

**ARKANSAS TECH UNIVERSITY
PARKS, RECREATION & HOSPITALITY ADMINISTRATION
HA 4116 INTERNSHIP**

Course Syllabus and Internship Manual

TITLE: HA 4116. Internship. Fall, spring and summer semesters. Hospitality Administration majors only. Prerequisites: Senior standing, current certifications in CPR and First Aid, consent of department head and completion of all other courses applicable to degree. Placement in selected agency settings in intern status under professional guidance of both agency supervisor and University supervisor. Emphasis will be placed on application of classroom theory to agency requirements which fulfill student's individual career interest. Minimum of 560 clock hours during a minimum of 12 to 15 weeks of supervised internship is required. Student cannot document more than 60 hours of work experience per week. Credit will not be granted for prior experience. A written report is required within two weeks of internship completion. \$100 University supervisor travel fee is required.

Hospitality Administration Mission Statement

The mission of the Hospitality Administration Program is to provide quality education in hospitality administration, build a foundation for professional growth and development, and encourage lifelong learning.



INSTRUCTORS:

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PRHA Office **124 Williamson**
Ms. Karen Hall **479-968-0378**
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Program Learning Outcomes

At the conclusion of the program, students will be able to:

1. Exhibit professional hospitality administration knowledge, skills, and abilities.
2. Execute core management concepts in the areas of hospitality accounting, finance, human resources, marketing, operations, and technology.
3. Describe the fundamental principles of leadership and demonstrate successful leadership skills.
4. Utilize critical thinking, problem solving, written and oral communication, and investigative skills specific to hospitality administration.
5. Apply experiential learning experiences acquired through courses, work experience, and internship to become a successful professional.
6. Demonstrate best practices to meet ever changing guest needs and expectations.

Program Learning Outcome	Course Specific Learning Outcome	Performance Measure or Tools
At the conclusion of the program, students will be able to exhibit professional hospitality administration knowledge, skills, and abilities.	Execute advanced skills of the hospitality profession and industry.	Agency Final Evaluation
		Final Report
	Incorporate advanced abilities of the hospitality industry and profession.	Agency Final Evaluation
		Final Report
At the conclusion of the program, students will be able to execute core management concepts in the areas of hospitality accounting, finance, human resources, marketing, operations, and technology.	Produce management concepts in hospitality operations.	Final Report
		Special Project Assignment
At the conclusion of the program, students will be able to describe the fundamental principles of leadership and demonstrate successful leadership skills.	Demonstrate successful leadership skills.	Student Initial and Final Self-Evaluation
		Agency Final Evaluation
At the conclusion of the program, students will be able to utilize critical thinking, problem solving, written and oral communication and investigative skills specific to Hospitality Administration.	Identify critical thinking skills specific to hospitality administration.	Mid-Term Evaluation
	Execute critical thinking skills specific to hospitality administration.	Agency Final Evaluation
	Identify problem solving skills.	Mid-Term Evaluation
	Execute problem solving skills.	Agency Final Evaluation
	Execute oral and written communication skills.	Agency Final Evaluation
At the conclusion of the program, students will be able to apply experiential learning experiences acquired through courses, work experience, and internship to become a successful professional.	Relate experiential learning experiences to become a successful professional.	Initial and Final Evaluation
		Agency Final Evaluation
		Final Report

Program Learning Outcome	Course Specific Learning Outcome	Performance Measure or Tools
At the conclusion of the program, students will be able to demonstrate best practices to meet ever changing guest needs and expectations.	Relate best practices learned in the classroom to meet ever changing guest needs and expectations.	Initial and Final Evaluation
		Agency Final Evaluation
		Final Report

TEXT: *Internship Manual for Hospitality Administration*. (available on HA website or Blackboard under HA 4116).

American Psychological Association. (2010). *Publication manual of the American Psychological Association*. (6th ed). Washington, D.C. or APA.org.

WEEKLY REPORTS:

Interns must complete and submit a weekly report to the University supervisor. The weekly report should be signed by the agency supervisor at the end of each work week and then submitted to the University supervisor through email and/or fax (479-968-0600).

INTERNSHIP PROJECT:

Each intern must complete an internship project. This assignment is required by the University in addition to the general assignments and responsibilities to be completed during the semester. The agency supervisor and the university supervisor will approve the internship project. The finished project is to be something that can be implemented or used by the agency. A chapter of the final report will be devoted to the internship project. A copy of both paper and the project will remain on file at the university and will be made available to the agency.

