



Southern
Illinois
University

The Bachelor's degree in Hospitality, Tourism and Event Management prepares graduates for leadership positions in the hospitality industry through foundational knowledge of hospitality operations and business experiences that promote diversity, ethical responsibility, lifelong learning, and community engagement.

Southern Illinois University

Hospitality, Tourism and Event Management (HTEM)

HTEM INTERNSHIP PACKAGE HTEM 371B

For “On Campus” and “Online” Students

Internship 371B (3 credit hours) in a Hospitality, Tourism or an Event Management Company on campus or off campus



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Internship in Hospitality, Tourism and Event Management

Introduction

Internship HTEM 371B: 3 credit hours of field experience/internship are a requirement of the Hospitality, Tourism and Event Management (HTEM) degree, and must be completed prior to the last semester of a student's coursework (not applicable if completed during the summer).

Students who are “On Campus” should have completed the prerequisite - HTEM 371A-001 Field Experience (on campus) before registering for Internship HTEM 371B (3 credit hours)

Students should register for Internship - HTEM 371B class, only after they have completed 400 hours of internship, either on campus during the junior/senior year or at an off-campus hospitality, tourism or an event management company.

Students who have prior industry experience should consult with the internship coordinator to determine if it may count as a portion of the internship requirement **for HTEM 371B**

HTEM PROGRAM LEARNING OUTCOMES (PLOs):

PLO 1: The HTEM program will identify and apply the knowledge and skills necessary for hospitality and tourism operations.

PLO 2: The HTEM program will develop and integrate a core set of business skills necessary to successfully operate a hospitality and tourism organization.

PLO 3: The HTEM program will demonstrate competence in the communication skills necessary for hospitality and tourism management.

PLO 4: The HTEM program will formulate business decisions in hospitality and tourism management.

PLO 5: The HTEM program will evaluate leadership principles necessary in the diverse and global hospitality and tourism industry.

HTEM COURSE LEARNING OUTCOMES (CLOs)

Upon successful completion of this course, student will be able to:

CLO 1: Gain relevant experience working within the Hospitality and/or Tourism industry.

CLO 2: Demonstrate the ability to work in teams.

CLO 3: Develop practical and managerial skills in the working environment

CLO 4: Recognize the importance of quality guest service.

CLO 5: Understand the importance of ethical decision making in the work environment.



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PROCESS FOR INTERNSHIP 371B

The internship should enhance your abilities, skills, and knowledge of the type of career in which you are interested; something that will build your resume and prepare you for your future in the industry

1. The student is responsible for discussing arrangements of the internship with the internship coordinator, and should obtain a job description to present to the internship coordinator.
2. After the internship has been approved, the student will need to have the Internship Agreement completed. This should be done with the employer and be given to the internship coordinator for signature. A signed, approved copy will be forwarded to both the employer and the student and put in the student file.
3. The Internship Agreement provided in this package must be on file prior to the first day of the internship for credit approval.
4. Internship - Once approved, you may begin your internship. This includes performing the contracted job for the employer. The employer evaluation located at the end of this packet must be submitted by your supervisor by fax or email at the end of your internship. The evaluation form will then be placed in your academic file.
5. Internship registration. Students must register for **Internship HTA 371B class, after completing their internship of 400 hours**. You will be asked to complete a series of reflection papers related to issues, topics, episodes, abilities, skills and knowledge obtained during your internship experience.
6. Your **INTERNSHIP HTEM 371B** fulfills internship requirements for the HTEM degree.
7. You need to get 70% in your evaluation to pass the course.



