HA408
HRM Internship
Course Pak

General information:

An internship is one of the best ways for students to learn about exciting career opportunities in our industry. The following document provides a variety of information to the student, as well as to the employer, about Northern Arizona University’s HRM internship program. Please review these materials prior to completing the forms for student enrollment. I’ll gladly answer any questions or concerns you may have for clarification and understanding of the process.

Please be aware that this internship is facilitated through the Blackboard-Vista online classroom accessible through https://vista.nau.edu/webct/entryPage.dowebct. Bi-weekly internet accessibility is a must to complete this HA408 course. Students enrolled in HA408 will automatically be enrolled in the ITS-TIPS course that will guide the student through an orientation of how to use the Blackboard-Vista in order to navigate the online classroom environment required.

Suzanne L. Woods, M.Ed.
Program Director for Internships/Employment
School of Hotel & Restaurant Management
Northern Arizona University
P.O. Box 5638
Flagstaff, Arizona  86011
Office: (928) 523-1610
FAX:   (928) 523-1711
Suzanne.Woods@nau.edu
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Please Note:
In general, housing, transportation, and living expenses during the assignment are the student’s responsibility. There are always exceptions to this rule, ask your employer during the interview. You should also discuss any special needs you may have, especially the need to be away from work certain days or times. Advance requests are more easily accommodated than last minute ones. Communication is key.
SECTION I

The Student

Purpose of Internship:

The purpose of our Internship Program is to provide qualified students in the School of Hotel and Restaurant Management with a realistic work experience that includes exposure to management tasks, duties, and responsibilities in the Hospitality Industry. In addition, the Internship Program provides the cooperating employer with the opportunity to make sound evaluations of potential management employees for future employment.

Philosophy:

The mission of the School of Hotel and Restaurant Management is to develop students’ professional and technical competence in preparation for leadership responsibility in hospitality-related enterprises. The Internship Program is an integral component of ensuring that the undergraduate degree curriculum provides intellectual growth, communication skills, ethical awareness, appreciation of values/societies, and professional knowledge of the hospitality industry. Internships need to provide students with experience and challenges beyond the general frontline work experience.

Program:

As a student in our Internship Program you are to engage in a variety of training opportunities in the organization where you intern. The work experience and schedule are largely determined by the needs of the employer. The focus should be on providing you with exposure to management functions and responsibilities, to as many aspects of the operation as possible, and a useful project for analysis as a special project, if possible. Where possible, a management training task book can serve as an excellent project and will enable you to focus on the company’s operating procedures. Internships can be arranged for the spring, summer, and fall semesters, as well as 6-8 months in length.

Accountabilities:

There are four major players in your internship experience: you, your employer (cooperating organization), your academic advisor, and your internship coordinator. All four need to work together and communicate to ensure a positive learning experience. What follows is a detailed directory of responsibilities for the student, the advisor, the internship coordinator and the employer. These may be added to or modified depending upon your particular circumstance.
Minimum Requirements at various Credit Hour Levels:

The official guide for the minimum number of hours a student must work to receive internship credit at various levels are as follows: (Exceptions require the approval of the Internship office. Flexibility is key, so negotiations or substitutions of requirements are possible)

12 ACADEMIC CREDIT HOURS:
1. A **minimum** of five hundred and forty (540) hours worked
2. Complete employer’s intern program and exposure to three (3) departments / positions / areas with supervisory / management learning (i.e. scheduling, inventories, accounting, projects, manager meetings, etc)
3. Bb-Vista online learning activities

9 ACADEMIC CREDIT HOURS:
1. A **minimum** of four hundred (400) hours worked
2. Complete employer’s intern program and exposure to three (3) departments / positions / areas with supervisory / management learning (i.e. scheduling, inventories, accounting, projects, manager meetings, etc)
3. Bb-Vista online learning activities