PROJECT IDEAS:

Public Relations Brochure/Video
 Volunteer Manual
 Training Manual
 Agency Internship Manual
 Menu Analysis
 Special Event Project
 Accessibility Project
 Survey or Other Research Project
 Develop a New Program/Activity/Event
 Walking Map

FINAL REPORT:

Interns are ***required*** to complete and submit a final written report within two weeks of the completion of the internship. The outline for the final report can be found on page **8** of this manual.

GRADING

Internship grade will be based on:

- ◆ **Agency Supervisor evaluation of intern (60% of final grade)**
The agency supervisor is responsible for evaluating the intern halfway through the internship and again at the completion of the internship. The final agency evaluation of the intern is used to compute the final grade. Internship evaluation forms are located in the manual.
- ◆ **Student's final written report (40% of final grade) (refer to the outline on page 9 & 10)**

LATE POLICY

There will be a penalty of **10 percent per day** of total points for any late final reports, projects, or assignments or at the discretion of the University Supervisor.

***Note: If there is no correspondence from the Intern and Weekly Reports are not submitted to the University Supervisor prior to mid-term the Intern will be dropped from Internship at that time.**

PLAGIARISM

Plagiarism is copying and claiming as one's own the words or work of another without giving credit to the original author (Random House Webster's 1998). Students caught plagiarizing will receive an "F" for the assignment. Additional action may be taken by the university. See also the student handbook.

UNIVERSITY ROLES AND RESPONSIBILITIES

The responsibilities of the University shall include, but not be limited to:

1. Assessing potential internship settings in relation to students' professional goals.
2. Continually reviewing, updating and maintaining a list of potential internship sites for students.
3. Establishing a working relationship with the agency.
4. Advising, evaluating, and observing students (when possible) during the internship.
5. Maintaining regular contact with the student and the agency supervisor.
6. Discussing the internship experience with the student.
7. Discussing the agency or institution providing the internship experience.
8. Maintaining written policies and procedures regarding internships.
9. Providing a copy of the *University Internship Manual* to the agency supervisor.

AGENCY ROLES AND RESPONSIBILITIES

The responsibilities of the agency shall include, but not be limited to:

1. Coordinating with the University supervisor.
2. Providing education through practical experiences.
3. Providing mid-term and final evaluation feedback.
4. Providing agency orientation and training.
5. Mentoring the student with community and professional involvement.
6. Guide and direct the student throughout the internship.

STUDENT'S ROLES AND RESPONSIBILITIES

The responsibilities of the intern shall include, but not be limited to:

1. Maintaining contact with the University supervisor.
2. Submitting weekly reports in a timely manner.
3. Adhering to agency's policies and procedures.
4. Demonstrating ethical behavior.
5. Maintaining a professional attitude and image.
6. Applying knowledge gained in classroom to internship experience.

INTERNSHIP REPORT SCHEDULE

- _____ Resume
 - _____ Internship proposal
 - _____ Agency Data Sheet
 - _____ Current Certification in CPR
 - _____ Current Certification in First Aid
 - _____ Initial Student Self Evaluation
 - _____ Memo of Understanding
 - _____ Student Personal Data Sheet
- } Completed and submitted during Internship Prep

Weekly reports (each signed by Agency Supervisor)

- _____ Week 1
- _____ Week 2
- _____ Schedule site visit with faculty
- _____ Week 3
- _____ Week 4
- _____ Week 5
- _____ Week 6
- _____ Week 7
- _____ Student's Mid Term Evaluation
- _____ Week 8
- _____ Week 9
- _____ Week 10
- _____ Week 11
- _____ Week 12
- _____ Week 13
- _____ Week 14
- _____ Week 15

- _____ Agency Final Evaluation
 - _____ Student's Final Report
 - _____ Student's Evaluation of Internship
 - _____ Student's Final Self Evaluation
- } Due 2 weeks after completing work

INTERNSHIP FINAL REPORT

The final report will highlight the agency with which the student completes his/her internship experience. It should be a minimum of 15 pages long. The report should be typed, paged and double-spaced. The student is to keep a field notebook with dated entries to cover each work period (a more in-depth and detailed version of the weekly reports). The internship final report should include:

