



INTERNSHIP MANUAL

HTM 290 HTM 390 HTM 490

Overview

Internships are work related professional learning opportunities that will allow you to gain important knowledge and skills in your chosen field. They provide you with the opportunity to develop yourself in the workplace, in a supervised setting, while also allowing your employer to evaluate your management potential for future possible employment!

Aims of the Internship:

1. To enable students to gain relevant experience working within the Hospitality and/or Tourism Industry, that will compliment their classroom theory.
2. To enable students to develop their practical and managerial skills in the working environment and be able to apply them effectively.
3. To enable the student to gather information and experience to both enrich and enhance the learning process.
4. To assist in the decision making process of the student in relation to which management direction they wish to pursue.
5. To establish useful contacts for future employment/business.

Internship Classes Offered:

HTM 290: Field Experience I. A semi-structured and supervised situation in which students receive basic training and directed work experience in selected entry-level positions consistent with their career preference. Emphasis on job competence and performance, professionalism and work relations. Management instruction in selected basic operational tasks will also be required. *Prerequisite: 190 and permission. Two credits. Offered every semester.*

HTM 390: Field Experience II. A second semi-structured and supervised situation in which students receive further training and directed work experience in selected positions consistent with their career preference. Emphasis on job competence and performance, professionalism and work relations. Management instruction in selected operational tasks will also be required. *Prerequisite: 290 and permission. Two credits. Offered every semester.*

HTM 490: Senior Internship. A structured experience designed to provide management training and career direction in helping students articulate from academia into a management track or staff position in their chosen field.

Prerequisites: 290 and 390 or their equivalents; senior standing; permission. Two credits. Offered every semester.

Outline:

Duration: 1000 hours total (HTM 290, 300 hours, HTM 390, 300 hours and HTM 490, 400 hours).

Semester: Fall, Winter or Spring/Summer Semesters (Only one Internship allowed per semester).

Prerequisite: HTM 190 Field Preparation.

Organizations: Must be Hospitality and/or Tourism related. **Please note:** Students may not complete all three internship experiences with the same company; however a combination of any two of the three internship courses may be with the same company.

Work Fields: Ideally students should aim to gather a range of experiences throughout their three internships. For example, if you work on the Front Desk for HTM 290, perhaps try working in the restaurant for your HTM 390. Similarly, students should attempt to work in more supervisory roles as they progress through their internships (if the opportunity presents itself). The idea is to become a well rounded manager ready for the real world of work!

The basic procedure for commencing on your internship is as follows:

- Complete and pass HTM 190.
- Using the skills acquired in HTM 190, secure yourself a job! *
- Obtain a permit override to register for the class. (This can be done electronically, simply request the override via email: stansbia@gvsu.edu).
- Once registered, read Blackboard for your class - READ THE APPROPRIATE SYLLABUS, and check for all due dates/deadlines for coursework/assessments and check the general class requirements.

*Students are expected to secure jobs on their own, follow all company rules and regulations, and give a minimum of two weeks notice when ending their employment. **If you sign a contract with your employer agreeing to work until a certain date, GVSU will hold you accountable for that contract. You will fail your internship if you leave early for any reason.**

Once you begin your internship, your initial requirement is to submit your employer's details on an 'Employer Documentation Form'. This can be found on the HTM webpage www.gvsu.edu/HTM then 'internships', then forms. This is to be completed accurately by the student. At the end of the form is the Grand Valley State University Code of Conduct that you must read through. By hitting submit at the end, you are agreeing to these terms.

The Code of Conduct reads:

**Grand Valley State University
Department of Hospitality and Tourism Management
Internship Program - Code of Conduct**

As a participant in the Grand Valley State University Department of Hospitality and Tourism Management Internship Program, I hereby agree to the following statements:

1. The Program Office has the authority to establish rules and guidelines necessary for the operation of its programs. I understand that the internship host company may have additional policies, rules, or guidelines to which I will be subject. I agree that I will abide by all

- policies and regulations established by the host company. I further understand that I am representing not only myself, but Grand Valley State University and agree to abide by all University policies for the duration of my internship.
2. I understand that if I am dismissed from the program prior to its formal completion, no refund of any kind will be given, I will be required to return home on my own expense, I will not be eligible for any academic credits I would have earned and will have to repeat the course.
 3. I understand that I am expected to display proper etiquette and professionalism while on the property. Including but not limited to: showing up on time for work, meetings, work events etc., Using appropriate language while at the internship, dressing appropriately, treating coworkers with respect, adhering to the companies policies and guidelines, adhering to Grand Valley State Universities policies and guidelines.
 4. I understand that the HTM department will hold me accountable for any contracts or policies I sign with my employer.
 5. I agree to demonstrate honesty, respect, and regard for the person and property of others.
 6. I agree to maintain confidentiality regarding information accessed on any clients, members, customers or employees.
 7. I agree to accept responsibility and accountability for decisions made and actions taken by me.
 8. I understand that a violation of the above or reprimand from my employer that involves the employer contacting the Grand Valley State University Department of Hospitality and Tourism Management may result in a failure of my internship.

Assessments and Course Requirements:

(This information can be found in more detail on the syllabus).

- Students must complete the Employer Documentation Form.
- Students must formulate a minimum of ten learning objectives on which they will be evaluated three times over the course of the internship.
- Job Performance Evaluations are to be submitted monthly (three).
- Writing Assignments: Two Papers (HTM 490 has a final project instead).
- Resumes are to be updated and submitted for HTM 290 and HTM390
- Hours are to be documented and submitted at the end of the internship.
- Blogging! This is expected to be done approximately twice a week throughout your internship. (Students are also asked to submit a photograph of themselves in the workplace in their blogs at some point during the internship).
- Discussion Board is a forum for students to discuss assigned topics among themselves. You will be expected to actively participate in Discussion Board.

At the end of your internship(s) you will hopefully have acquired some valuable professional and personal skills. You will have experienced life in the world of Hospitality and Tourism Management! As you proceed through each internship, you will experience different techniques, different ideas and many different management styles. The aim at this point, is that you are better aware of the direction you are heading, in pursuit of that dream job!

For further information or questions, please contact:

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