

Internship

Student Responsibilities

School of Hospitality

Pennsylvania College of Technology

DIF #80

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Pennsylvania College of Technology

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Sample Forms and Related Documents:

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Internship Student Responsibilities

(effective August 2008)

Introduction

The hospitality industry continues to grow at a steady rate and the demand for skilled professionals is growing with it. Practical experience in the industry is highly valued by hospitality operators. The internship experience is designed to provide students with an opportunity to practice skills developed during their first year at Penn College, explore career opportunities, and be exposed to industry standards and conditions.

As a requirement in all of the School of Hospitality programs, your internship experience should be one of the cornerstones of your resume. You want an internship that challenges you and that opens doors to future employment opportunities. While we recommend that students select a paid internship, the most important thing is that you select the most challenging experience. The guide that follows contains the information and forms necessary to help you successfully complete this important requirement.

Your success is the goal of the faculty and staff of the School of Hospitality. During your program of study at Penn College, you will gain practical experience through culinary and service labs, Visiting Chef experiences, school functions, and internship. We are all here to help you develop the skills necessary for a successful and rewarding career in the hospitality industry. We expect you to take full advantage of the opportunities available to you. We encourage you, with your career objectives in mind, to carefully consider an internship experience that will best help you reach your goals.

Your participation in an internship will be a valuable part of your college education. It provides:

- **Work Experience** - In an employer's setting you will learn "on-the-job" with Learning Objectives developed by you, the employer, and faculty.
- **Potential for a permanent position and/or references within the field** - Networking is an important part of job search, and this is the time to establish those contacts within the field that are invaluable when looking for a job at graduation. In fact, your internship employer may make an offer of permanent employment.

- **Compensation** (if applicable) - Your internship may or may not be paid. That is an area which you will need to negotiate with the employer.

While internship experiences come in many different forms, there are a number of expectations that are commonly found in work-based experiences. The following is intended to identify the criteria necessary for a successful internship program.

Application Overview

Most hospitality students complete their internships during the summer term; however, internships may be available during either the fall or spring semesters to students who qualify.

You should work with the Internship Coordinator in the department where you intend to pursue your internship, as far as identifying a placement and/or employer. This determination should be based upon factors including, but not limited to: (a) your career interest; (b) geographical restrictions you may have; (c) time and financial restrictions; (d) your schedule for the semester; and (e) availability and willingness of the employer to provide the internship during the time period requested.

If you are just beginning the process, it might be helpful to enroll in a seminar provided by Career Services, which will provide preparation for finding a placement. This will include how to:

- write a resume,
- locate employers, and
- interview successfully for the job you want.

Employer Criteria

Any employer who can provide employment and meet requirements listed below is eligible for participation. All employers and the Internship Training Agreement must be approved by the Internship Coordinator of the department under which you intend to serve the internship.

The employer must agree:

- To provide meaningful and challenging learning experiences directly related to the discipline of the department in which the internship will be served and/or your career objectives.

- To provide a period of time of work that will enable you to complete the required internship hours. Students must complete a minimum of 240 hours of work experience.
- To sign the Internship Training Agreement agreeing to training objectives developed cooperatively between the employer, the student, and faculty supervisor and including a nondiscrimination clause.
- To evaluate your work performance and the extent to which you have met the Learning Objectives at the midpoint and at the end of the internship period.
- To provide a safe workplace for you to participate in your internship.
- For accreditation purposes, students in Culinary Arts and Baking and Pastry Arts programs must work with an A.C.F. Certified or Certifiable Chef. Certification level is qualified by documenting 3 years at any level of culinary experience plus a minimum of 2 years as a supervisory chef.
- Complete a site application form and provide appropriate supporting documents.

Note: A current resume is required of the chef/supervisor that will be supervising the student (regardless of major). If no resume is available, a Data Sheet is provided for completion.

Additional Rules

- **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. Clearly, economic realities may require a student to seek a paid internship.
- No unsupervised internships will be permitted.
- Students with existing jobs are not permitted to apply those jobs to an internship: the College does not provide students with credit for doing their jobs. If the student desires to perform an internship with a present employer, the employer must agree to train the student in a different job for the number of contact hours required under the internship.
- Should the internship terminate prior to the student having completed the required hours, students will not receive credit for the internship and may receive a failing grade for the internship.
- Students seeking to perform internships in family-operated businesses may be required to designate a non-family member to supervise the internship.