COVER PAGE

TABLE OF CONTENTS

CHAPTER I	Introduction to the agency and the internship; your responsibilities (one or two paragraphs to one or two pages or more)
CHAPTER II	History and background of the agency, including administration organizational chart, budget, mission statement, goals, inclusion policy, etc. Information should include the larger parent agency as well as the individual unit at which the student is stationed.
CHAPTER III	Day-by-day summary of your work experience; a short paragraph for each work period. Weekly reports are not acceptable.
CHAPTER IV	Detailed description of the internship project (see page 4 of this manual).
CHAPTER V	Conclusion; summarize the internship. Include your personal/professional views and reflections about the experience and the agency.
CHAPTER VI	Action plan for self-improvement; review mid-term and final evaluations and discuss how you can improve areas of weaknesses and strengths.
CHAPTER VII	Mid-term evaluation, final evaluation, final self-evaluation, and student evaluation of internship experience.
REFERENCES	Three references must be cited in the body of the paper and a references section at the end. The references section should come after the body of the paper, but before any appendices. These may be agency handbooks, brochures, training manuals, informational literature, etc.
APPENDICES	Only that supplemental information (maps, charts, etc.) referred to directly in the body of the paper, but of a nature to make them unwieldy, should be placed in appendices. Each appendix should be labeled, following APA format.
STYLE	The organization and style of the internship final report should follow APA format style (APA.org) also found in the <i>Publication Manual of the American Psychological Association</i> , 6 th ed. A percentage of the final report grade will be based on spelling, grammar, form and organization of material.

The evaluation rubric for the final report can be found on the next two pages of this manual.

**HA/RP 4116
INTERNSHIP REPORT OUTLINE/EVALUATION**

Name: _____

Grade: _____

Internship Report Components	Level	Comments
Cover page <ul style="list-style-type: none"> • Student name • Class number • Agency name or title • Agency supervisor 	3 2 1	2
Table of Contents <ul style="list-style-type: none"> • APA format • Typed • Includes appendices 	3 2 1	3
Chapter I - Introduction <ul style="list-style-type: none"> • Introduction to agency • Agency supervisor • Introduction to internship • Dates of internship • Student responsibilities 	3 2 1	5
Chapter II – History of Agency <ul style="list-style-type: none"> • History & background of agency • Organizational Structure • Budget • Mission statement • Agency goals • Description of clientele 	3 2 1	10
Chapter III – Work Experience <ul style="list-style-type: none"> • Paragraph for each and every day of work experience describing duties performed that day • Complete sentences • Date and times for each day of work experience 	3 2 1	20
Chapter IV – Special Project <ul style="list-style-type: none"> • Detailed description of special program, project or problem • Must be in addition to regular duties • Special project artifact 	3 2 1	15
Chapter V – Conclusion <ul style="list-style-type: none"> • Summary of internship • Includes personal views and reflections about the agency 	3 2 1	5
Chapter VI – Action plan for Self Improvement <ul style="list-style-type: none"> • Comments on your strengths and weaknesses • Personal and professional areas of self-improvement • Future plans 	3 2 1	5
Chapter VII – Mid-term and final evaluations <ul style="list-style-type: none"> • Mid-term Evaluation • Final Evaluation • Student Final Evaluation of Internship 	3 2 1	10

List of References <ul style="list-style-type: none"> • 3 or more references • Follows APA reference format • Use of reference citations throughout the report 	3 2 1	5
Appendices <ul style="list-style-type: none"> • Only includes materials referenced in the paper • Each appendix should be labeled and titled • Cover page is typed 	3 2 1	5
Writing style <ul style="list-style-type: none"> • Materials are organized and presented in an exceptionally professional manner • Very limited grammatical, format and/or processing errors • Correct punctuation used throughout • Page numbers throughout • Material is typed, double-spaced • Uses paragraphs • Appendices clearly labeled 	3 2 1	15

Total Points Possible = 100

3 = "Exceeds expectations"

2 = "Meets expectations"

1 = "Does not meet expectations"

INTERNSHIP FORMS

AGENCY DATA SHEET

Agency: _____

Address: _____

City: _____ State _____ Zip: _____

Designated Supervisor: _____

Supervisor's E-mail: _____ Telephone: _____

Type of Organization (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> Food and Beverage | <input type="checkbox"/> Camp |
| <input type="checkbox"/> City Park | <input type="checkbox"/> Tourism |
| <input type="checkbox"/> State or National Park | <input type="checkbox"/> Hotel/Lodging Facility |
| <input type="checkbox"/> Recreation Center | <input type="checkbox"/> Convention/Visitors Bureau |
| <input type="checkbox"/> Sports management | <input type="checkbox"/> Club |
| <input type="checkbox"/> Resort | <input type="checkbox"/> Other (please specify): |
- _____

Website: _____

Initial Student Self Evaluation

Circle the number that most closely represents your present level of confidence with the following competencies:

- | | | | |
|---|---------------|---|---------------|
| 1 | Poor | 4 | Above Average |
| 2 | Below Average | 5 | Superior |
| 3 | Average | | |

