

EASTERN ILLINOIS UNIVERSITY
HOSPITALITY AND TOURISM DEPARTMENT
INTERNSHIP INFORMATION PACKET

HTM 3500:
HOSPITALITY &
TOURISM
PROFESSIONALISM
HTM 4275: Internship



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TABLE OF CONTENTS

Contents	Page
General Internship Information	3
Internship Application.....	7
Internship Weekly Report.....	8
Record of Internship Hours	9
Experiential Leadership Activity (ELA) Outline.....	10
Experiential Leadership Activity (ELA) PowerPoint.....	11
Overview of Internship Requirements	12

INTERNSHIP INFORMATION

Definitions:

- **Internship:** pre-professional work experience with a business, agency, or institution, which is completed by a student, and for which academic credit is received
- **Intern:** Hospitality and Tourism Development major enrolled in HTM 4275 Internship
- **Internship Site:** location of the facility in which the intern works
- **Cooperating Employer:** business, agency, or institution providing the internship site
- **Site Supervisor:** individual at the cooperating site that provides direct supervision of the intern
- **Faculty Supervisor:** Hospitality and Tourism faculty member assigned as the intern's contact person; responsible for monitoring the intern's progress and assignment of the final grade
- **Internship Coordinator:** faculty member responsible for explaining the internship process to students, approving internship applications and establishing initial contact with Site Supervisors

Purpose:

The purpose of the internship is to:

- (1) experience the initiation and completion of a job search,
- (2) acquire a relevant professional experience equivalent to an entry-level position for a university graduate with a Bachelor of Science degree, and
- (3) allow for professional self-reflection

Activities that count toward internship credit should be characteristic of the area for which the student is preparing. Students are expected to participate in a variety of experiences in order to gain a comprehensive overview the field. Some students may need to be assigned to work in a number of areas of the cooperating business/agency/institution while other students may find that concentrated activity in one area, in order to develop specific knowledge and skills, will meet their academic needs.

Registration Requirements:

The semester before the internship, the following must be completed:

- (1) HTM 3500 – Hospitality and & Tourism Professionalism with a grade of C or better
- (2) Must be in good academic standing
- (3) Secure an internship
 - a. Make initial contact
 - b. Discuss internship opportunities
 - c. Apply for internship and secure the position
 - d. Identify a Site Supervisor
 - e. Meet with Site Supervisor to develop work objectives and a specific job description. Discuss possibilities for the Experiential Leadership Activity (ELA) the intern will be completing.
- (3) Applying for HTM 4275
 - a. Consult with academic advisor before registration period
 - b. Complete the internship application and wait for approval to HTM 4275
 - c. Check PAWS during Finals Week to verify registration information is correct
 - d. **Internship Agreements will be sent to the students. Both the student and the Site Supervisor must sign off on the form. The student must then send the Internship Agreement to the Internship Coordinator before the start of the internship.

General Guidelines:

The internship is to be completed near the end of academic study (i.e., junior or senior year) and after successful completion of HTM 3500, therefore providing the opportunity for the synthesis and application of information from past coursework. The internship site must be related to the student's area of study. **The internship may not be a continuation of a previously held position. Internship hours may not begin until the start of the academic semester.**

Financial Considerations: Financial compensation for internship hours is at the discretion of the site. Students are responsible for payment of the tuition and fees related to enrollment in HTM 4275 and any expenses incurred during the internship (e.g., travel to internship site, living expenses, auto insurance, uniform).

Academic Credits: The internship course may be taken for 3, 6, or 9 semester hours of credit. The maximum number of semester hours that can be earned is nine. The amount of credit for which a student can register is based on the student's program of study and the learning opportunities available in the particular internship experience. A student may earn:

- 3 credits for 120 clock hours of work;
- 6 credits for 240 clock hours of work;
- 9 credits for 360 clock hours of work; or,
- the course may be repeated for a maximum of 9 semester hours of credit.

****NOTE:** There are specific course requirements that must be completed in addition to the clock hours on site. Completing the hours is not satisfactory for completion of the internship experience.

