

LUTGERT COLLEGE OF BUSINESS
School of Resort & Hospitality Management



STUDENT INTERNSHIP I





*School of
Resort & Hospitality Management*



**Student and Employer Forms to be completed
before the Internship begins. Forms must be
approved by FGCU SHRM Internship
Coordinator.**





**SCHOOL OF RESORT & HOSPITALITY MANAGEMENT,
LUTGERT COLLEGE OF BUSINESS
Florida Gulf Coast University**

WORK VERIFICATION STATEMENT

This form is to be completed and signed by both the student and employer documenting the completion of at least 250 hours of work experience. Only those hours accrued after the student passed the age of fifteen will qualify towards credit for work experience.

THIS PAGE TO BE FILLED OUT BY STUDENT:

Student Name: _____ UIN #: _____

Student Signature: _____

Home Address: _____

Local Address: _____

Home Phone: _____ Local Phone: _____

NAME AND LOCATION OF WORK EXPERIENCE SITE:

Name of Employer: _____

Address: _____

Manager/Supervisor: _____

Position held by student: _____

Dates of work experience: _____

Number of hours worked: _____

Describe duties performed:



**SCHOOL OF RESORT & HOSPITALITY MANAGEMENT,
LUTGERT COLLEGE OF BUSINESS
Florida Gulf Coast University**

THIS FORM TO BE FILLED OUT BY EMPLOYER:

I verify that _____ has performed _____ hours
(Student's Name)

Of hospitality work experience as previously described with _____ (Employer).

Comments regarding work performance/personal characteristics of this student (optional):

Must attach a copy of paycheck stub, W2, or Letter printed on company Letterhead to verify student's hours.

Name of Student: _____

Name of Facility: _____

Address: _____

Signature of Supervisor: _____

Phone: _____

Date: _____

*Thank you for employing a School of Resort & Hospitality Management student from FGCU.
We appreciate your continued support of our school and look forward to working together in the future.
Please direct all correspondence to:*

Jennifer McGurk
Internship Coordinator



SCHOOL OF RESORT & HOSPITALITY MANAGEMENT **Spring 2017 INTERNSHIP 1 LETTER OF AGREEMENT**

Student Intern (pleases type or print in ink)

I, _____ (Student) agree to an internship agreement with
_____ (Employer) located in _____ (City), beginning on
_____ (Day and Date) and ending on _____ (Day and Date).

Supervisor of Student Intern at Hosting Property (please type or print in ink)

The above company has agreed to employ the said student for the period of time indicated. The student and I, _____ (Name and Title) will meet weekly for discussions regarding progress. I will be responsible for the evaluations of the student and the overall supervision of the internship. My phone number is _____. I am in the _____ department. The Employer confirms its commitment to not discriminate based on race, color, religion, disability (or handicap), sex, age, national origin, marital status, genetic predisposition, sexual orientation, gender identity/gender expression, or veteran status.

The student shall be considered a member of the staff and have the accompanying responsibilities and privileges. It is required that the student work a minimum of 500 total hours (equivalent to 3 university credit hours). If a student wishes to complete the internship within one semester (16 weeks), the student should work approximately 35 hours per week. If the student and employer agree to a longer time frame, the students schedule may vary to meet employer needs or the student's class schedule.

PURPOSE

The parties specified in this Agreement have determined that they have a mutual interest in providing for student learning experiences with the above Employer. Florida Gulf Coast University has determined that student placements with Employer are consistent with the goals and objectives of the curriculum and will enhance the program of study.

TERM

Effective date for the Agreement shall be the date indicated above. It shall run continuously without necessity for renewal.

Either party, upon written notice of at least fourteen (14) days, may terminate this Agreement.

STUDENT (please print)

Name _____ FGCU UIN _____ TERM _____

Address _____

City _____ State _____ Zip _____

Phone _____ FGCU Email _____

Internship 1 ☐ Credit hours earned _____

EMPLOYER (please print)

Organization/Company Name _____

Address _____

City _____ State _____ Zip _____

Site Supervisor/Mentor's Name _____ Title _____

Phone _____ Email _____

Please note: the student evaluation will be sent to the email address provided above.

