



**LEARNING OBJECTIVES**

The following represents competencies important to all Hospitality Management students. These competencies are divided into three skills sets areas that relate to specific skills that our school identifies as possible components in the student’s internship experience.

We ask that you focus your attention on the skill set areas of your property for the student’s experience in our endeavor to allow the transition to advanced course work to be meaningful, relative, and successful. Since experiences vary from position to position, we ask that each employer review the skill set areas and check off those that can be provided in the experience. Please sign off on the spaces provided under each area.

Please add any objectives that you can offer the student but you do not find on the list as a bonus for our students and can be checked off following the experience.

At the conclusion of the work experience, we request that the employer (or employer’s representative) evaluate student performance in all skill set areas using the following scale:

- (4) High professional competence and confidence
- (3) Above average competence and confidence
- (2) Possesses basic skills-in need of additional experience/mentoring
- (1) In need of additional exposure and training to reach satisfactory level of performance

**I. Front Desk**

Objectives	Employer Pre-Check/Signature	Employer Final Evaluation (4-1)
Provide guest service and guest information		
Practice and learn check-in/check-out procedures		
Practice telephone operations and courtesy		
Practice and learn room reservation procedures		
Practice and learn communication procedures with		

**Student name** \_\_\_\_\_

**Internship site** \_\_\_\_\_

**Chef/Supervisor  
name and title** \_\_\_\_\_

**Semester** \_\_\_\_\_

<p>housekeeping and maintenance</p> <p>Learn property management systems</p> <p>Post charges to guest account</p> <p>Perform front desk cashier closeout procedures</p> <p>Make guest reservations</p> <p>Upsell guest rooms and suggestively sell hotel services</p> <p>Learn front desk safety/security policies and procedures</p> <p>Practice customer relations and communication skills</p> <p>Learn housekeeping procedures</p> <p>Practice and learn night audit procedures</p>	<p><i>Signature</i> _____</p>	
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## II. Dining Room

<b>Objectives</b>	<b>Employer Pre-Check/Signature</b>	<b>Employer Final Evaluation (4-1)</b>
<p>Practice and Learn customer service skills</p> <p>Practice and learn opening/closing duties</p> <p>Take reservations and assign tables</p> <p>Set tables according to standard operating procedures</p>		

<p>Perform daily cleaning and replenishing of service areas</p> <p>Operate Point of Sale system to place guest orders</p> <p>Identify specials and practice suggestive selling</p> <p>Communicate effectively with management and culinary staff</p> <p>Set-up and maintain a beverage station</p> <p>Assist with planning employee schedules</p> <p>Practice and learn host/hostess duties</p> <p>Perform inventories and order supplies</p> <p>Plan, price, and evaluate specials</p> <p>Practice and learn cash handling procedures</p> <p>Receive guest payment</p> <p>Practice and learn cash-out procedures</p> <p>Assist with beverage/bar service</p>	<p><i>Signature</i> _____</p>	
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**V. Additional Competencies (*please identify*)** (use back of page if additional space is needed)

Objectives	Employer Check

At the conclusion of the experience and when the final evaluation of competencies is completed, please sign and date:

**Signature of Evaluator** \_\_\_\_\_ **Title** \_\_\_\_\_ **Date** \_\_\_\_\_