6 ACADEMIC CREDIT HOURS:
1. A **minimum** of three hundred (300) hours worked
2. Employer provides exposure to management / supervisory responsibilities (i.e. scheduling, inventories, accounting, projects, manager meetings, etc) and exposure to two (2) departments / positions / areas
3. Bb-Vista online learning activities

3 ACADEMIC CREDIT HOURS:
1. A **minimum** of two hundred (200) hours worked
2. Bb-Vista online learning activities
3. Employer provides exposure to management / supervisory responsibilities (i.e. scheduling, inventories, accounting, projects, manager meetings, etc) and exposure to two (2) departments / positions / areas
You may enroll in up to 18 NAU academic credit hours total while completing an HA408 internship. Exceptions require the approval of the Internship office.

**Compensation:**

The employer has several options available for compensating the student:

1. The employer may pay the interns’ tuition AND also pay a reasonable and established wage for the assigned position.
2. The employer may pay the intern a reasonable and established wage for the assigned position AND provide housing at discounted rates.
3. The employer may pay the intern a reasonable and established wage for the assigned position.

Unless agreed upon by the student intern and employer ahead of time and in writing, we will not approve unpaid internships.

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**To “Survive an Internship Successfully,” Hosteur Magazine** (Spring 1992, page 12) offered ten top ideas:

**#10. Work your tail off the first week – set the stage**

Your first impressions as an employee are lasting ones. Some hospitality managers and employees view college interns as prima donnas, while others will test your every move the first few days. Go that extra mile…work hard…ask if there’s more to be done. Win them over early. With this philosophy, you’ll have expanded responsibilities by the end of your internship that may not have been obvious when you began.

**#9. You’re an intern, not the general manager**

Learn the players and the corporate culture before you offer suggestions on how to improve business. As valid as your ideas and observations might be, hold back before you show them how to increase customer counts by 10% while improving the bottom line by 20%.

**#8. Develop the eyes of a manager**

Many of the tasks in the hospitality field are redundant. Some people would call them “no brainers.” They are a necessary evil of the business. What do you do when your boss gives you the job of peeling 50 pounds of carrots? After clarifying that there are no pre-peeled carrots in stock and that it is indeed 50 pounds of carrots, not just 50 carrots, view this job as an opportunity to learn by watching – develop the eyes of a manager.

Look at the job you have been assigned. Do you have the right equipment? Is there some piece of equipment that would make the job easier? What will the carrots be used for? Is this the best use of an employee’s time?

As you are completing the task, watch the flow of traffic through the kitchen. How could you improve it? Is everyone working together? Most importantly, remember
how you felt peeling all those carrots. What will you do as a manager when you assign an employee a task like this?

#7. Offer to do a special project.
If you are looking to get a huge paycheck by interning, you’re in for a surprise. Still, interning in the hospitality industry can be a very rewarding experience. If you feel stuck in a position, why not ask your boss to assign you a special management-related project. Another option would be to sit down with your manager and talk about some areas that you would like to work on. You might suggest initiating a recycling project or, if you are interning in a hotel, analyzing room rates at a competitor’s property. Whatever project you and your boss decide on, it will be a great opportunity to learn more about the business while simultaneously building your resume. Try to make it a quantifiable management experience, such as initiating a recycling program that cuts trash removal from three times a week to once a week with a savings of $300.

#6. Watch Jay Leno and David Letterman
You need to balance work and recreation. The hospitality industry can be all consuming at times, so work hard - play hard! Remember to take care of yourself.

#5. Be realistic
You will not come in as an intern and leave as the general manager. Your goal is to learn as much as you can from all members of the organization.

#4. Be a sponge
Try to absorb as much as you can. Many times you can learn more from a current employee than from reading the manual. Talk to all employees, salaried and hourly, to gather information of what they are all about. Management entails working with all employees. Treat every encounter as an opportunity to learn.

#3. Find a mentor
Talk to each member of the management team and find that special person whom you respect the most and with whom you can talk about the industry. Remember to be respectful of his or her time and obligations as you attempt to build rapport.