Eligibility: Students must have completed 60 semester hours of coursework and be in good academic standing. A grade of C or above in HTM 3500 and completion of required internship materials are mandatory before registering for HTM 4275.

Grading of Internship: A grade of CREDIT/NO CREDIT will be used. According to university policy a grade of CREDIT is earned when submitted work is the equivalent of "C" or better. Work under the level of a "C" will not earn credit for the internship. Student is assessed based on completion of required hours; submission of all paperwork by each due date; satisfactory level or higher work performance; and, professional communication (e.g., grammar, sentence structure, clarity of written materials). If NO CREDIT is earned, the internship must be repeated in full and a different location must be secured.

Professional Liability. Eastern Illinois University covers general liability for bodily injuries, personal injury and property damage to tangible property resulting from occurrences in the conduct of university business, and damages arising out of certain professional services. Students enrolled in HTM 4275 (Internship in HTM) are covered under this policy.

Auto Insurance. Students are responsible for carrying personal automobile liability insurance since University insurance coverage does not extend to automobile-related accidents or incidents of students.

Personal Injury/Illness. In general, a student is covered by Student Health Insurance when s/he is enrolled in 9 or more on-campus credit hours, unless the student can provide evidence of equal or better health insurance coverage. While enrolled in HTM 4275, a student is generally not covered by the University's Student Health Insurance Plan because s/he is enrolled in fewer than 9 credit hours of on-campus courses. However, a student may be eligible to purchase health insurance through the Student Health Insurance Plan under certain conditions. Please contact the Student Health Insurance Office for more information.

Intern Responsibilities:

- Complete HTM 3500 with a C or better.
- Obtain an internship site to provide a professional experience related to the program of study.
- With the Site Supervisor, develop specific work objectives and a specific job description.
- Complete the Internship Application for HTM 4275 – Internship
- After acceptance letter is received, verify registration; pay tuition and fees.
- Housing, transportation, and living expenses incurred during the internship are the intern's responsibility.
- Promptly submit required paperwork and assignments. Paperwork is the intern's responsibility and is not to be completed on work time.

Cooperating Employer Responsibilities:

- Interview the prospective intern.
- Offer the intern placement verbally or in writing if participation by the business, agency, or institution is desired.
- Assign a Site Supervisor who will direct the intern's experience
- Provide physical facility and work space for the intern. Interns are prohibited from driving company or personal vehicles during their internship, except for transportation to and from work.
- Advise intern of pay, if applicable.

Site Supervisor Responsibilities:

- Develop specific work objective and job description with the intern.
- Prepare employees for accepting the intern's participation.
- Plan and supervise specific internship activities in keeping with the job description on the internship agreement and the work objectives.
- Provide training for the intern in specific job skills.
- Complete Internship Agreement and submit to the Internship Coordinator
- Complete and return to the Hospitality and Tourism Department mid-term and final evaluations of the intern's performance. Meet with the intern after the mid-term evaluation to discuss areas of improvement.

Assignments:

Successful completion of the internship course requires the following assignments to be submitted.

Syllabus Quiz:

During the first week of the course, a Syllabus Quiz will be completed to ensure the intern is aware of the course requirements for the internship.

Weekly Report Submission Instructions:

Submit weekly reports (Form E) via D2L each consecutive week during the internship. Late weekly reports are not accepted. One weekly report is provided in this packet for your reference. Download Form E from D2L and submit your weekly report as Microsoft Word document (.doc or .docx) by clicking file Save As within your word processing program, typing in a filename that includes your first and last name and weekly report number, pressing the down arrow to the right of Save as Type, scrolling down and selecting Microsoft Word (.doc or .docx), and clicking the Save button. Within the D2L Weekly Report Assignment Dropbox, click the Add Attachment button to locate where you saved your weekly report that was saved as a Microsoft Word document (.doc or .docx).

