Ready to start shift upon arrival	0	1	2	3	4
Appearance	Wears proper uniform	0	1	2	3	4
	Uniform is clean	0	1	2	3	4
	Student is properly groomed	0	1	2	3	4
Attitude	Has a positive attitude	0	1	2	3	4
	Enthusiastic about responsibilities	0	1	2	3	4
Quality of Work	Completes tasks assigned	0	1	2	3	4
	Performs tasks according to company standards	0	1	2	3	4
Progression of Technical Skills	Practices skills that they have been taught	0	1	2	3	4
	Learning new skills on schedule	0	1	2	3	4
	Accomplished all internship objectives	0	1	2	3	4
Communication skills	Communicates effectively	0	1	2	3	4
	Asks appropriate questions	0	1	2	3	4
Initiative and Motivation	Seeks tasks to perform	0	1	2	3	4
	Performs tasks without direction	0	1	2	3	4
Time Management	Organizes own work	0	1	2	3	4
Internship Requirements	Completed all internship requirements	0	1	2	3	4
	Makes decisions professionally	0	1	2	3	4

Please provide comments for any area rated 1 or below: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Professor \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor \_\_\_\_\_ Date: \_\_\_\_\_

Return to: Penn College School of Hospitality, DIF #80 One College Avenue, Williamsport, PA 17701

# Sample Student Evaluation of Internship Experience

Student \_\_\_\_\_

Employer \_\_\_\_\_

Address \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

**1 = Deficient, 2 = Below Average, 3 = Average, 4 = Above Average, 5 = Excellent**

The job provided me with an educational and meaningful experience	1	2	3	4	5
The job provided me with assignments related to my abilities and skills	1	2	3	4	5
The job provided me with the opportunity to perform progressively more advance tasks	1	2	3	4	5
My fellow employees were team players	1	2	3	4	5
My supervisor was a professional leader	1	2	3	4	5
My supervisor periodically discussed my performance with me	1	2	3	4	5
The work based learning experience was essentially what I had expected	1	2	3	4	5

Please provide comments for any rated 2 or below and any items rated 5:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Would you recommend this site for future students? Yes \_\_\_\_\_ No \_\_\_\_\_

Student's signature \_\_\_\_\_ Date \_\_\_\_\_

Return to:  
 School of Hospitality  
 Pennsylvania College of Technology  
 DIF #80 One College Avenue  
 Williamsport, PA 17701

## Sample Internship Site Application

To be completed by the employer requesting to become an internship site.

Company name:			
Street address:			
City:		Phone #:	
State:	Zip Code:	Fax #:	
Contact name:		Contact title:	
Contact e-mail:		Company Web address:	

**We are interested in students from the following programs** (mark all that apply):

Culinary Arts 2-year (CY): <input type="checkbox"/>	Baking/Pastry Arts 2-year (BK): <input type="checkbox"/>	Hospitality Management 2-year (HM): <input type="checkbox"/>	Culinary Arts & Systems 4-year (BCA): <input type="checkbox"/>
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The American Culinary Federation Accrediting Commission requires that interns in the programs of CY, BK, and BCA work with an American Culinary Federation Certified Chef. Is the chef that will be supervising the student certified or certifiable\* by the ACF? Yes  No

\*Chef level certification is qualified by documenting 3 years at any level of culinary experience plus a minimum of 2 years as a supervisory chef.

**Note:** A current resume is required of the chef/supervisor who will be supervising the student for all majors. If no resume is available, a Data Sheet is provided for completion.

Chef or Supervisor Name :		ACF or Professional Certification level:
During which of the following times are you interested in having interns at your facility? <i>Check all that apply.</i>		
Summer (May-August) <input type="checkbox"/>	Fall (September-Dec) <input type="checkbox"/>	Spring (January-April) <input type="checkbox"/>
Do you provide students with housing or housing assistance?		Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you willing to sign a training agreement?		Yes <input type="checkbox"/> No <input type="checkbox"/>
Please provide an approximate range of pay that student interns can expect at your property:		
To apply, students should (check all that apply):		Continued on page 2.
Complete an application <input type="checkbox"/>	Send a cover letter & resume <input type="checkbox"/>	
Schedule personal interview <input type="checkbox"/>		



What qualities are you looking for in an intern?

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If a student has already contacted your facility for an internship experience, please indicate the name of student\_\_\_\_\_.

Please forward any information about your facility that may assist us, including:

- **Resume of Supervisor/Chef (all majors)- Required**
- Brochures
- Menus
- Applications
- Job descriptions
- Internship training programs
- Any other information that you feel may be helpful

Please send all internship site information and this completed application form to:

The School of Hospitality, DIF #75  
Pennsylvania College of Technology  
One College Avenue  
Williamsport, PA 17701

## Sample Chef/Supervisor Data Sheet

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

Job title: \_\_\_\_\_

Place of employment: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

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Work Experience beginning with your current position:

*(Please identify, verify, and document your past three years of culinary experience and identify an additional two years of documented supervisory experience-total= 5 years.)*

Education:

*(Please identify, verify, and document your educational background in chronological order, including American Culinary Federation Certification updates, such as ServSafe, HACCP Training, and Management Workshops.)*

Other Activities:

*(Please site any activities or information that you believe has accentuated your work experience and education.)*

**\*Attach documentation of current American Culinary Federation level of certification**