#2. Ask questions
It’s true. There are no dumb questions. Talk to as many people in the organization as possible especially those in “front line” positions. These are the people you are going to manage in the near future. Try to figure out what makes them tick. Ask them directly what they like and don’t like about new managers just out of college.

And the number one idea for successfully surviving an internship is:

#1. Be the type of employee you would like to manage
Simply stated, try to do the best job you can under any circumstance. A variation of the Golden Rule: Treat guests as you would like to be treated. Prepare and serve food
that you would be proud to serve to your closest friend. Work hard, always be willing to learn, and be happy. You’re in the best business in the world.

**Intern Requirements:**

1. **Advisor approval**
   - Meet with your advisor to discuss when an internship will fit into your studies.
   - Determine the number of credits you have available in advisor-approved electives.
   - Have your advisor sign off on your internship application.

2. **GPA Minimum of 2.5**
   - If your GPA is lower than 2.5, the intern coordinator will consult with your advisor to determine if an internship will benefit the student and be approved.

3. **Class Standing**
   - Internships are geared toward juniors and seniors to ensure that they have successfully completed coursework at the lower division level, and have basic knowledge of the industry theory.
   - Some companies will accept sophomores and freshmen if it is appropriate for their program.

4. **Enrollment**
   - If you are offered an internship, you will be enrolled in HA 408 (Fieldwork Experience) for academic credit of three (3) to twelve (12) hours.
   - The number of credit hours received is determined by the length and structure of the internship, the number of hours worked, and the number of credits available in the advisor approved electives block in your curriculum.
   - You must enroll for the semester you are doing the internship in. Retroactive credits will not be granted.

5. **Tuition**
   - Tuition is based on the number of academic hours of the internship, plus a lab fee of forty (40) dollars.

6. **Commitment**
   - You are expected to meet all company standards and requirements and work the length of time agreed upon.

7. **Grading**
   - Grading is on a pass/fail basis.
   - If assignments and/or hours are not completed, an “I” grade will be given until the work is successfully completed, which must be within one semester following the internship.

8. **Off Campus Students**
• You will be considered an enrolled student at NAU.
• It is your responsibility to meet with housing and financial aid to make the necessary arrangements to be off campus.

*International students must advise the international office of their internships.*

**The Student’s Responsibilities throughout Internship…**

The following section details the rules and regulations that most businesses have for their employees, “The Employee Handbook”. After reading these, you will soon realize that the world of work is quite different from taking a class. You, while being a student, can blow off a class, turn in an assignment late, forget about some homework, and still receive a passing grade for the class. These same behaviors in the work place will result in being terminated *(FIRED)* from your job.

Please ask your employer for a copy of the policies and procedures you are to follow as an employee. If the employer does not have a formal document, use the following list as your guide and discuss them with your internship supervisor / mentor.

*You, the student, will…*

Be expected to follow company rules and regulations

Understand that unsatisfactory work or attitude and/or disciplinary problems may lead to reprimands, poor evaluations, and/or discharge

**Confidentiality:** Students are expected to maintain confidentiality of the employer at all times.

**Dress Code:** Each student is expected to maintain a personal appearance and dress appropriate for the professional setting of the employer. Professional grooming along conservative lines is essential.

Please note that the following frequently applies:

1. Exaggerated clothing and hairstyles are out of place.
2. Hair must be neatly groomed, and style/length must comply with company policies.
3. Hairnets or hats are required in food production and service areas.
4. Nails should be clean and short. Certain nail polish colors may be prohibited or not permitted at all in food production areas.
5. Avoid excessive use of perfume, cologne, or after shave lotion.
6. Chewing gum is not permissible.

**Injury**

Any injury must be reported immediately as per company policy. Students must assume the cost unless covered by Workmen’s Compensation.
Medical Insurance
Students are responsible for the cost of all personal medical care, unless covered by Workmen’s compensation. You are urged to have adequate medical insurance.