INTERNSHIP POSITION (To be completed by Organization/Company)

Internship Title: _____ Pay: _____

I understand that I am committing myself to working 500 hours for the employer listed. I acknowledge that I have been advised to register for a lighter course-load (0-9 credit hours in addition to the internship) for the duration of my internship. By taking a smaller course-load, I understand that I can and should make these credit hours up with additional courses when I am not committed to an internship. In many instances, this includes summer courses.

I have read and reviewed the Internship Agreement attached

Student Signature _____ Date _____

Employers HR Director/GM/Acting Official Signature _____ Date _____

Internship Approved Florida Gulf Coast University Board of Trustees:

Dean/Designee Signature _____ Date _____

Student's Name: _____ Date: _____

Internship Site: _____

Site Supervisor/Mentor: _____

KEY INDUSTRY WORK SECTORS

- | | |
|--|--|
| <input type="checkbox"/> Lodging | <input type="checkbox"/> Recreation |
| <input type="checkbox"/> Spa | <input type="checkbox"/> Tourism |
| <input type="checkbox"/> Food & Beverage | <input type="checkbox"/> Private Club |
| <input type="checkbox"/> Transportation | <input type="checkbox"/> Events/Catering |

INTERSHIP POSITION DEPARTMENT: _____**INTERN TASKS, ACTIVITIES, PROJECTS, EVENTS AND/OR ROTATIONS (OR ATTACH A PLAN)****I WILL BE EXPOSED TO THE FOLLOWING POSITIONS AND/OR DEPARTMENTS (MINIMUM OF 2 REQUIRED):**_____
Position/Department One_____
Position/Department Two_____
Other exposures or special projects**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM INTERNSHIP RESPONSIBILITIES:**_____

Please note if intern plan needs to be amended at any time, please contact
Jennifer McGurk, Internship Coordinator at 239 590 1460 or email jenmcgurk@fgcu.edu.

Student Signature_____
Date_____
Employers Human Resources Director/General Manager/Acting Official Signature_____
Date_____
FGCU Internship Coordinator Signature_____
Date



RESORT & HOSPITALITY MANAGEMENT

PROGRAM

INTERNSHIP 1

REQUIREMENTS



RHM INTERNSHIP 1

IDENTIFY INTERNSHIP EMPLOYER AND POSITION

Find an industry employer in the business of selling or directly supporting services in one of the following sectors:

- ❖ Lodging (hotels, resorts, inns, motels, bed & breakfasts, etc.)
- ❖ Food & Beverage (restaurants, bars, clubs, institutional food service, etc.)
- ❖ Transportation (airlines, car rental firms, rail, cruise ships boat or ferry, etc.)
- ❖ Tourism (tour operators, travel agencies, tourist information offices, etc.)
- ❖ Events/Recreation (theme parks, national parks, ski areas, golf courses, marinas, sports arenas, entertainment companies, etc.)
- ❖ Private Clubs (country, yacht, residential, etc.)

The employer must agree to a minimum of your performance and provide at least 500 hours of industry work experience exposing you to two positions or departments. You must visit the RHM website and view the list of designated employers. If you need assistance or suggestions, please contact Mrs. Jennifer McGurk, Internship Coordinator at 239 590 1460 or jenmcgurk@fgcu.edu.

MINIMUM STUDENT QUALIFICATIONS

- To qualify, the student shall be a declared major in the School of Resort & Hospitality Management, completed 30 credit hours of course work to include HFT 1000 Introduction to Hospitality, and completed 250 hours of industry experience.
- Before beginning any internship for academic credit, students must seek approval from the internship coordinator by phone, email, or in person.
- All International students who currently hold an F-1 or J-1 visa should contact the office of Global Initiatives and International Services in Reed Hall 122 or phone 239 590 7925 to verify eligibility to apply for the Curricular Practical Training (CPT) and immigration compliance.