**** NOTE: IF YOU SEE THAT YOUR ATTACHED FILE HAS A .ink AT THE END OF THE FILENAME, YOU DID NOT ATTACH YOUR FILE AND WILL NEED TO PRESS THE Add Attachment BUTTON TO LOCATE YOUR ACTUAL FILE SAVED AS A Microsoft Word document (.doc or .docx) ****

Record of Internship Hours Instructions:

Each week the intern is to update the Record of Internship Hours and have the site supervisor initial each entry. The Record of Internship Hours form is to be submitted upon completion of the required hours and uploaded within the D2L Record of Hours Dropbox.

Midterm Evaluation and Improvement Plan Instructions:

At the midterm of the semester, the intern and the site supervisor are required to complete and discuss the mid-term evaluation. The evaluation will be sent as a Qualtrics questionnaire via e-mail to both the Site Supervisor and the intern. After both evaluations have been completed, the intern and the Site Supervisor will meet to discuss how the intern can improve during the second half of the internship. The intern will submit a Midterm Improvement Plan to the D2L Dropbox.

Final Evaluation Instructions:

Near the end of the internship, the final evaluation is completed and a conference between the intern and site supervisor is held. The evaluation will be sent as a Qualtrics questionnaire via e-mail to both the Site Supervisor and the intern.

Experiential Leadership Activity (ELA):

Students are required to complete an independent project during their internship and submit a PowerPoint presentation in D2L. The ELA should benefit the internship site and give the intern the opportunity to be solely responsible for the development and completion of their project. An ELA outline will be completed at the beginning of the semester and submitted to the Faculty Supervisor for review to ensure the anticipated project is appropriate for the intern and the internship site.

IMPORTANT: The CREDIT/NO CREDIT system is used for evaluation of your written work assignments and your internship performance for academic credit. All materials must be typed and are to be written in a professional manner, including correct grammar, sentence structure and punctuation. **A grade of NO CREDIT will be given if:**

- 1) Internship performance is not satisfactory
- 2) Written assignments do not meet the requirements
- 3) Assignments are not submitted by each due date
- 4) Internship work hours are not completed by the end of the semester

Example Only

Not for Course Use

Internship Application

Name:

E Number:

EIU Email:

Phone:

When did you complete HTM 3500 (or FCS 3500) with a C or higher?

Semester of Enrollment:

Number of semester hours you would like to earn for this course
(note: this should be determined in consultation with your academic advisor)

How many hours a week will you work?
(must be determined with your site supervisor, keeping in mind EIUs schedule and the number of internship hours required)

Internship Site:

Name of Internship Site Supervisor:

E-mail address of Internship Site Supervisor:

Internship Site Address:

Internship Site Web Site:

Describe your responsibilities for the internship experience and how they relate to your area of study. Your responsibilities must be more than just entry level work and provide you the skills to be successful in your career field. Be specific.

Describe three to four objectives specific to your internship experience (what you hope to gain from the internship).

Outline of Experiential Leadership Activity. (Include what the project is, the importance of the project, objectives, and evaluation of success. f the

Example Only

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INTERNSHIP WEEKLY REPORT

Report must be typed.

Name: _____ Week #: _____ For Week Beginning: _____

Weekly Hours: _____ Cumulative Hours: _____

Site: _____

Detailed description of weekly activities (300-500 words):

Example Only

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RECORD OF INTERNSHIP HOURS

Name of Intern: _____ Cooperating Employer: _____

This report is to be updated and initialed by your site supervisor each week. Submit this form upon completion of the total required on-the-job hours.

Week	Hours Completed	Cumulative Hours	Supervisor's Initials

Circle total hours needed to complete internship requirements 120 240 360

To be signed at the completion of the internship hours.

Signature of Intern Date

Signature of Supervisor Date

Example Only

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ELA Outline

Each three, six and nine credit hour interns are required to complete the Experiential Leadership Activity (ELA). This assignment provides the opportunity to engage in a self-guided activity that contributes to the internship site and those served and provides a leadership opportunity.

Through the ELA assignment you will:

- 1). Identify an area in your internship site that could benefit from enhancement/improvement,
- 2). prepare a theory-based rationale for the intended activity,
- 3). Participate in activity (upon approval by Site Supervisor and Faculty/Internship Coordinator), and
- 4). prepare documentation of the activity in the form of a ppt presentation.