Pregnancy
A pregnant student may remain in the placement with written permission from her attending physician stating she is able to perform the assigned responsibilities.

Tardiness
The intern must be at work at the appropriate time. It is strongly suggested that the student arrives at least ten (10) minutes before their assigned starting time. Disregard for promptness demonstrates a lack of responsibility, which cannot and will not be tolerated, and may result in termination.

Transportation
Transportation to and from the employer will usually be the responsibility of the intern.

Premature Termination of Internship
If you leave prior to the agreed upon date, the intern must:
   i. Submit a written resignation.
   ii. Schedule an exit interview with the employer representatives.
   iii. Inform the Internship Coordinator.
   iv. Find out all the consequences before resigning, such as:
       1. Loss of credits.
       2. Becoming ineligible for financial aid.
       3. Jeopardizing future internships for other students.

Use of Drugs or Alcohol
The use of alcohol by any student on the premises or any student under the age of 21 on or off the premises or while at work will result in disciplinary action. The use of illegal drugs or the non-prescribed use of legal drugs by an intern will also result in disciplinary action. This may also result in immediate dismissal, with loss of credits and financial aid.

Vacation and Holidays
Unless approved by the employer prior to beginning your internship, you will not be eligible for vacation or college holidays off.

Verification of Hours Worked
The intern must be able to prove the number of hours worked. This can be done by means of paycheck/hours worked, or by means of a letter of the employer’s Human Resources Department.
SECTION II

Intern Coordinator

Guidelines for serving as an Intern Coordinator:

The Intern Coordinator is expected to be a resource to the student. Listening and giving advice are part of her activities. Giving feedback concerning work and assignments during the internship is also an important aspect of her responsibilities. The Intern Coordinator will encourage, reinforce, and counsel the student, while making sure the student accepts the responsibilities for his/her actions.

The Intern Coordinator will:

- Inform the students of the importance of internships each semester.
- Inform students of internship employers, and requirements through scheduled meetings and individual appointments.
- Monitor the student’s progress with employers via Blackboard-Vista and personal visits when possible. At the end of the work period, an evaluation will be requested from the employer regarding the student.
- Integrates the student’s background with the intern position in order to provide an experience relative to the student’s career interests.
- Assists in bringing students and employers together for a mutually beneficial arrangement.
- Provides information concerning the internship program and applications to prospective cooperating organizations.
- Evaluates all aspects of the program:
  - The role of the School of Hotel and Restaurant Management and the Intern Program.
  - The contribution of the employers.
  - The student’s performance
Section III  The Employer

Intern Program Components:

- The internship must be more than just an hourly job / position.

- Operational managers should be familiar with the intern program at the property, and committed to the time and involvement required to make it successful for the property and the intern.

- Interns should be invited to attend management meetings to get a management perspective.

- It is recommended that interns work from an hourly position eighty percent (80%) of the time and spend the other twenty percent (20%) learning management functions in closely related departments. Performing an hourly job will provide them with a strong operational foundation.

- It is recommended that interns rotate through various departments / positions / areas. The intern would operate out of one department but obtain exposure to other related departments. For example, work as a front desk clerk but also spend one or two weeks in housekeeping and reservations; or, work in the restaurant but spend one or two weeks in the kitchen and purchasing.

- A “bonus” for the intern would be to send them to a typical two to five day orientation and/or corporate training program.

- It is recommended that the intern meets once a month with an executive committee member to learn about their career path that got them there, and their responsibilities.

- It is recommended that the intern complete the company management or supervisory training manual. This will help them meet their college course requirements and provide them with a written reference base, in addition to a head start upon graduation.

- It is recommended to give the intern at least one performance appraisal so they can experience having their performance rated. For some, this will be the first time and it will be very helpful.