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Initiating new ideas	1	2	3	4	5
Skill in planning activities/events	1	2	3	4	5
Creativity	1	2	3	4	5
Communication Skills	1	2	3	4	5
Ability to utilize constructive criticism	1	2	3	4	5
Leadership Skills	1	2	3	4	5
Physical Stamina	1	2	3	4	5
Adaptability	1	2	3	4	5
Decision-Making Skills	1	2	3	4	5
Organizational Skills	1	2	3	4	5
Critical Thinking & Problem Solving Skills	1	2	3	4	5
Time Management	1	2	3	4	5
Ability to portray a professional image	1	2	3	4	5

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Additional Comments:

Based on your educational background at this point in time, in what areas do you feel you have developed confidence and in what areas do you need improvement?

MEMORANDUM OF UNDERSTANDING
ARKANSAS TECH UNIVERSITY AND INTERNSHIP AGENCY

Agency: _____

Address: _____

City: _____ State: _____ Zip: _____

Intern Name: _____

Date of Contact: _____

This agency agrees to supervise and evaluate the above named intern. Further, the University agrees to provide appropriate academic support for the Intern by periodic consultation with the Agency Supervisor and the Intern.

The Agency will schedule a minimum of 560 clock-hours of supervised field internship. Stipend, or pay, provided to the student will be _____ for the duration of the program and will be divided as follows: _____.
(Specify)

The Agency will provide housing for Intern: _____ YES _____ NO

If YES, please specify: _____

This agreement is effective from _____ to _____.
(month, day, year) (month, day, year)

Signed

_____ for _____
(Agency)

_____ for _____
(University)

_____ for _____
(Intern)

Please return this form to:
Arkansas Tech University
Department of Parks, Recreation, and Hospitality Administration
1205 North El Paso Avenue
Williamson Hall
Russellville, AR 72801
FAX: (479)968-0600

Student Personal Data Sheet

NAME: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

E-MAIL ADDRESS: _____

INTERNSHIP PHONE # (INCLUDE AREA CODE): _____

STUDENT CELL PHONE # (INCLUDE AREA CODE): _____

You must provide below the names, addresses and phone numbers (including cell phone numbers) for 2 emergency contacts.

1st CONTACT

NAME: _____ RELATIONSHIP: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

HOME PHONE # (INCLUDING AREA CODE): _____

CELL PHONE# (INCLUDING AREA CODE): _____

2ND CONTACT

NAME: _____ RELATIONSHIP: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

HOME PHONE # (INCLUDING AREA CODE): _____

CELL PHONE# (INCLUDING AREA CODE): _____

This form must be completed and submitted to the University Supervisor before the internship begins.

WEEKLY REPORT

Instructions: To be completed by the intern at the end of each week and returned to the University Supervisor. Reports should be reviewed and signed by the Agency Supervisor. Students are encouraged to discuss experiences and any other pertinent information.

Name: _____ Week Number: _____

Dates: _____

Topics Covered This Week: _____

DAILY EXPERIENCES

SUNDAY

Hours worked: _____

MONDAY

Hours worked: _____

TUESDAY

Hours worked: _____

WEDNESDAY

Hours worked: _____

THURSDAY

Hours worked: _____

FRIDAY

Hours worked: _____

SATURDAY

Hours worked: _____

PAID HOURS WORKED FOR THE WEEK: _____

VOLUNTEER HOURS WORKED FOR THE WEEK: _____

TOTAL HOURS WORKED FOR THE WEEK: _____

Signature of Agency Supervisor: _____

MID-TERM EVALUATION

Name of Intern _____

Name of Supervisor _____

Dates of Evaluation _____ to _____

This evaluation is to be completed by the Agency Supervisor and conducted after the Intern has completed approximately 280 hours of work. Please share evaluation results (feedback) with the Intern after completing the evaluation. This evaluation should provide the opportunity to share positive aspects of the internship with the Intern and suggestions for changes or improvement for the future. The completed form should be sent to the University Supervisor.

PERFORMANCE:
3 = Always
2 = Most of the time
1 = Seldom
N/A = Not applicable

PERFORMANCE	RATINGS (1-3)	COMMENTS
Exhibits knowledge of subject matter		
Maintains a professional attitude and image		
Communicates effectively and appropriately with guests		
Exhibits effective verbal and written communication		
Adapts to industry technology		
Completes tasks on time		
Applies critical thinking skills		
Applies problem-solving skills		
Adaptability to change		
Exhibits self-motivation		
Utilizes constructive criticism		
Adapts to the physical demands of the job		

Exhibits leadership skills		
Adheres to agency policies and procedures		

Days late: _____

Days absent: _____

Suggestions for Improvement:

Suggestions for **Intern** which might strengthen the intern's performance in the future.