- The College (and the Internship Coordinator) retain the exclusive authority to approve proposed internships based upon the criteria set forth in the appropriate course objectives.

Student Eligibility

To participate in a work experience internship, you must:

1. Be enrolled in the appropriate degree program in the department in which you intend to serve the internship and have completed the appropriate prerequisites or have the permission of the school dean.
2. Have completed a minimum of 15 credits (or as otherwise required by the department or course abstract) with an overall cumulative grade-point average (GPA) of 2.0 or better, and with at least a 2.5 GPA in the major. 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).
3. Have successfully completed all pre-requisite classes. (see chart below)

Program	Course	Pre-requisite	Internship Coordinator
AAS Culinary Arts BS Culinary Arts and Systems	FHD 269 Culinary Arts Internship	FHD 210 Applied Food Preparation and Prod.	Craig Cian Mike Ditchfield
AAS Baking and Pastry Arts	FHD 279 Baking and Pastry Arts Int.	FHD 208 Principles of Quantity Baking	Monica Lanczak Charles Niedermyer
AAS Hospitality Management	FHD 289 Hospitality Management Int.	FHD 106 Introduction to the Hospitality Industry MGT 115 Principles of Mgt.	Craig Cian

4. Identify, submit application to, and interview with an employer/placement where you will work.
5. Present for the Department Internship Supervisor's approval a completed Internship Training Agreement signed by the employer and the student.
6. Complete an Internship Application Form.
7. Register and pay for Penn College tuition, following the appropriate scheduling procedure for the internship as determined by the department.
8. For summer interns, your Internship Application, Training Agreement, and Training Objectives **must all** be completed and on file with your faculty

coordinator by **May 31st** or you will be **dropped from the internship** for the summer and will need to complete it during a subsequent semester.

- 9. Complete training and work assignments to the satisfaction of the employer.**
10. Complete written assignments and submit to Internship Coordinator in a timely fashion.
11. Complete a minimum of 240 hours of work experience and provide documentation of hours.

Academic Credit

A grade of satisfactory/unsatisfactory will be given by the Internship Coordinator for the internship.

Registering for Internship

In order to register for an, students must first follow the procedures set forth above under “Student Eligibility.”

Training Agreement/Learning Objectives

Your learning objectives will be collaboratively developed by you, the employer, your adviser, and the Internship Coordinator. You must meet with your adviser and the Internship Coordinator regarding the requirements of the internship.

You must obtain a job description from the employer. If no job description is available, work with your employer to enumerate tasks and discuss specifics of your duties, which must be recorded on the Internship Training Agreement.

The Internship Training Agreement must be signed by you, your employer, and a Penn College representative. It will be submitted to the employer at the initial visit or as otherwise arranged.

Student Responsibilities

You are responsible for completing the paperwork required for your internship in a timely manner. This includes: the Application for Internship, Internship Training Agreement, Student Evaluation of Internship, Activities Log, Narrative Report, and Employer

Evaluation of Intern. **You will be responsible for submitting your log periodically as required by the Internship Coordinator.**

Although you are in a learning situation, you are acquiring or reinforcing important worker traits or habits in order to be a dependable and responsible worker/employee. You are expected to conduct yourself in a professional manner and agree to the internship policies listed below before starting your internship.

1. As an employee, the you agree to and abide by all employer rules and regulations
2. You to approach the internship experience with enthusiasm, a positive attitude, a willingness to learn, and an appreciation of the opportunities/privileges that internship provides.
3. You must complete all internship assignments, including application, internship log, and written report.
4. You not only represent yourself, but also the School of Hospitality and Penn College. Therefore, you must conduct yourself in a professional manner at all times.
5. You agree to perform all employee tasks assigned by the employer. You must abide by the posted work schedules and agree to the hourly work duties assigned to you. You should be flexible regarding work schedules and be available for overtime at the request of the supervisor.
6. As an employee, you agree to act at all times in the best interest of the employer.
7. 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. You are required to understand and follow all company human resource policies and procedures.
8. You are 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) for the Student Code of Conduct and other student-related policies.)