- Prepare other employees and supervisors for accepting the student’s participation and encourage their cooperation and support of the intern.
• Give him/her the opportunity, after a few weeks, to speak at a staff meeting where he/she can tell about him/her and the HRM program; or, lead a staff / committee meeting to gain perspective on setting agendas and disseminating information.

• In the event a student is not performing in accordance with accepted standards, and has been given all necessary chances / warnings / opportunities for corrective action, the employer is under no obligation to continue employment. Please notify the intern coordinator immediately should this occur.

**Things to avoid: (based on comments received from our interns)**

• Sending an intern to a manager or department that does not support or understand the intern program

• Assuming that the intern is comfortable in the work situation. Some are very grateful for the opportunity and will do nothing to upset the apple cart. For some, it will be their first work opportunity in our hospitality industry.

• Forgetting about the intern. A call from the human resource department to touch base is very welcome.

• Working the intern into the ground. The intern expects to work but also expects it to be reasonable and fair. Remember that they will be very hesitant to rock the boat or volunteer comments or critique. They will, however, tell everyone back on campus the good and the bad of their internships.

• Changing the program in mid-stream. Give them a clearly laid out plan. It can be adjusted and revised, but let them build on the experience and relationships in the department where they are.

• Dragging out the interview and placement process. Meet the dates for follow-up interviews, offer letters, and respond to phone calls / emails. The worst PR a company gets is by missing deadlines, making mistakes and dragging out the placement process. All students talk to each other—they have a very effective grapevine
Summary:

The internship experience is an exciting time for a college student. It is an opportunity for him/her to step up from typical hourly positions and receive exposure to management responsibilities along with the company’s culture and operational philosophy. An internship is a sought after experience. When interns return they can be a company or property’s best ambassadors. If a manager takes some extra time with an intern, he/she will improve the quality of their experience.

It is not expected that interns will be perfect. One of the best experiences for them is working through difficult situations. It will give them the confidence that they can see it through and develop maturity and professionalism. Do not let them get by with anything, but realize they come from a university environment, which is quite a different world. Help them make that transition.

Remember that interns are successful college students. They will possess good analytical skills and a skills set that will include technology, academic theory and often a foreign language. They have chosen to major in Hotel and Restaurant Management and the internship will help them transition from academics to the workplace. The experience will assist them in determining if this is the career they want to pursue. While it is not believed that interns should be treated differently, it is beneficial for all to recognize the skills and abilities they bring with them.
## Section IV

### Learning Activities

The following section looks at various learning activities (assignments) that the intern is required to finish as part of the intern experience. The learning activities required will vary depending upon the number of HA408 credits the student is registered for.

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Learning Activity #1

Job Description

Directions:
1. Develop a job description in your own words for the internship in which you are actually working.
2. Compare it to the job description you were given by your employer prior to beginning your internship.
3. Submit a 1 to 2 page comparison summary. (Assignment)

Suggestions of description items to include are listed below:

- Job title and place of employment
- Job summary, narrative summary of the activities of the position.
- Qualifications - uniform requirements, physical surroundings, working days, hours, etc.
- Salary and benefits.
- Job relationships - to who is the individual responsible and for who is the individual responsible.
- Specific duties and responsibilities – a list should be provided to indicate all duties performed by the individual in this position.

The description should be written in outline form, except for the job summary section. Headings should be used to identify each of the job description sections. The comparison summary should be written in paragraph form.
Learning Activity # 2

Management Interviews

Directions:
The intern will interview manager(s) working within the business environment. These managers may be employed by the entity, which employs the intern, or they may work for a different company. Interns should select individuals working at different levels within the organization and should seek individuals with different types of responsibilities. The interview does not have to be highly structured, but rather be more conversational in nature. Determine ahead of time the questions you are going to ask and take notes throughout the interview. *Ask for the business card of the person(s) interviewed, and have him/her date and sign the back as proof of the interview.*

*****Interns enrolled for 3 to 9 credit hours conduct one (1) interview and interns enrolled for 12 credit hours conduct two (2) interviews.*****