TIME REQUIREMENTS

- To earn three credit hours of academic credit, students are required to work a minimum of 500 hours at an approved site. Although exact hours cannot be established, it is recommended that the intern works approximately 35 hours per week to complete the internship within one semester. This may vary according to the needs of the supervising entity and the opportunities for the intern. Students are strongly encouraged to 'bank' internship hours to allow them to take more than one semester to complete an internship. **All paperwork must be completed before hours may be counted or "banked."**

- RHM Majors can start banking internship hours when they have 30 or more credits and have completed either Introduction to Hospitality HFT 1000 or HFT 3003.
- Hours can be banked only from the time students receive approval from SHRM Internship Coordinator.
- ***For Event, Spa, Restaurant & Club Management concentration students:*** At least one internship experience (500 hours) must focus on the concentration as part of the work plan.

Note: The goal of all internships is to provide students with hands on experience in management and operations in a hospitality business. This will provide an industry edge and position them for management tracked positions upon graduation.

PRIORITY OF POLICIES

Students working for the Employer will be subject to University and Employer's Disciplinary Code. If alleged violations occur, Employer will notify the Internship Coordinator immediately. If such alleged violations reasonably seem to pose a continuous threat to others, the alleged violator may be suspended immediately by the Employer from participation in Employer's activities. Employer must immediately notify Internship Coordinator, who will arrange proper hearing procedures as soon as practical.

The Employer will require students participating in Employer's activities to comply with its own operational policies and procedures; however, in the case of inconsistencies, University policies will supersede unless the Internship Coordinator and Employer agree on alternative provisions. Employer will provide copies of such policies and procedures to Internship Coordinator and to students assigned to work for Employer.

GENERAL RESPONSIBILITIES OF THE PARTIES

UNIVERSITY

- Notify students of appropriate placement opportunities for the experiential learning activity.
- Approve placement site and learning objective.
- Award University credit to students, where appropriate, at the end of placement.
- Identify for the Employer the personnel serving as the primary contact for specified learning activities.
- Provide Employer with evaluation forms and deadlines.
- Inform Employer of the University calendar and initiate discussions of the students' obligations to report to Employer whenever classes are not in session.

STUDENT

- The student is responsible for adhering to the policies of the Employer.
- The student is responsible for adhering to the proper dress code required by the Employer.
- The student is responsible for transportation.
- The student is responsible for reporting to the Employer punctually and following all established regulations.
- The student will not submit for publication any materials relating to the internship experience without prior written approval of the Employer.
- The student shall hold all privileged information concerning the operation of the Employer and/or its customers in strict confidence.
- All international students who hold the F-1 or J-1 visa should contact the office of International Services to verify eligibility and immigration compliance.

At all times, the student must remember that he/she represents Florida Gulf Coast University and its current and future relationships with the Employer. Failure of students to comply with

employer, FGCU or internship policies or guidelines could result in a failing grade for the internship.

EMPLOYER

- Provide Jennifer McGurk, Internship Coordinator, with a list of duties or job descriptions for student placements with notation of any specific skills or abilities needed.
- Provide to Internship Coordinator and students written policies and operational procedures to which students are expected to adhere while they are within Employer's settings
- Provide a safe environment in compliance with all federal and state law and inform University and student of hazardous conditions and unusual circumstances that may create unsafe conditions.
- Provide opportunities for student observation and/or participation on Employer premises.
- Provide the student intern a planned, supervised program of hospitality related experiences, following the plan submitted to the Internship Coordinator.
- Provide students with an Internship Employment Plan to include shadowing management, participation in staff meetings, and placement in at least two functional areas of organization.
- Participate in planning and evaluation with students and, where appropriate, with University faculty.
- The Employer will identify the personnel serving as the primary contact for specified learning activities.
- Provide on-site supervision and guidance to learning activity.
- Complete the provided evaluation as required by the university at the conclusion of the internship period.
- Notify Internship Coordinator of unsatisfactory performance or misconduct of a student and provide documentation of any charge to Internship Coordinator for handling under University policies regulating student behavior and/or academic conduct. If the notice of an incident involving a student reasonably suggests that the student may be an imminent danger to the safety or property of others, the Employer may dismiss the student with immediate notice to Internship Coordinator.