If a situation arises that requires you to miss work for an extended period of time (more than 3 days), you must notify both the employer and the Internship Coordinator immediately. Every consideration must be given to your employer to allow them to make the necessary arrangements in the event of emergencies.

If you are permanently or temporarily laid off or otherwise terminated from your position, you must contact the Internship Coordinator immediately. **You may not drop the internship without the approval of the School Dean.** In the event that circumstances arise that require you to leave your job, you must notify your Internship Coordinator

before you resign. We recognize that circumstances will vary from situation to situation and each case will be evaluated individually. If you are terminated from the position due to acting in poor judgment, you will receive an unsatisfactory grade for the internship and will be required to complete an internship during a subsequent semester. In situations not under your control, every effort will be made to assist you with an alternate internship site to complete the experience.

Job Site Visits/Evaluations

The Internship Coordinator will have contact with your employer/supervisor either via face-to-face meetings or via telephone, depending on the needs of the program, at one or more points throughout the semester. It is imperative that both you and your supervisor cooperate with the Internship Coordinator to coordinate these contacts as requested.

Activities Log – You must maintain an Activities Log on a daily basis to document your attendance and activities. You can use a journal, notebook, e-mail, or any form approved by your Internship Coordinator. The Internship Coordinator may request the Activities Log be submitted on a weekly basis or periodically or at the mid-term evaluation. **A sample format is included in this publication.**

Written Report – You are responsible for completing a written report as you conclude your work period. This report should be a minimum of 2 to 5 typed pages. Report requirements can be found in the appendix of this publication. The Student's Evaluation of Internship, Activities Log, and Written Report should be given to the Internship Coordinator when required. **No college credit will be provided for any internship experience unless all required hours are completed and all required documents, as set forth above, are submitted.**

Appendix A: Sample Forms and Related Documents

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Sample Application for Internship

Student Information

Name:			School e-mail:		
Address:			Personal e-mail:		
City:			State:	Zip:	
ID#			Course #:		
Local phone #:		Home phone #: Cell phone #			
Fall	Spring	Summer	Year:		

Prerequisites Met:

Culinary Arts: FHD 210 Applied Food Preparation & Production	Yes _____ No _____
Baking/Pastry Arts: FHD 208 Principles of Quantity Baking	Yes _____ No _____
Hospitality Mgt: FHD 106 Introduction to the Hospitality Industry	Yes _____ No _____
MGT 115 Principles of Management	Yes _____ No _____

Number of Credits Earned:	GPA:	Major:
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Employer Information:

Company Name:			
Street Address:			
City:		State:	Zip:
Supervisor/Contact Person:		Title:	
Telephone #:		Fax #:	
E-mail address:		Approved Site: Yes _____ No _____	
Dates of Experience:	Start:	End:	Pay Rate:
Explanation:			
Documentation requirements include: menu, product list, brochure, and business card of employer.			
ACF Certified or certifiable Chef:		Yes _____	No _____
Resume/Data Sheet of Chef:		Yes _____	No _____

Please attach a copy of your current resume to this application.

Application, Page 2 (Sample)

Student Expectations:

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 must agree to the following internship policies:

9. As an employee, the student agrees to and abide by all employer rules and regulations
10. 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 internship provides.
11. The student must complete all internship assignments, including application, internship log, and written report.
12. 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.
13. 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.
14. The student, as an employee, agrees to act at all times in the best interest of the employer.
15. 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.
16. 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) for the Student Code of Conduct and other student-related policies.)

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).

Application, Page 3 (Sample)

I, the student, have read and fully understand my role as an intern/employee. I agree to abide by and fulfill to the best of my ability, the requirements of internship as stated above.

Signatures:

Adviser: _____ Date: _____

Internship Coordinator: _____ Date: _____

Dean: _____ Date: _____

Student: _____ Date: _____

Please return to your internship coordinator.