Each interview should include discussion around the following broad-based areas:

- What has been the managers’ career path to his/her current position? What companies have they worked for and what have their responsibilities been?
- If he/she could change anything about his/her career path, what would it be?
- What does he/she enjoy most and least about his/her current position, as well as their responsibilities? What aspects of his/her position bring the most reward and the most frustration?
- What does he/she see as the most challenging aspects of his/her position? What is he/she doing to overcome these challenges?
- What are the trends that may have an impact on his/her business within the next 2 - 5 years? How is he/she planning for this? How will business change within the next 2 – 5 years?
- What is the most critical challenge ahead for his/her particular segment of our industry?
- What advise can he/she offer to me entering the business environment today?

Assignment:
Submit a 1-2 page summary of the overall knowledge you gained from this experience. In addition, answer the two questions below…

- What did you find useful for your future career path?
- How will you incorporate this knowledge into your life?
Learning Activity # 3
Online Journaling Updates

One of the best ways for you to learn about yourself as a future manager in our industry is to keep a journal. You should include candid observations about your experiences. Identify the online journal entry by dates and explain what happened and how you feel about it. Please be aware that there are very few perfect work experiences. There will be challenges for you and sometimes you will feel that you just can’t figure out why you are doing this internship. Using a journal will help you put those experiences in a context while providing you with a record to look back on.

This online journal is mandatory, with a minimum of four (4) postings due by the end of your internship. You are welcome to post more than four entries and I recommend it as the review of them will give you a better perspective of where you began, how you progressed and grew, and where you are at the end of your internship.

Assignment:
At the end of your internship, review your online journal entries and then summarize your overall feelings and impressions of your internship employer, your experience, what you liked most and least and what you learned about yourself.

The following questions and statements may be of assistance to you:

1. Any observation as to how your participation in your job fits into the overall activities of the department or organization.

2. General impressions of the supervisor/colleague you are working with.

3. As a result of your experience, has your career objectives changing in any way?

4. Do you feel that you are gaining experience in the human relations area and in cooperation with others to attain mutual objectives?

5. Have you obtained a realistic view of the work-a-day world and what is involved in holding a full time job?

6. Did your work experience clarify any material you have studied in college? Where you able to apply any academic theory in any aspects of your job?

7. Did you gain any self-confidence in being able to do this internship and successfully hold a full time job?

8. Where you able to gain insights into the management styles used at your place of business? Did you gain an appreciation for problems facing management?
9. Where you able to benefit by association with older, more experienced individuals while you were working? How did you model yourself after these individuals?

10. If you were in a position of management, what changes would you make for overall improvement of the operation?

11. Would you recommend the sponsoring organization with which you took your experience to be retained for future students?

12. Progress toward your learning goals.

13. Good or poor management decisions observed and why.


15. Follow up on questions you were asked by your Intern Coordinator.

Confidentiality: The Internship Coordinator will under no circumstances discuss the journal at any time with the sponsoring organization and other interns, unless the intern has given written permission to do so.
Learning Activity #4

Performance Evaluation

Student Intern’s Name: _______________________________________

Supervisor’s Name:   _______________________________________

Employed:  from: ___________________to:__________________

Job Title:   _______________________________________

Directions:
Step#1: Download and print off two copies of the performance evaluation.
Step#2: The student reviews the performance evaluation and completes a self-evaluation.
Step#3: Independently, the supervisor completes a copy of the same form.
Step#4: The student and supervisor sit down together and share their observations.

Assignment:
Submit a 1 to 2 page summary on the observations made by both parties and the final consensus of the evaluation.

1. Initiative: is self–confident, motivated and enthusiastic in performance of current job duties and undertakes duties of greater responsibility


   C. self supv Lacks the necessary motivation, enthusiasm and drive in performance of job duties.

   Comments: __________________________________________________

2. Knowledge: is the degree to which one possesses and understands the fundamental skills, methods and procedures required for the position.