NUMBER OF PLACEMENTS

The Employer and University will mutually determine the number of interns to be placed with Employer for a given term. Employer and University may decide to have no active placements for a period of time without affecting the continuation of this Agreement.

NONDISCRIMINATION

Both parties give mutual assurance that in performing their duties under this Agreement, they will not discriminate on the basis of race, sex, religion, national origin, age, or handicap. Reasonable accommodations for participation by disabled persons will be made in compliance with Section 504 of the Rehabilitation Act of 1973.

MONETARY COMPENSATION TO STUDENT REQUIRING SEPARATE AGREEMENT

Students placed in learning activities under this Agreement receive University credit toward an academic degree, including, where appropriate, hourly units. Monetary compensation to students is not provided under the terms set out herein, and any agreement between Employer and a student for monetary compensation to the student must be separate from this Agreement. Employer hereby stipulates that any such separate

agreement between itself and a student will comply with all state and federal laws, including the Fair Labor Standards Act, if such Act is applicable to Employer.

In witness whereof, the parties have caused this agreement to be signed by their respective administrative officers.

INTERNSHIP 1 PROCEDURE CHECKLIST

☐ CONTACT INTERNSHIP COORDINATOR

Before beginning any internship for academic credit, students must attend SHRM Orientation and/or meet with Jennifer McGurk, Internship Coordinator. (Communicate via email jenmcgurk@fgcu.edu, telephone 239 590 1460, or in person in Sugden Hall Room 213).

☐ IDENTIFY INTERNSHIP POSITION

Please visit the RHM website located at: www.fgcu.edu/cob/schoolofrhm/ and view the designated internship list. Student must make contact with the Resorts/Clubs/Properties of interest and aggressively pursue each of them (call the site first to arrange for an interview with Human Resources and/or the hiring official).

☐ PAPERWORK REQUIRED BEFORE BEGINNING THE INTERNSHIP

Students will meet with the Organization/Company offering the internship to complete the Internship Letter of Agreement and Internship Employment Plan located at www.fgcu.edu/cob/schoolofrhm/. The plan must be signed by a Human Resources Representative, General Manager, or Acting Official.

☐ MEETING WITH INTERNSHIP COORDINATOR

- Review the academic requirements for the internship.
- Submit the completed Internship Letter of Agreement and the Internship Employment Plan.
- A hard copy of the Drop/Add form is completed to authorize course registration and student brings Drop/Add form to the Office of the Registrar.

☐ REGISTRATION (Online registration is not available for Internships)

- a. To register for Internship 1 HFT 3945 you must email or drop off your Internship Letter of Agreement and Employment Plan for approval to Mrs. McGurk, Internship Coordinator.
- b. Course number and CRN are entered on the Drop/Add Form for registration for the 3 credit hour class. Student must take the completed form to Registrar's Office for enrollment.
- c. Student must confirm their registration on *Gulfline* and pay all tuition and fees by the deadline date published in the university academic calendar.

☐ CONTACT

Maintain contact with Jennifer McGurk, Internship Coordinator at 239 590 1460 or jenmcgurk@fgcu.edu or through Canvas at least once a month. **Mandatory Check-in is required on Canvas twice during the term for which you are registered for the internship. Please consult Canvas for due dates.** If at any point during your internship an issue or problem should arise and cannot be resolved by discussing it directly with your site supervisor, contact Jennifer McGurk immediately.

❑ PROCEDURE FOR REQUESTING AN INCOMPLETE

The student is responsible for the completion of all academic requirements as stated on the completed Internship Letter of Agreement. **If you have not completed the 500 required hours, email the Internship Coordinator and assigned professor at least one week before the end of the semester to request an “I” (for incomplete).** Hours must be completed within one year of receiving an “I” or your grade will automatically become an “F” through the Office of the Registrar. Please contact the Internship Coordinator for the exact date, as the dates will vary from semester to semester. Please note that an “I” (incomplete) does not affect your GPA.