Suggestions for **Academic Program** which might strengthen the Intern's performance in the future.

Signature of Agency Supervisor

Signature of Intern

Date

FINAL EVALUATION

Name of Intern _____

Name of Supervisor _____

Dates of Internship _____ to _____

This evaluation is to be completed within one week after the intern completes the internship. Please take the time to conduct a meeting with the intern after completing the evaluation to share positive aspects of the internship and suggestions for changes or improvement for the future. The completed form should be sent to the University Supervisor.

PERFORMANCE: **3 = Always**
 2 = Most of the time
 1 = Seldom
 N/A = Not applicable

PERFORMANCE	RATINGS (1-3)	COMMENTS
Exhibits knowledge of subject matter		
Maintains a professional attitude and image		
Communicates effectively and appropriately with guests		
Exhibits effective verbal and written communication		
Adapts to industry technology		
Completes tasks on time		
Applies critical thinking skills		
Applies problem-solving skills		
Adaptability to change		
Exhibits self-motivation		
Utilizes constructive criticism		
Adapts to the physical demands of the job		

Exhibits leadership skills		
Adheres to agency policies and procedures		

Days late: _____

Days absent: _____

*****RECOMMENDED GRADE***** **A** **B** **C** **D** **F** **Other** _____

Suggestions for **Intern** which might strengthen the intern's performance in the future.

Suggestions for **Academic Program** which might strengthen the Intern's performance in the future.

Signature of Agency Supervisor

Signature of Intern

Date of Evaluation

STUDENT EVALUATION OF INTERNSHIP EXPERIENCE

Name: _____

Semester: _____ Year: _____

Agency: _____

Supervisor: _____

Date of Evaluation: _____

The Department of Parks, Recreation & Hospitality Administration has an interest in the learning opportunity that was provided to you through your internship. Please take a few minutes to make an honest evaluation of the internship. Please evaluate your internship experience in the following areas utilizing the following scale.

RATING: **3 = Always**
 2 = Most of the time
 1 = Seldom
 N/A = Not applicable

ORIENTATION	RATING (1-3)	COMMENTS:
Agency provided orientation to programs and facilities		
Agency provided orientation to policies and procedures		
Agency provided orientation to job duties and expectations		
AGENCY SUPERVISION	RATING (1-3)	COMMENTS
Supervisor provided feedback at appropriate times		
Supervisor had "open door policy"		
You were empowered by your supervisor		
The amount of responsibility increased as skill level improved		
Supervisor communicated effectively		
You were given adequate supervision		

LEARNING EXPERIENCES	RATING (1-3)	COMMENTS
You were allowed to pursue individual interests within the industry		
You were given the opportunity to experience multiple facets of the environment		
Networking opportunities were provided		
Work environment was conducive to learning		
You felt as though you were a member of the team		
ACADEMIC BACKGROUND	RATING (1-3)	COMMENTS
The classroom learning experiences provided a foundation for your internship		
The University Supervisor was accessible throughout the internship experience		
The University Supervisor provided support throughout the internship experience		

Please answer the following questions to the best of your ability.

1. What do you see as the strengths of this agency’s internship program?

2. What do you see as the weaknesses of this agency’s internship program?

3. Would you recommend this agency to another student as a possible internship site?

4. Your final evaluation was a fair representation of your overall performance?

5. Were there any areas where you felt your education did not properly prepare you? If so please explain.

6. Any suggestions or comments to the University?

Student's Final Self Evaluation

Circle the number that most closely represents your present level of confidence with the following competencies:

- | | | | |
|---|---------------|---|---------------|
| 1 | Poor | 4 | Above Average |
| 2 | Below Average | 5 | Superior |
| 3 | Average | | |

Confidence in initiating new ideas	1 2 3 4 5
Skill in planning activities/events	1 2 3 4 5
Creativity	1 2 3 4 5
Communication Skills	1 2 3 4 5
Ability to utilize constructive criticism	1 2 3 4 5
Leadership Skills	1 2 3 4 5
Physical Stamina	1 2 3 4 5
Adaptability	1 2 3 4 5
Decision-Making Skills	1 2 3 4 5
Organizational Skills	1 2 3 4 5
Critical Thinking & Problem Solving Skills	1 2 3 4 5
Time Management	1 2 3 4 5
Ability to portray a professional image	1 2 3 4 5

Final Thoughts

Based on your internship experience, in what areas do you feel you have developed confidence and in what areas do you feel you need improvement?