   A. self supv Possesses thorough job knowledge. Performs with minimal supervision.

   B. self supv Has sufficient knowledge to successfully complete routine tasks. Requires some supervision.

   C. self supv Insufficient knowledge of the job. Supervision required to complete work in accordance with rules and procedures.

   D. self supv Displays exceptional knowledge in all phases of the job

   Comments: __________________________________________________
3. **Judgment:** is the ability to consider all relevant information and appropriately recommend and/or implement a reasonable decision.

   A. **self** supv  Usually makes sound and reasonable judgments based on an evaluation of facts. Generally makes acceptable decisions.

   B. **self** supv  Sometimes neglects, misinterprets, or fails to consider facts. Has difficulty in reaching logical conclusions.

   C. **self** supv  Consistently considers all relevant information and appropriately recommends and/or implements a reasonable decision.

   Comments: _______________________________________________

4. **Acceptance of Responsibilities:** is the ability to successfully complete requirements of the current position with a minimum of instruction.

   A. **self** supv  Meets or exceeds job requirements. Minimum supervision.

   B. **self** supv  Continually demonstrates exceptional ability and willingness to complete the job responsibilities. Little supervision is needed.

   C. **self** supv  Usually meets job requirements. Often needs supervision.

   D. **self** supv  Often is unable and/or unwilling to complete the job requirements. Requires constant instructions.

   Comments: _______________________________________________

5. **Personal Appearance:** is the projection of a professional image in accordance with property guidelines.

   A. **self** supv  Very careful about appearance. Extra care is taken to maintain attire.

   B. **self** supv  Neat and clean. Satisfactory attention to appearance.

   C. **self** supv  On occasion, untidy and/or careless about appearance.

   Comments: _______________________________________________
6. **Dependability**: is the extent to which one can be counted on to effectively fulfill their job requirements.

A. **self supv** | Fulfills job requirements with an acceptable degree of dependability.
B. **self supv** | Instills a high degree of confidence in their dependability and reliability.
C. **self supv** | At time may be irresponsible in performing requirements.

Comments: ________________________________________________

7. **Accuracy**: is the correctness of work duties performed.

A. **self supv** | Is precise and rarely requires correction.
B. **self supv** | Careless and makes mistakes. Requires constant correction.
C. **self supv** | Occasionally makes careless mistakes. Requires some correction.
D. **self supv** | Makes minimal number of mistakes. May require some correction.

Comments: ________________________________________________

8. **Responsiveness to supervision**: is the ability to take direction, respond to constructive criticism and suggestions for improvement in a positive and timely manner.

A. **self supv** | Makes recommended changes in behavior but has difficulty dealing with correction.
B. **self supv** | Has difficulty in accepting suggestions for improvement and makes a minimal effort to change.
C. **self supv** | Responsive to suggestions for improvement. Immediately corrects and maintains appropriate behavior.
D. **self supv** | Ordinarily able to accept correction in a positive manner. Makes an attempt to improve.

Comments: ________________________________________________
9. **Associate Relations**: is the respect shown to co-workers and interdepartmental personnel in the performance of duties.

   A. self  supv  Shows respect to co-workers and interdepartmental personnel.
   B. self  supv  Occasionally has problems when dealing with co-workers and/or interdepartmental employees.
   C. self  supv  Very polite and willing to help others in all situations.

   Comments: ______________________________________________

10. **Attendance**: is the reliability displayed in coming to work punctually each day and conforming to work hours and assigned schedules.

    self  missed work____ day’s      late ____days
    supv  missed work____ day’s      late ____days

   Comments: ________________________________________________

11. **Cooperation**: is working effectively with others to achieve common goal.

   A. self  supv  Resists change, unwilling to work with others.
   B. self  supv  Slow to change, works towards common goal, but does not work well with others.
   C. self  supv  Accepts change, works towards common goal but does not work well with others.
   D. self  supv  Adapts well to change, works towards common goal and works well with others.