❑ PROCEDURE FOR “BANKING” HOURS

Declared RHM Majors that wish to begin completing internship hours mid semester may do so by “banking” the hours of work. All internship paperwork must be approved and filed with SHRM Internship Office **before** a student will be authorized to “bank” hours. Please note that Internships can be started at any time during the year.

❑ DURING THE COURSE

During the internship, graded assignments, activities & papers are required. Approximately 20% of your grade results from employer evaluation of your work; the remainder is from additional activities to include a final reflection paper.

GUIDELINES FOR COMPLETION OF FINAL REFLECTION PAPER

Exploring the Industry: Final Reflection

Assignment Directions: Write a five page, APA Style double-spaced reflection paper on your *current internship* experiences. Overuse of bullet points or cutting and pasting content from websites will result in grade reduction. Papers must be submitted through the Canvas. Remember to use professional hospitality terminology. Refer to the scoring rubric for further details. Your assignment should include the following sections:

I. Introduction

Provide a review of your internship property. At a minimum cover history, background, mission, customers served, services/amenities, ownership, and guest segment served.

II. My Training

Describe your learning experience. Be specific. (e.g. special trainings, orientation sessions, new skills learned, specific classes, policies and procedures learned etc.)

III. My Experience

Using hospitality terminology, identify several specific hospitality situations. Describe your role in service and how you applied your training. What was the hardest thing you had to do? What was the most important thing you learned? Be specific. Did you learn how to utilize new equipment? Did you learn a new procedure? What do you understand now about yourself that you did not know before?

IV. My Observations Regarding Safety

Describe the reasons you felt safe or unsafe at the site. Make suggestions for possible safety improvements at the site.

V. What's next? Building My Professionalism

Discuss how your internship has prepared you for the next phase of your hospitality education. Reflect on the following:

- *Areas where you excel (strengths).* What duties and tasks did you perform well? How did you apply the skills that you have learned in college coursework or previous jobs?
- *Areas for professional growth (weaknesses).* New skills you need to learn, classes you are interested in taking, new work sectors that may interest you (e.g. front desk, recreation, spa, food and beverage).
- *Teamwork*-Did you observe team work?
 - Please identify specific examples and explain the importance.
 - Describe professional interaction in the internship. How did your supervisor train you? (e.g. demonstration, job shadow, materials).
- *Professionalism*
 - What new information or skills have you learned in this course regarding resumes, cover letters and interview skills? Be specific.
- *Self-Evaluation and Recommendations*
 - Do you think the evaluation and grade your supervisor gave you is fair? Why or why not?
 - Explain how you would grade yourself.
 - Would you recommend this internship to other FGCU students? Why or why not?
 - Explain the most important thing you have learned from this internship and coursework.
- *Career Planning and Goals*
 - List specific actions you will take (e.g. identify a new course, explore new job titles through research, attend an RHM event, volunteer work, target specific positions for your internship).
 - Specify timing using months and years.



SAFETY GUIDELINES

BEFORE INTERNSHIP I

Before finalizing your internship site, talk to the supervisors, visit the site and do a safety checklist including:

1. Parking availability.
2. Walking distance from the parking area to the work area.
3. Lighting.
4. Landscaping of the area.
5. Additional security the site offers.
6. Employee safety concerns.
7. Talk to supervisors on security issues.

AFTER THE INTERNSHIP

Include in your paper a section which covers:

1. Describe the reasons you felt safe or unsafe at the site.
2. Make suggestions for possible safety improvements at the site.

The Internship provides students with a unique learning experience blending academic study with hands-on training in their chosen field. When at an off-campus workplace, however, students should always take safety precaution.