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Employer Responsibilities

- The employer will adequately train and orient the student interns in their position according to the job description provided for internship approval.
- The employer agrees to employ, schedule, provide insurance coverage, and pay the student intern as agreed and hold the student intern responsible for their position.
- The employer agrees to inform the student intern in advance of any required overtime hours and compensate the intern in accordance with the governing laws and regulations, and policies, and procedures of the organization regulating overtime.
- The student intern must be placed under the direct supervisor, named in the internship agreement, so that student's progress can be monitored; and counsel, advice, and suggestions may be given to the student intern to perform as per standards.
- If the student intern does not perform in accordance with the policies, procedures, rules, and regulations of the organization and has been given the necessary opportunities to improve, the employer may terminate the internship agreement. However, all documentation for said termination must be sent to the internship coordinator.
- The student intern is given the opportunity and assistance in completing the competencies provided by the internship coordinator to enhance their internship experience.
- When the organization and/or the direct supervisor believe the student intern is qualified, will provide the student intern with diversified assignments, which will give the student broader experience.
- When the organization and/or the direct supervisor believes the student intern is qualified, will provide the student intern with an opportunity to act in a supervisory role, and may invite the student intern to attend meetings and training sessions.
- The organization and/or the direct supervisor, by signing the internship agreement, agrees to the above employer responsibilities.
- Upon completion of the internship, the organization will complete the 'Internship Evaluation' of the student and return the completed form via email or fax to the internship coordinator.



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INTERNSHIP AGREEMENT HTEM 371B: Internship (400hours)

This agreement must be completed before the internship begins, signed and on file with the organization's authorized representative (or supervisor), the student, and the internship coordinator.

_____ (company name), located at _____
(address) agrees to accept _____ (student name) for the
internship position of _____ (position name) commencing on _____
(enter date) and concluding on _____ (enter date) .

The above named student will receive compensation of \$_____ per _____
(hour/week/month) while in performance of the internship.

The intern's supervisor is _____ (name) and may be contacted at
_____ (phone or email) for updates on the student intern's progress.

By signing this agreement, the organization also agrees to employer's responsibilities attached to this agreement. _____ (student name) agrees to perform in the above named position, for the above named company, for the above named time, at above named compensation.

Signed:

Organization Authorized Representative Signature

Date

Name and Designation

Fax: _____

Email: _____

Phone: _____

Student Signature

Date



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Internship Coordinator Signature: _____

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**EMPLOYER/SUPERVISOR INTERNSHIP EVALUATION FORM
HTEM 371B (400 hours)**

Thank you for providing this feedback to the intern and to SIU. This feedback is critical to the professional development of your interns and to our SIU students.

Purpose of Evaluation:

1. To assist in the development of the intern, both personally and professionally.
2. To identify weaknesses and strengths.
3. To set realistic goals for improvement.
4. To provide HTEM students exposure to hospitality industry.

Student Name: _____

Company Name: _____

Work Location: _____

Internship Term (Fall, Spring, Summer & Year): _____

Start and end date of internship: _____

Fulfilled the number of hours requirement: _____

For the following Competencies, please evaluate using one of the following terms:

5) Excellent, 4) Very good, 3) Average, 2) Below Average, 1) Poor

Attitude toward Work: _____

Quality of Work: _____

Verbal & Written Communication: _____

Judgement (Decision Making): _____

Dependability: _____

Initiative (Self-starter): _____

Productivity: _____

Interpersonal Skills: _____

Attendance/Punctuality: _____

Overall Performance: _____

Additional comments: _____

Supervisor Name: _____

Supervisor email: _____

Supervisor Signature: _____ Date: _____



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Please return this evaluation by email to ravikaran@siu.edu or fax to: Attn. **Ravi Karan** at **618 453 7517**

JOURNAL WRITING – REFLECTIONS

You will write a reflective report on each week you trained in your respective internship center.

RUBRIC FOR JOURNAL WRITING

CATEGORY	Excellent - 4pts	Good - 3pts	Acceptable - 2pts	Weak - 1 pts	Very weak – 0 pt.
Organization	Information is very organized with well-constructed paragraphs and subheadings. No grammatical, spelling or punctuation errors.	Information is organized with well-constructed paragraphs. Almost no grammatical, spelling or punctuation errors	Information is organized, but paragraphs are not well-constructed. A few grammatical spelling, or punctuation errors.	The information appears to be disorganized Many grammatical, spelling, or punctuation errors.	No relevant organization structure Full of grammatical or punctuation errors
Quality of Information	Information clearly relates to the main topic. It includes several supporting details and/or examples.	Information clearly relates to the main topic. It provides 1-2 supporting details and/or examples.	Information clearly relates to the main topic. No details and/or examples are given.	Information has little or nothing to do with the main topic.	No relevant information