   Comments: ________________________________________________

12. **Courtesy**: is the ability to conduct oneself in a helpful, friendly and considerate manner when dealing with others.

   A. self  supv  Is seldom helpful, friendly and considerate when dealing with others.
   B. self  supv  Shows a genuine desire to promote friendliness, helpfulness and consideration when dealing with others.
   C. self  supv  Is helpful, friendly and considerate under most conditions.

   Comments: ________________________________________________
13. **Quality**: is the degree to which work is organized and completed safely, accurately, thoroughly and neatly.

A. self supv Frequent errors and mistakes, Does not set pace to the demands of the job.

B. self supv Normally thorough and accurate in job. Pace is maintained at an acceptable level.

C. self supv Consistently high caliber of work. Able to keep pace with the demands of the job. Rarely makes errors.

Comments: ________________________________________________

14. **Productivity**: The volume of work completed in relation to what is assigned and expected.

A. self supv Volume of work meets requirements

B. self supv Output exceeds requirements

C. self supv Volume of work completed fails to meet established standards.

D. self supv Volume of work may at times fail to meet requirements.

Comments: ________________________________________________

15. **Communication**: is the ability to accurately give and receive relevant information in a timely manner.

A. self supv Outstanding ability to exchange facts and ideas with others. Consistently works within necessary time constraints.

B. self supv Exchange facts and ideas effectively with others in a timely manner.

C. self supv Vague in exchange of facts and ideas and/or does not communicate in a timely manner.

Comments: ________________________________________________

**Additional comments:**
Learning Activity # 5
Discussion Topics

Directions:

Throughout the semester a total of 4 discussion topics will be presented through the online Vista program with a new topic question to discuss among the other interns. You will be required to initiate a response to the discussion topic and then make a comment on at least two other interns' responses. A paragraph will be a minimum acceptable initial response and at least two complete sentences will be a minimal acceptable comment on other interns' responses.

Topic Questions:

1. What duties and responsibilities of your position are you struggling with and how are you adjusting to improve upon them? What duties and responsibilities are you mastering?
2. How have you dealt with unsatisfied, angry or difficult guests? Explain in detail a situation and what you did to remedy the problem and calm down or satisfy the guest. How has a guest pleasantly surprised you? Explain in detail a situation and how you responded or dealt with this surprise.
3. As a current employee, what incentives/rewards does your employer show towards you and your co-workers in regards to a job well done or going above and beyond the "call of duty"? As a future manager, how would you reward or show appreciation for your employees? What incentives would you like to provide, keeping in mind the money needed to allocate for each incentive?
4. Having had 3-4 months to intern, would you recommend your internship employer to be retained for future NAU/HRM interns? Please be specific in explaining why or why not?
Section V  Agreements

1. HA408 Internship Application Form

2. Intern Request Form.
   • To be completed and signed by the sponsoring organization
   • This document is an agreement between the sponsoring organization, the student and the school.
   • The agreement does not have to be completed for each student but needs to be kept current and on file for each Worksite as well as the Internship Office.

3. Fieldwork Experience Agreement.
   • This is an “Acceptance of Responsibilities” agreement for the Intern Student.
   • To be completed and signed by the student going on an internship.

4. Objectives to be Met Outline.
   • This is an outline the intern develops after discussion with the employer of what the intern will accomplish during their internship with the employer that fulfill the minimum requirements at the various credit levels described on page 4 within this course pack.

Before you leave for your internship…

- Print a hardcopy of the course pack
- Understand all your minimum requirements at your enrolled credit level
- Complete/Submit Application form
- Complete/Submit “Intern Request” form
- Complete/Submit “Fieldwork Experience Agreement” form
- Complete/Submit your internship “objectives to be met” outline, as discussed with your internship employer.
- Submit a copy of your employer internship offer letter