



# **Northern Illinois University**

**School of Family and Consumer Sciences  
College of Health and Human Sciences**

**Summer Internship Handbook**

## **HOSP 495 Hospitality Internships**

Hospitality and Tourism Management  
Northern Illinois University  
Wirtz Hall  
DeKalb, IL 60115

## **What is an Internship?**

An internship is a planned and closely supervised “hands-on” learning experience providing you with a wide-range of actual work activities and opportunities to shadow or observe portions of operations or administration for which actual work experience is not practical or possible. The objective of the internship is to give you reality-based experience to balance (augment) the theoretical knowledge acquired in the classroom.

Students who wish to participate in an internship class need to have completed the following three courses: HOSP 302 or HOSP 304, HOSP 316, and HOSP 301. Meet with your academic advisor and the internship coordinator to discuss future goals and your desires as you plan for your internship. Students have the options to complete an eight-credit internship in one semester, or split it in two semesters – four credits in each semester. If you take an eight-credit internship in the summer, you are expected to work for 400 hours in 8-10 weeks. It is a full-time experience. Do not plan to hold another job or take classes during the summer semester. For spring or fall semester, if you take an eight-credit internship, you are expected to work for 400 hours in 15 weeks. You should not take more than nine credit hours from other classes while you are doing your eight-credit internship. If you split the eight credits in two semesters, you will register four credits and work 200 hours per semester. Internships are paid experiences. The rate of pay is left between you and your internship site. You must be enrolled in HOSP 495 and complete 400 work hours following the university guidelines to receive the internship credits.

You must secure your internship with the help of the internship coordinator. The Hospitality Career Fair is the annual event designed to help you network with various hospitality companies in spring semester. However, do not limit your search to this event. There are many excellent employers out there. Decide what segment of the industry you are particularly interested and exploring and then determine what companies in that segment of the industry are in the geographic area that you will be living in for the summer, spring or fall semester.

After you select a location, contact that person with your cover letter, the Internship Handbook and your résumé to see if they can offer you an internship experience.

During the internship, you should learn how to “do the work” in as many areas of operations and administration as possible. However you are required to intern in two operational units during the internship. You should become familiar with industry vocabulary, business practices and customer service. You should also gain a basic understanding of organizational structure and be exposed to as many administrative areas as possible such as finance, marketing, sales and personnel.

NORTHERN ILLINOIS UNIVERSITY  
HOSPITALITY INTERNSHIP  
***HOSP 495 SYLLABUS***  
Summer

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**INTERNSHIP COORDINATOR:** Lan Li

**OFFICE:** 158 Wirtz Hall

**MAILING ADDRESS:** School of Family and Consumer Science, Northern Illinois University,  
DeKalb, IL 60115

**OFFICE PHONE:** 815-753 6385; **FAX:** 815-753-1321

**E-MAIL ADDRESS:** lanli@niu.edu

**SCHEDULED HOURS:**

To be decided by the site preceptor and students, and verified by students for the coordinator. One credit hour roughly equates to 50 working hours. The semester is based on a 15 week experience, and a normal load of 400 hours (about 27 hours per week for 15 weeks).

**COURSE DESCRIPTION:** A semester of work experience in an approved hospitality organization for students to observe, participate in and analyze the field that they have chosen as their career.

**COURSE OBJECTIVES:** During the internship, the student shall:

- Learn how to “do the work” in as many areas of operations and administration as possible.
- Become familiar with industry vocabulary, business practices and customer service.
- Be able to demonstrate an understanding of organizational structure.
- Be exposed to as many administrative areas as possible, including but not limited to finance, marketing, sales and personnel.