The ELA can address any one of the following broad aspects of the internship experience:

- 1). an activity of value to your internship site (e.g., plan and facilitate a special event, implement a new social media presence, design a brochure for marketing the establishment),
- 2). assist in the preparation of future interns (e.g., comprehensive list of potential sites in an infographic, ppt with advice on finding an internship, video interview with professional in the field, or brochure for recruitment), or
- 3). provide resource materials for a specific population (e.g., list of hotel partners in an area or special event vendors).

Directions for the ELA Outline. This assignment needs to include the following components:

- Rationale (3 paragraphs at the top of the outline)
 - o description of the need for, and your ability to complete, your activity
 - o importance of the project, supported by credible sources
- Impact of activity on internship site (2 paragraphs)
 - o How will the activity help others?
- Timeline (i.e., how long will your activity take)
- Assessment of the success of your activity (1 detailed paragraph)
 - o How will you determine the success of your activity?
- Reference list of five academic resources (separate from the outline with a heading)
 - o Use APA format
 - o Identify at least five academic (i.e., peer reviewed) journal articles dated 2010 or later that will help you support, plan and facilitate your activity.

Example Only

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ELA PowerPoint

Directions. Your PowerPoint is due at the end of the semester, upon the completion of your internship. Your presentation is uploaded to a discussion post for grading and must include the following:

- **Introduction: 1-3 slides**
 - o Name and city of internship site
 - o Description of your site
 - o Your role at the site
- **Title and description of the activity: 1 slide**
- **Rationale for the activity** (i.e., why is your activity of benefit): **2 slides**
 - o Include information gathered from at least five academic (i.e., peer reviewed) journal articles dated 2010 or later, reported using a reference page in the APA format.
- **Timeline Graphic** (i.e., how long did it take to complete from start to finish, what steps were involved?): **1 slide**
- **Product/Documentation: no slide requirement**
 - o Photos of activity (be mindful of confidentiality), example of materials, screen shots from social media

Overview of HTM 4275 Internships Paperwork Requirements:

Items to be completed	Where to locate paperwork	Where to submit paperwork	Due Date
Internship Application	https://www.eiu.edu/hospitality/internships.php	Submitted automatically to the Internship Coordinator	Fall: August 1 st Spring: December 1 st Summer: April 20 th
Internship Agreement	E-mailed to the student by the Internship Coordinator	E-mail to bwgoad@eiu.edu or mail to EIU, 600 Lincoln Ave., Lumpkin Hall 2131	Before the start of the academic semester
Syllabus Quiz	D2L Assessment--Quizzes	Automatically submitted through D2L	First week of the semester, list on D2L
Internship Weekly Report	D2L Content	D2L Dropbox	Every Monday by 11:59p
Record of Internship Hours	D2L Content	D2L Dropbox	<ul style="list-style-type: none"> Update and obtain Site Supervisor Signature EACH WEEK Submit final at the completion of the internship hours.
ELA Outline	D2L Content	D2L Dropbox	At the beginning of the semester, listed on D2L
<ul style="list-style-type: none"> Midterm Self-Evaluation Midterm Site Supervisor Evaluation 	E-mailed to the Site Supervisor and intern by the Faculty Supervisor	Submitted automatically to the Faculty Supervisor	MIDTERM <ul style="list-style-type: none"> 60 hours of work for 3 sh 120 hours of work for 6 sh 180 hours of work for 9 sh
Midterm Improvement Plan	D2L Content	D2L Dropbox	MIDTERM <ul style="list-style-type: none"> 60 hours of work for 3 sh 120 hours of work for 6 sh 180 hours of work for 9 sh
<ul style="list-style-type: none"> Final Self-Evaluation Final Site Supervisor Evaluation 	E-mailed to the Site Supervisor and intern by the Faculty Supervisor	Submitted automatically to the Faculty Supervisor	FINAL <ul style="list-style-type: none"> 120 hours of work for 3 sh 240 hours of work for 6 sh 360 hours of work for 9 sh
ELA PowerPoint	D2L Content	D2L Discussion Board	End of the semester