

University of West Florida Division of Health, Leisure and Exercise Science

Hospitality, Recreation & Resort Management Program

Student Internship Manual and Guidelines

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INTERNSHIP POLICIES AND PROCEDURES

Students planning to enroll in HFT 4940, Internship in Hospitality, Recreation and Resort Management, must submit an internship proposal to the internship coordinator for approval. The coordinator will evaluate the proposal on the following criteria:

Is the site appropriate for student's interest area?

Does the site supervisor meet the general agency requirements?

Will the intern have a variety of experiences?

Do the experiences proposed offer enough depth for the student to learn and grow?

Will the intern have experiences as an entry level employee and as a supervisor?

Eligibility Requirements

Prior to registering for HFT 4940 students must:

Have senior standing in the Hospitality, Recreation and Resort Management Program

Have maintained a 2.0 or better cumulative grade point average in overall and upper division course work

Have maintained a 2.0 or better cumulative grade point average in HRRM core courses

Have turned in and had approved all forms and documentation required for internship

Credits

Students who enroll in HFT 4940 register for three (3) credit hours.

Time Schedule

Internships beginning in late August, early January or early May. The internship requires at least 400 hours in approved experiences. Ideally this experience should be completed at one agency in one semester. (It is suggested that students complete their internship either the summer before their graduation or at the conclusion of their course work).

Interns are expected to conform to the work and holiday schedule of the agency at which they are interning.

Professional Liability Insurance

Interning students will have professional liability insurance provided by the University of West Florida. Note: This policy does not cover student health or workman's compensation. Students should maintain their student health insurance during their internship. It is expected that the agencies Workman's Compensation Policies will cover interns.

Criteria for Agency Selection

General criteria are set forth in section "Where May A Student Intern?"

Required Reports

Midterm Evaluation of Internship. (Due after 200 hours) Log of hours worked Internship Report. (10-15 pages) Supervisor's Final Evaluation Form. (Due at the conclusion of the internship.)

Grading Procedures

HFT 4940 is a graded experience. (A to F). The grade is assigned by the university supervisor. The student's final grade for the internship experience will be based upon the Required Reports (content and timeliness) and the supervisor's final evaluation.

Frequent Questions Concerning the UWF – HRRM Internship and Fieldwork Programs

What is the difference between an internship and a field experience?

A **field experience** is a work experience in the field (hospitality, recreation or tourism related site.) The fieldwork is at least 200 hours over a one semester period. (At least 160 hours should be in an industry job and 40 hours should be in community based hospitality/tourism events such as festivals and special events) The purpose of the program is to allow incoming students the opportunity to explore the field in an entry level position. (Note: fieldwork hours must be registered for before the hours will count)

An **internship** is a more comprehensive experience (400 hours minimum) for a student who is of senior standing and has completed one year of HRRM coursework. Their experience should allow them to put classroom knowledge to use. The intern experience is expected to be broader than the field work and should involve supervisory experiences.

Where May A Student Intern?

A student, upon completing all requirements for internship, may intern at any approved agency in the United States.

Every effort is made to provide a variety of potential internship sites. In addition to the existing approved sites, the University will consider any agency that meets the following criteria: Is willing and able to invest the time, talent, and effort necessary to provide an optimal learning experience for the student intern. Has sufficient professional and supervisory staff capable of teaching, challenging, and modeling in a cooperative atmosphere. Is significantly engaged in delivering hospitality, tourism or leisure services. (Depending upon student's focus.) Provides adequate access to resources necessary for conducting the educational experience. Provides for an adequate orientation program for the student and conducts regular evaluation, instruction, and information sessions with the student intern. Offers a range of programs and services that relate to the student's professional development and learning objectives. Accepts the student as a contributing member of the staff.

NOTE: In determining duties, assignments and experience, it is critical that the internship is, above all else, a learning experience.

What Qualifications Should Supervisor Have?

Agency internship supervisors should be full time supervisory employees at their agency. They should have significant experience at the agency and in the field. Supervisors should be willing to provide guidance and direction during the internship experience, to facilitate accomplishment of the student's internship goals and

objectives, and to submit required evaluation reports to appropriate university personnel.

How Long Is The Internship?

