OVERVIEW: HOSPITALITY INDUSTRY INTERNSHIP (HRAD 3443)

Course Description
The hospitality industry internship is a supervised work experience with an approved employer and worksite related to a future career in the hospitality industry. Experiences must include management/supervisory components within a hospitality organization.

Course Objectives
- Improve communication skills, analytical and critical thinking skills.
- Apply conflict resolution, negotiation and interpersonal communication techniques.
- Apply hospitality management skills within a variety of positions.
- Develop a working knowledge of the culture of a hospitality company.

Prerequisites
The prerequisites for HRAD 3443:
- Completion of 480 Hours of Hospitality Work Experience
- HRAD 2125/3575 – Service Management or HRAD 2665 Food Production Management
- HRAD 3411 – Hospitality Pre-internship Seminar
- HRAD 2643– Lodging Operations or HRAD 3363 Front Office Management

Course Assignments – Reports and Papers submitted on D2L
- History of the Company Report
- Goals and Objectives Paper
- Orientation Report
- Training Report
- Management Interview Report
- Progress Reports
- Performance Evaluation by Employer
- Final Report
- Thank You Note to Employer
- Completion of 320 Work Hours
- On-line Internship Survey

Progress Reports (submitted online):
Allows students to record hours worked each week along with job responsibilities, critical incidents or unusual happenings during that week and learning goals for the upcoming week.

Performance Evaluation (mailed or faxed to School of Hotel and Restaurant Administration):
The coordinator or supervisor at the internship site completes an evaluation at the end of the internship. This information should be shared with you to assist in your development.

Completion of 320 Hours Worked:
This will be verified on the Performance Evaluation completed by the employer and sent to the School of Hotel and Restaurant Administration.

3/8/2010