**COURSE GRADING**

A letter grade will be given only after completing the following requirements:

1. Internship contract	10 points
2. Company profile	20 points
3. Biweekly experience review (6x10)	60points
4. Employer evaluation and verification of hours (15 each x 2)	30 points
5. Self-Evaluations (5 points each x 2)	10 points
6. Final Report	<u>30 points</u>
Total	160 points

**A 93-100% A- 90-92% B+ 87-89% B 83-86% B- 80-82% C+ 77-79% C 70-76% D 60-69%**

## **Class Policies**

Northern Illinois University is committed to providing an accessible educational environment in collaboration with the Disability Resource Center (DRC). Any student requiring an academic accommodation due to a disability should let their faculty member know as soon as possible. Students who need academic accommodations based on the impact of a disability will be encouraged to contact the DRC if they have not done so already. The DRC is located on the fourth floor of the Health Services Building, and can be reached at 815-753-1303 or [drc@niu.edu](mailto:drc@niu.edu).

**Assignments: Always keep one copy of assignments/projects for your records. All assignments will be submitted on the Blackboard and due at midnight on Sundays.**

**HOSPITALITY INTERNSHIP STUDENT CONTRACT**  
**SCHOOL OF FAMILY AND CONSUMER SCIENCES**  
**NORTHERN ILLINOIS UNIVERSITY**

STUDENT INTERN: \_\_\_\_\_

SUMMER ADDRESS: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_

SUMMER PHONE: \_\_\_\_\_ ZIP: \_\_\_\_\_

EMAIL ADDRESS USED: \_\_\_\_\_



NAME OF INTERNSHIP OPERATION: \_\_\_\_\_

NAME/TITLE OF INTERNSHIP PRECEPTOR: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_

PHONE: \_\_\_\_\_ ZIP: \_\_\_\_\_

INTERNSHIP COORDINATOR: Lan Li 815-753-6385, lanli@niu.edu

GENERAL TERMS:

I, \_\_\_\_\_ will enroll in HOSP 495 at Northern Illinois University during summer for eight credit hours. This means I will work approximately 40 hours per week for 8-10 weeks. I understand that I must work at least 50 hours at the internship site for each credit of HOSP 495 that I register for eight credits and work for a total of 400 hours.

I have met with my internship coordinator and received the HOSP 495 **syllabus** and class objectives. I have fulfilled the necessary prerequisites for the internship, including HOSP302 or HOSP 304, HOSP 316, and HOSP 301.

I have met with the site preceptor and obtained a signed copy of the **Employer Letter of Understanding**, a copy of which is then given to the internship coordinator.

I have completed and signed an **Intern Job Description** as discussed and agreed upon with the site preceptor and secured a signature of agreement from my site preceptor on that Job Description, a copy of which is then given to the internship coordinator.

I have read and signed a **Dismissal Policy from Internship** form.

**I understand and agree to the terms specified above in this student internship contract.**

**INTERN**

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

This signature page is to be signed, copied and returned to the internship coordinator.

### **STUDENT RESPONSIBILITIES TO THE INTERNSHIP SITES:**

1. I will fulfill all job responsibilities set forth in the Intern Job Description, plus other duties as assigned by my internship preceptor.
2. I realize that this internship is considered a professional placement and if extended days are missed, they will be made up. Vacations or holidays will be taken in accordance with the Internship Site calendar rather than the university calendar.
3. I will make requests for absences from work from the site supervisor, as would be expected of a regular employee, as well as notify the supervisor as soon as possible of any absence due to an emergency or illness.
4. I recognize that I am responsible for personal transportation to and from the internship site, and that I must carry at least the minimally designated automobile insurance required by the state.
5. I will maintain confidentiality of my site materials in accordance with the policies of the corporation.
6. I will be a good employee: ask questions, be observant, get involved and represent Northern Illinois University in a professional manner.
7. I will work to gain first-hand knowledge and apply management theory to analyze the practices of management in the industry.
8. I will demonstrate an attitude and demeanor of professionalism as a prospective manager in the hospitality industry.

### **STUDENT RESPONSIBILITIES TO THE UNIVERSITY:**

#### **Before Beginning On Site:**

1. I will enroll be enrolled in HOSP 495 for eight credits before the end of the fall or summer semester.
2. I will complete all requirements of as outlined on HOSP 495 syllabus.
3. I will research the company I will be working for, write a two-page paper about the company and the client location to be turned into the internship coordinator before going on site.