At the University of West Florida the internship shall be:

A minimum of 400 work hours with a minimum of 10 weeks at the agency. Ideally, the internship should be completed during a one semester time frame. Note: Students do not get time off for university holidays, "spring break," etc. while interning. Students are expected to follow the rules, regulations, policies, and work schedule of the agency.

What Are The Experiential Goals Of An Internship?

Internship is a complete learning experience. The intern should gain experiences in several different aspects of an agency including but not limited to: observing, reporting, participating, leading, assisting, supervising, and managing. A combination of these areas should provide the student with a total exposure to all phases of the agency.

What Are The Agency's Responsibilities?

The agency supervisor serves as an agency-based teacher offering instruction and supervision to the intern by utilizing the agency's operation to further the student's professional competence.

The agency supervisor will be responsible for the following:

1. Provide opportunities for student observation and/or participation on Agency premises.
2. 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.
3. Provide to Faculty Coordinator and students written policies and operational procedures to which students are expected to adhere while they are in Agency setting.
4. Provide to Faculty Coordinator a list of duties or job descriptions for student placements with notation of any specific prerequisite skills or abilities.
5. Participate in planning and evaluation sessions with students and, where appropriate, with University faculty.
6. Identify for Faculty Coordinator the Agency personnel primarily responsible for supervising learning activity in Agency.

The Student is responsible for the following:

1. Securing the internship at an appropriate agency.

2. Accept and adhere to agency and university rules and regulations governing the internship.
3. Become an integral, responsible, loyal and participating member of the agency staff.
4. Set mutually satisfactory, feasible goals and objectives with the agency supervisor.
5. Conduct her/himself professionally and personally at all times in contact with staff and clientele.
6. Complete all academic responsibilities (reports and evaluations) on time and to the best of her/his ability.
7. Strive toward higher levels of personal and professional growth and fulfillment.
8. Use the agency supervisor as a model of appropriate behavior and dress.

University Responsibilities:

1. Notify students of appropriate placement opportunities for the experiential learning activity.
2. Approve placement site and learning objective.
3. Award University credit to students, where appropriate, at end of placement.
4. Identify for the Agency the personnel serving as the primary contact for specified learning activities.
5. Provide Agency with evaluation forms and deadlines.
6. Communicate with the agency by telephone or personal visit.

INTERNSHIP PROCEDURE CHECKLIST

Before Your Internship:

_____ Prior to the semester you wish to do your internship, make an appointment with the academic advisor to discuss procedures regarding your internship.

_____ Choose an internship site and make contact with that agency (call the agency first to arrange for an interview); if you do not have a specific site in mind, your internship coordinator can make suggestions.

_____ Have internship contract (instructional agreement included in your package) signed by your agency and return it to your department for signature of your internship coordinator.

_____ Register for 3 credit hours with your internship coordinator (registration not possible without signed contract at hand).

During your internship:

_____ Check in with Faculty Coordinator during first week of experience.

_____ Maintain contact with your departmental internship coordinator by phone or e-mail at least once a month.

_____ Keep a daily log (journal) where you summarize your experiences and record the hours you worked.

_____ Submit a Midterm Internship Evaluation (completed by supervisor) after the first 200 hours of work. (see attached form)

At the end of your internship:

_____ Prepare a final report (10-15 pages) as outlined in your package, and ask your internship supervisor at the agency to complete (and review with you) the internship evaluation form.

_____ Turn in to Internship Coordinator

_____ (a) Final Report

_____ (b) Your Journal (a daily log with description of activities performed)

_____ (c) Completed internship Evaluation Form to your internship coordinator

Note: Paperwork is due within one week after completion of internship. This should be no later than 1 week before semester grades are due (preferably during dead week).

**THE UNIVERSITY OF WEST FLORIDA
THE DEPARTMENT OF HEALTH, LEISURE AND EXERCISE SCIENCE
HOSPITALITY, RECREATION AND RESORT MANAGEMENT PROGRAM**

INTERNSHIP LETTER OF AGREEMENT

This letter of agreement is between the University of West Florida (hereafter referred to as “The University”) and _____

Student Number _____, a student intern, and

_____, the site at which the internship will

take place (hereafter referred to as the “Agency”). Then internship will be supervised by

_____, who will be responsible for the

evaluations of the intern and the overall supervision of the internship. The starting date

will be _____ and will conclude not before _____.