Sample Faculty Recommendation Form

Student Name: _____

Professor's Name: _____

Course Name/Number: _____

Semester Course Completed: _____

This student is applying for a School of Hospitality Internship. Please complete the following evaluation of the student based upon your knowledge of him/her through academic and college-related activities.

1=Needs Improvement, 2=Below Average, 3=Average, 4=Above Average, 5=Excellent

Area of Evaluation

Teamwork: Cooperation, flexibility, energy level	1	2	3	4	5
Time Management: On time for class, assignments in on time	1	2	3	4	5
Quality of Work: Attention to detail, thoroughness, effort	1	2	3	4	5
Communication Skills: Verbal, written	1	2	3	4	5
Ability to Follow Directions and Accept Professional Criticism	1	2	3	4	5
Interpersonal Skills and Professional Demeanor	1	2	3	4	5

Additional comments that you feel may assist with this student's internship placement:

Faculty signature: _____ Date: _____

Student signature: _____ Date: _____

Please do not return this form to the student. Return to: School of Hospitality DIF #80, Pennsylvania College of Technology, One College Avenue, Williamsport, PA 17701

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				
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
Unexcused Absences (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

**Pennsylvania College
of Technology**

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School of Hospitality
INTERNSHIP STUDENT RESPONSIBILITIES

Sample Final Internship Evaluation Form

Student _____ Date _____
 Employer _____
 Address _____
 Supervisor's Name: _____

Unexcused Absences (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 Weekly Activities Log

Name _____

Week of _____ Hours worked: _____

The following information highlights my weekly activities including skill, task, and production responsibilities. This information will be used to compose my final report.

Monday	Hours
Tuesday	Hours
Wednesday	Hours
Thursday	Hours
Friday	Hours
Saturday	Hours
Sunday	Hours

Written Report Guidelines

The internship report should be two to five typewritten pages and should include the following:

Property Description:

- Type of property (i.e.: hotel, resort, country club, restaurant)
- Level of service provided (i.e.: family style, fine dining, economy)
- Services/amenities offered
- Type of management (i.e.: family-run, franchise, corporate)
- Location
- Guests (what market did the property appeal to?)

Summary of Training: Using your journal entries, describe the training you were given, including any orientation sessions and special classes. This should include:

- Policies learned
- Procedures learned
- Equipment learned

Description of experience:

- Duties that you performed
- New procedures that you learned
- Significant events that you experienced
- How you applied skills you have learned in the classroom
- Your relationship with co-workers, supervisors and guests

Summary:

- What was the hardest thing you had to do?
- What was the most important thing you learned?
- What did you learn about yourself and your career goals?

According to J. W. Marriott, “recruiting and retaining employees is the greatest challenge facing American business today”. Think about your internship experiences and discuss in about two paragraphs what you think Mr. Marriott was talking about.

All reports must be typed and submitted before the end of the semester. You may choose to include a brochure from the property, training certificates, comment cards and any other documents that illustrate what you accomplished during your internship.

Your training journal forms should be submitted with your internship report.

Student Internship Check List

1. Complete an Application for Internship form, including securing all signatures at the bottom of the document.
2. Meet with your Department Internship Coordinator, to discuss the application and other pertinent issues.
3. Develop the Learning Objectives listed on the Internship Training Agreement in conjunction with the employer and the Department Internship Coordinator.
4. Obtain all of the appropriate Internship Training Agreement signatures and submit to the Department Internship Coordinator. Procedures for scheduling of the internship will vary by department.
5. Be available for job-site visitations (mid-term & final) as required by the Department Internship Coordinator.
6. Maintain an Activities Log as required by Internship Coordinator. See attached for example.
7. Complete a Written Report of your experiences. See attached.
8. Complete Student Evaluation of Internship Experience.
9. Complete Internship and Program Assessment.
10. Deliver the Employer Evaluation of Internship form to your supervisor if requested by the Internship Coordinator, and ask him/her to complete the form and return it to the Internship Coordinator as appropriate.
11. When requested, but no later than the last day of regularly scheduled classes, submit items 6, 7, 8, & 9 to the Internship Coordinator.
12. Notify the Internship Coordinator if you encounter any problems during any phase of participation that may inhibit your ability to complete the 240 hours of work and the Internship Training Agreement Objectives.