#### **During the Internship:**

1. I will keep a daily or weekly activities log which is to be submitted to the coordinator through Blackboard (an internet-based communication space) on a biweekly basis by Sunday every two weeks.
2. I will provide verification of work hours, filled out by the intern and signed by the preceptor to the coordinator each week or at least by the end of the semester. A copy of the company time-card may be substituted.

3. I will help to arrange a visit for the internship coordinator on site at least once during the semester. I will be available to meet at that time, as will my site preceptor if possible.
4. I will contact the internship coordinator immediately if I have problems or concerns about my internship experience that I am unable to resolve with my site preceptor. I understand that the coordinator is my advocate and is there to help me get the best experiences possible from this internship.

**At the End of the Internship Semester:**

1. The intern will submit a typed paper (five to 10 pages) to the internship coordinator covering the following areas:
  - Describe the purpose and structure of the internship site.
  - Describe your duties and accomplishments as an intern, and how they relate to the internship site.
  - What were the most helpful and least helpful aspects of the internship to you?
  - In what specific ways have your professional skills improved during the course of the internship?
  - Other reflections on the internship as a whole, your contributions to the working unit, the company as a whole and your general overview of the experience.
  - Are there any ways in which you think this internship could be modified to be more valuable for someone else like yourself in the future?

**Grades for the internship experience will not be submitted until this report is received. This report will be due on the Monday of the 15th week of the semester.**

1. Twice during the internship (at weeks seven and 15), the intern will do an online self-evaluation. The site supervisor will also do an online Employer Evaluation of Intern Performance and the intern and site supervisor will discuss the evaluation.

## **DISMISSAL POLICY FROM INTERNSHIP EXPERIENCE**

University policy requires that all students be informed of the possibility of being dismissed from practicum and internships. Please read the following; date and sign one copy; and return to the faculty internship coordinator indicating you understand this procedure and the basis for dismissal.

Students may be dismissed from the internship for the following reasons:

**1. Violation of the procedures, policies or ethics of the cooperating internship site as judged by the site preceptor or the intern coordinator.**

This would include such behaviors as violations of confidence, deliberately and continually disobeying a supervisor, acting in such a way as to put clients or agency staff in physical or emotional jeopardy, acting in such a way as to place the site in an ineffective or extremely embarrassing position, or other such deliberate and continual acts of misconduct or infractions of rules.

**2. Acting in an unprofessional manner.**

Students may be dismissed for engaging in unprofessional behavior, as judged by the site or intern coordinator, which severely diminishes the effectiveness of the site; places clients, staff or innocent bystanders in physical or emotional jeopardy; tends to represent self as having more authority, control, power, credentials or ability than that of a site intern; or any other unprofessional behavior that seriously calls into question an individual intern's ability to handle the demands of internship.

**3. Gross incompetence or negligence.**

As judged by the site or the intern coordinator, so as to endanger the physical and psychological health of clients, staff, or others; having the effect of creating unnecessary risks and dangers for clients, staff or the general public.

**4. At the request of the site or intern coordinator.**

In addition to dismissal for the intern's own misbehavior, they should be advised that a site may request removal of an intern for situational reasons peculiar to that site (e.g., the inability to give proper supervision). Also, you should be aware that the intern coordinator may withdraw an intern at any time from internship if it is felt that either; 1) The intern is being physically damaged by the experience, or 2) The intern is getting a completely inadequate or inappropriate internship experience or is being inadequately supervised. In any of these circumstances, where a specific internship site or setting is terminated for you, the intern coordinator will make an effort to secure another setting in accordance with the following options (determined by the internship coordinator); A) Secure a new internship site for the remaining weeks of the internship, B) Reduce the number of credit hours for the semester to correlate with clock hours already completed (using formula of one credit hour for every 50 hours of work), or C) Any of the equitable arrangement that can be worked out between the intern coordinator and you.

**NOTE:** The intern coordinator; the School of Family, Consumer and Nutrition Sciences; and Northern Illinois University bear no responsibility to secure a new site for students who are dismissed because of their own misbehavior. Student may appeal any dismissal or grade through the normal grade appeal system.