The intern shall be considered a member of the professional staff and have the accompanying responsibilities and privileges. It is required that the intern work a minimum of **400** total hours. Although an exact work schedule cannot be established, it is recommended that the intern work approximately 30 – 40 hours per week to complete the internship within one semester. This may vary according to the needs of the supervising agency and the opportunities for the intern.

PURPOSE

The parties specified in the Agreement have determined that they have a mutual interest in providing for student learning experiences within the Agency. University has determined that student placements in Agency 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 dates indicated above.

PRIORITY OF POLICIES

Students working in the Agency will be subject to University’s and Agency’s Disciplinary Code, copies of which will be provided to Agency by Faculty Coordinator. If alleged violations occur, Agency will notify Faculty Coordinator. If such alleged violations reasonably seem to pose a continuous threat to others, the alleged violator may be

suspended immediately by the Agency from participation in Agency activities. Agency must immediately notify Faculty Coordinator, who will arrange proper hearing procedures as soon as practical.

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

GENERAL RESPONSIBILITIES OF THE PARTIES

University will have the following general responsibilities:

1. Assist students in locating and selecting appropriate placement opportunities for the experiential learning activities.
2. Approve placement site and learning objective.
3. Evaluate overall experience and assign appropriate student grade for the course.
4. Identify for the Agency the personnel serving as the primary contact for specified learning activities.
5. Provide Agency with evaluation forms.

Agency shall have the following general responsibilities:

1. Provide opportunities for student observation and/or participation on Agency premises.
2. 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.
3. Provide to Faculty Coordinator and students written policies and operational procedures to which students are expected to adhere while they are in Agency setting.
4. Provide to student a list of duties or job descriptions for student placements with notation of any specific prerequisite skills or abilities.
5. Maintain good communications with university and student regarding the students work assignments and performance.
6. Participate in planning and evaluation sessions with students and, where appropriate, with University faculty.
7. Identify for Faculty Coordinator the Agency personnel primarily responsible for supervising learning activity in Agency.
8. Provide on-site supervision and guidance to learning activity.
9. Provide timely final evaluation of student performance in the manner specified by University.
10. Conduct exit interviews with students that will include discussion of Agency's final evaluation.

11. Notify Faculty Coordinator of unsatisfactory performance or misconduct of a student and provide documentation of any charge to Faculty 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 students may be an imminent danger to the safety or property of others, the Agency may dismiss the student with immediate notice to Faculty Coordinator. An appropriate hearing will be held for the student as soon as practical.

Number of Placements

Agency and University will mutually determine the number of students to be placed in Agency for a given term. Agency 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, and disability. Reasonable accommodation for participation by disabled persons will be made in compliance with the Americans with Disabilities Act.

Monetary Compensation to Student Requires 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 Agency and a student for monetary compensation to the student must be separate from this Agreement. Agency hereby stipulates that any such separate agreement between itself and a student will comply with all state and federal law, including the Fair Labor Standards Act, if such Act is applicable to Agency.

Description of Proposed Activity:

Please attach a description of the student's goals and objectives and the proposed internship activities to this document.

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

(Student - print name)

(Student Signature)

(Date)

For and on behalf of The University of West Florida:

(Coordinator – HRRM Program)

(Date)

(Chair, Division of Health, Leisure, and Exercise Science)

(Date)

(Agency Representative – Internship Supervisor)

(Date)

Agency Mailing Address:

Name: _____

Phone: _____

E-Mail: _____

Fax: _____

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INTERNSHIP EVALUATION FORM

Date of Evaluation: _____ Agency: _____
 Name of Student: _____ Agency Coordinator: _____

Supervisor title: _____

Period Covered by Rating: From: _____ To: _____

Circle: Midterm Evaluation Final Evaluation

This evaluation should be made with care and fairness for the student. Reflect carefully upon the student's strengths and weaknesses. Be as accurate and objective as possible in your appraisal. The evaluation should be based upon the total internship experience and not upon isolated incidents alone. The evaluation form should be shared with the student through an evaluation conference with the agency supervisor.