*School of
Resort & Hospitality Management*



**Student and Employer Forms to be completed
after the conclusion of Internship 1.**



Internship 1 Hours Confirmation

(To be completed by Employer Electronically)



School of Resort & Hospitality Management
10501 FGCU Boulevard South
Fort Myers, Florida 33905-6565

Employer _____

Site Supervisor _____ Title _____

Email _____ Phone _____

Address _____

Student Name _____

Student Position _____

I, _____ (name of supervisor) confirm that _____

(name of student employed) has worked a minimum of 500 hours for _____

(name of business/organization) and that I have reviewed the internship evaluation with the student.

Supervisor Signature: _____ Date: _____

Student Signature: _____ Date: _____

(This form will be sent via email to the Employer by the Internship Coordinator)

Employer Evaluation of Student Internship 1



4= Always, 3 = Frequently, 2=Occasionally, 1=Rarely, 0= Never
(Use this scale for ratings below):

Area of Evaluation	Examples	Rating				
Punctuality	Arrives to work on time	4	3	2	1	0
	Ready to start shift upon arrival	4	3	2	1	0
Appearance	Wears proper uniform/attire	4	3	2	1	0
	Uniform is clean	4	3	2	1	0
	Student is properly groomed	4	3	2	1	0
Attitude	Has a positive attitude	4	3	2	1	0
	Enthusiastic about responsibilities	4	3	2	1	0
Quality of Work	Completes tasks assigned	4	3	2	1	0
	Performs according to company standards	4	3	2	1	0
Technical Skills	Practices skills as they have been taught	4	3	2	1	0
	Learns new skills on schedule	4	3	2	1	0
Communication Skills	Communicates effectively	4	3	2	1	0
	Asks appropriate questions	4	3	2	1	0
Initiative and Motivation	Seeks tasks to perform	4	3	2	1	0
	Eager to learn new things	4	3	2	1	0
	Performs tasks without direction	4	3	2	1	0
Time Management	Organizes own work	4	3	2	1	0

Comments

Major strong points are:

1. _____
2. _____
3. _____

These can be strengthened further by doing the following:

Areas for improvements are:

1. _____
2. _____
3. _____

These can be strengthened by doing the following:

In evaluating his/her potential as a resort & hospitality management professional, how would you rate this individual? (circle one)

1. Very high
2. High
3. Average
4. Low
5. Should Not Continue in the RHM Industry

Student Signature _____ Date _____

Supervisor Signature _____ Date _____

What letter grade would you give this student for the internship experience with your business/organization: (please circle)

A+ A A- B+ B B- C+ C C- D+ D or F

*Thank you for hosting a Resort & Hospitality student from FGCU.
We appreciate your continued support of our program and look forward to working together in the future.
Please direct all internship correspondence to:*

Jennifer Jordan McGurk
Internship Coordinator
School of Resort & Hospitality Management
10501 FGCU Boulevard South
Fort Myers, Florida 33965-6565
Tel: 239 590 1460 or Email: jenmcgurk@fgcu.edu



School of Resort & Hospitality Management
10501 FGCU Boulevard South
Fort Myers, Florida 33905-6565

Internship 1 Evaluation

(To be completed by student through Canvas)

School of Resort & Hospitality Management

Student Name _____

Internship Period _____

Organization/Company Name _____

Supervisor Name/Title _____

Please circle your answers using the following guidelines:

5 – Strongly Agree

4 – Agree

3 – Neither Agree nor Disagree

2 – Disagree

1 – Strongly Disagree

The job provided me with an educational and meaningful professional experience 5 4 3 2 1

The experience reinforced my desire to continue in FGCU's RHM program. 5 4 3 2 1

The experience reinforced my desire to continue in the resort/hospitality industry 5 4 3 2 1

My supervisor provided me the necessary coaching, mentoring, and career development 5 4 3 2 1

My supervisor periodically discussed my performance with me 5 4 3 2 1

The work based learning experience met my expectations 5 4 3 2 1

I would recommend this internship experience to future students. 5 4 3 2 1

I would like to complete my FGCU Internship 2 Experience at this site. 5 4 3 2 1

Please provide comments for any of the above in which you circled 2 or below:

Student's Signature: _____ Date: _____