**Student Signature** \_\_\_\_\_

## Internship Checklist

Date	Item
____ Prior to internship enrollment	Completed HOSP 302 or HOSP 304, HOSP 316, and HOSP 301.
____ Early in college career	Résumé developed.
____ Early in process	Visit career services and get advice on résumé.
____ Two semesters before	Research internship locations to meet your careers goals.
____ Two semesters before	Write cover letter.
____ One or two semesters before	Contact internship site and secure an interview for internship experience.
____ Semester before	Obtain a letter of understanding from employer.
____ Semester before	Enroll in HOSP 495 to receive credit for internship.

\_\_\_\_ Semester before

Attend pre-internship meeting held by HTM internship coordinator.

\_\_\_\_ Semester before

Turn in internship paper to instructor.

\_\_\_\_ Semester of internship

Attend internship and complete assignments in a timely manner.

\_\_\_\_ Semester of internship

Complete all requirements of HOSP 495 syllabus.

\_\_\_\_ Semester of internship

Make sure documentation has been received from your employer and that you completed 400 hours of internship experience.

\_\_\_\_ Semester of internship

Receive grade for course.

## Letter of Understanding

The School of Family and Consumer Sciences at Northern Illinois University offers a four-year bachelor's degree in Hospitality and Tourism Management. Our majors receive practical, hands-on experience to balance the theoretical knowledge acquired in the classroom.

Each student must complete 400 hours of internship hands-on training in the hospitality industry to both receive college credits and as a requirement for graduation. All internship employers should attempt to expose students **to at least two operational areas** to offer a thorough knowledge of the business. Naturally, practical considerations may modify how this happens.

Students will be scheduled according to your company's needs, including weekends, and will be supervised at each stage. Student's wages should be an agreed upon standard rate per hour, regardless of departments during their training.

Students will be visited or contacted by the faculty internship coordinator and receive information on their progress on a regular basis.

Upon completion of training, each student will be evaluated by your company using the Employer Evaluation provided by this department. You will receive a grade based upon the evaluation.

We appreciate your company's participation in this program and acceptance of the student as an intern.

### **Expectations of the Employer:**

Each student in the hospitality program must complete a 400-hour internship in the hospitality industry as a requirement for graduation. During this internship it is expected that the employer will:

- \_\_\_\_ Allow the student to work 400 hours of hands-on experience and expose the student to the various management aspects of the industry.
- \_\_\_\_ Help the student develop a job description for the internship, planning what the internship experience will be and the time frame surrounding those experiences.
- \_\_\_\_ Keeping practical considerations in mind, expose the student to as many management/departmental/functional areas of the hospitality industry as possible in order to prepare them for management within the industry.
- \_\_\_\_ Schedule the student according to company needs and supervise the student at each stage.
- \_\_\_\_ Agree to a standard rate per hour of pay, regardless of departments or duties assigned to the student during training.
- \_\_\_\_ Complete an evaluation of the student's behavior twice during the semester using the form provided, and go over that evaluation with the student to help improve performance and set new goals.

Please complete the Letter of Understanding and return to the student. They will provide a copy to the internship coordinator, who can be contacted at the following address:

Lan Li  
Coordinator of Hospitality and Tourism Management

School of Family and Consumer Sciences  
Northern Illinois University  
DeKalb, IL 60115  
815-753-6385  
e-mail: lanli@niu.edu  
815-753-1321-FAX

Name of Student Intern: \_\_\_\_\_

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

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

Company Telephone #: \_\_\_\_\_

Name and Title of Preceptor: \_\_\_\_\_

Signature of Preceptor: \_\_\_\_\_

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

Employer Evaluation of Intern Performance

**To be completed twice during the semester and returned to the internship coordinator (a weblink will be provided to you on week seven and week 15, and you will do the evaluation online).**

Name of Student Intern: \_\_\_\_\_

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

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

Company Telephone #: \_\_\_\_\_

Name and Title of Supervisor: \_\_\_\_\_

Internship Starting Date: \_\_\_\_\_ Ending Date: \_\_\_\_\_

(Month/Day/Year)

(Month/Day/Year)

Total Hours Worked: \_\_\_\_\_

Please rate the internship student on each of the following characteristics. Place a check next to the statement that most accurately describes the performance of the student.