I. Professional Performance	Superior	Good	Satisfactory	Needs to Improve	Not Acceptable	Do not know
Establishes appropriate work goals						
Has success in achieving goals						
Displays ability to organize people and resources						
Completes assignments on or before due date						
Is critical of own performance and quality of work						
Displays ability to lead and direct						
Ability to orally communicate ideas						
Strives for quality in written expression						
Is able to gain and hold respect and confidence of associates						
Is able to recognize a problem and proceed on own initiatives						
Delegates responsibility effectively						
Produces effective solutions to disciplinary problems						

Other noted **performance** traits: _____

Recommended Grade on Professional Performance: _____

II. Professional Knowledge	Superior	Good	Satisfactory	Needs to Improve	Not Acceptable	Do not know
Displays basic knowledge and understanding of agency services						
Has displayed growth in knowledge and understanding						
Ability to apply knowledge in a practical way						
Ability to think independently						
Understands/is sensitive to group needs						

Other noted **performance** traits: _____

Recommended Grade on Professional Performance: _____

III. Professional Personality	Superior	Good	Satisfactory	Needs to Improve	Not Acceptable	Do not know
Is enthusiastic						
Is cheerful and friendly						
Exhibits pleasant, tasteful personal appearance						
Is courteous and tactful						
Employs good voice and speech presentation, tone and inflection						
Displays mature judgment						
Is consistent but fair in personal relationships						
Displays concern for others						
Is able to adjust to situations						
Displays diplomacy in relationships with colleagues						
Displays evenness of disposition and absence of tension symptoms						
At ease with people of different ages and status						

Other noted **performance** traits: _____

Recommended Grade on Professional Performance: _____

IV. Professional Attitude	Superior	Good	Satisfactory	Needs to Improve	Not Acceptable	Do not know
Displays initiative and imagination						
Displays zeal for the profession						
Actively seeks and is alert to potential learning situations						
Attends meetings						
Understands, follows and upholds agency rules and regulations						
Accepts suggestions and criticisms willingly						

Other noted **performance** traits: _____

Recommended Grade on Professional Performance: _____

V. **Agency Supervisor Comments** Please make any additional comments, recommendations, etc., you may have concerning the student being evaluated.

Based on your evaluation of the student's performance, please indicate your recommended grade for the overall internship experience to date:

___A ___B ___C ___D ___F

VI. **Student Comments** Please make any comments concerning your evaluation of your performance.

VII. **Signatures**

I have reviewed my evaluation as completed by my supervisor.

Student

Date

I have reviewed my evaluation with the student through a personal conference.

Agency Supervisor

Date

Guidelines for Completion of Final Report

Directions: To be completed by student and mailed to the University Coordinator together with journal (activity log) and completed intern evaluation form no later than one week after completion of internship (no later than one week before semester grades are due).

Date of Report:	_____	Agency:	_____
Name of Student:	_____	Agency Supervisor:	_____
Internship Dates:	_____	Supervisor Title:	_____

- A. **AGENCY DESCRIPTION:** Philosophy, goals and objectives of overall system and units involved, organizational structure, programs and services, areas and facilities, and general administrative policies and procedures (attach a copy of the organizational chart showing lines of authority, policy and procedures manual, etc.).
- B. **STUDENT EXPECTATIONS/PERFORMANCE:** Goals and objectives, accomplishments, problems and difficulties encountered.
- C. **PROFESSIONAL EXPERIENCES:** Nature and scope of internship experience; program areas arts and crafts, sports and athletics, dance, drama, music, etc; settings – playgrounds, centers, special facilities, parks, etc.; populations served – physically challenged, mentally retarded, emotionally disturbed, wellness, cardiac rehabilitation, etc.
- D. **SPECIAL PROJECTS ASSIGNED:** Nature and scope of any special projects assigned by agency supervisor (attach copies).
- E. **PROFESSIONAL DEVELOPMENT:** Orientation sessions, workshops, conferences, seminars, symposiums, etc.
- F. **SELF-ANALYSIS OF INTERNSHIP EXPERIENCE:** Personal and professional growth, development of competencies, recognition of strengths and weakness, suggestions for self-improvement, surfacing of future career interests.
- G. **RECOMMENDATION RELATIVE TO UNIVERSITY, AGENCY, AND AGENCY SUPERVISOR:** Recommendations and suggestions to the University for improving the internship experience. Recommendations and suggestions to the agency for improving the internship experience. Recommendations and suggestions to the agency supervisor for improving the internship experience.