1. Problem-solving Skills: Thinks analytically, can perform under pressure, thinks quickly on the spot, ability to think in stressful environment.

\_\_\_ 1. Very Acceptable

\_\_\_ 2. Acceptable

\_\_\_ 3. Not Acceptable

2. Communication Skills: Communicates effectively; presents ideas simply and clearly and uses good grammar; speaks clearly and concisely; makes effective oral presentations; demonstrates active listening skills.

\_\_\_ 1. Very Acceptable

\_\_\_ 2. Acceptable

\_\_\_ 3. Not Acceptable

3. Communication Skills (written): Demonstrates professional writing skills; communicates well via email; creates clear, concise documents using appropriate style, format, spelling and

grammar; carefully interprets written communication.

- 1. Very Acceptable
- 2. Acceptable
- 3. Not Acceptable

4. Professional Knowledge and Skills: Has an understanding and general knowledge of the appropriate academic content; has the skill and knowledge to achieve responsibilities; ability to apply skills at work.

- 1. Very Acceptable
- 2. Acceptable
- 3. Not Acceptable

5. Customer Service Skills: Is friendly, understanding and helpful to customers; courteous and tactful to customers.

- 1. Very Acceptable
- 2. Acceptable
- 3. Not Acceptable

6. Professional Habits: Shows an interest in their chosen profession; works toward self-improvement; is an enthusiastic worker; works well with colleagues from diverse background.

- 1. Very Acceptable
- 2. Acceptable
- 3. Not Acceptable

7. Absenteeism

- 1. Is not a problem with the student. (Acceptable)
- 2. Is a problem with the student. (Unacceptable)

8. What are the outstanding attributes of this student?

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9. Describe any problems the student encountered in the work environment:

10. What areas does this student need to improve most?

11. (Optional) Would you hire this student? Yes \_\_\_\_\_ No \_\_\_\_\_

12. Have you discussed this evaluation with the student: Yes \_\_\_\_\_ No \_\_\_\_\_

13. Please make any other comments you feel would be helpful to the department faculty in aiding this student to develop proper skills for working in the Hospitality Industry:

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## NIU Hospitality Management Internship- HOSP 495

### Student Self Evaluation Form

To be completed twice during the semester and returned to the internship coordinator (a weblink will be provided to you on week seven and week 15, and you will do the evaluation online).

**Using the scale below from very high competency to very low competency, please indicate how competent you feel in the following skills.**

#### **Focusing on Customers:**

- a. Actively listens and asks questions to assess the level of satisfaction with the service being provided and to prevent problems from occurring.

**1=not at all competent**

**2**

**3**

**4**

**5= very competent**

- a. Regularly monitors customer satisfaction and takes personal responsibility to ensure it.

**1=not at all competent**

**2**

**3**

**4**

**5= very competent**

- b. Corrects problems promptly and nondefensively.

**1=not at all competent**

**2**

**3**

**4**

**5= very competent**

#### **Communicating Openly:**

- a. Asks questions as necessary to clarify the message.

**1=not at all competent**

**2**

**3**

**4**

**5= very competent**

- b. Actively listens and responds to associates.  
**1=not at all competent**  
**2**  
**3**  
**4**  
**5= very competent**
  
- c. Speaks clearly and articulately with individuals and groups.  
**1=not at all competent**  
**2**  
**3**  
**4**  
**5= very competent**

**Decision-making:**

- a. Makes decisions and commits to a course of action with information available.  
**1=not at all competent**  
**2**  
**3**  
**4**  
**5= very competent**
  
- b. Addresses conflict in a timely manner.  
**1=not at all competent**  
**2**  
**3**  
**4**  
**5= very competent**



