

**INDIANA UNIVERSITY OF PENNSYLVANIA  
DEPARTMENT OF HOSPITALITY MANAGEMENT**

**Professional Internship Guidelines**

**University Minimum Academic Requirements for Scheduling an Internship --**

2.0 Overall Grade Point Average (GPA)

57 Earned Credits at Time of Internship Start

**Name of Departmental Internship Course --**

HRIM 493 Internship

**Departmental Internship Prerequisites --**

Attainment of University Minimum Academic Requirements

**Completion of Pre-Internship Experience AND Completion / Filing of the  
Department Pre-Internship Verification Form**

**\*\*The Department Pre-Internship Verification Form is included  
in this document packet and needs to be filed with the  
Department Internship Coordinator PRIOR to beginning your  
Internship.**

**The Department of Hospitality Management Pre-Internship ;**

to be completed **prior** to engaging in the Professional Internship and **after**  
the students formal enrollment in the IUP Hospitality Management  
Department.

to include employment within any type of hospitality industry operation

to be of any job type within such operation

to be of a time period of 400 hours

this is a **non-credit required work experience** that does not require the student to schedule any class or pay any University fees.

student is required to complete the Department Pre-Internship Verification Form as identified above.

### **Who is the Department Internship Coordinator? --**

Currently the Department Internship Coordinator is –

Jeffrey Miller  
16 Ackerman Hall  
724-357-2626  
jmill@iup.edu

### **Required Number of Internship Credits --**

In order to earn a Bachelor of Science Degree in Hospitality Management you are required to complete a **3 CREDIT** Internship.

The University permits undergraduate students to schedule up to 12 credits of internship during their undergraduate studies. Within the Department of Hospitality Management, any scheduled internship credits in excess of the required 3 credits will be used for Free Electives, unless otherwise approved by the Department Chairperson.

### **Required Number of Internship Hours to be Completed --**

The required **3 CREDIT** internship requires that you work **400 HOURS** during that given internship experience.

For internship credits in excess of the required 3 credits, you are required to work **40 HOURS PER EACH SCHEDULED CREDIT**

### **When should I schedule my Internship? --**

As per University requirements, you are eligible to schedule your internship upon attaining the minimum academic requirement for scheduling an internship.

**However**, there **may** be advantages to scheduling your professional internship at the **end** of your Junior year, **during** your Senior year, or **after** your Senior year of classroom study. You are encouraged to speak with the Department Internship Coordinator and/or your academic advisor in order to discuss your internship scheduling strategy.

### **Where can I do my Internship? --**

Your professional internship can be done within any hospitality operation domestically or abroad.

Ideally, your professional internship should be done within a type of hospitality environment that is of professional – employment interest to you.

If you are unsure as to whether a prospective internship site is appropriate for use as a professional internship, please see the Department Internship Coordinator.

### **What type of job must I acquire for my Internship? --**

Your internship job will depend upon your perceived area of professional interest upon graduation, i.e. students interested in Food and Beverage Management upon graduation should consider internship jobs in food and beverage, etc.

As the professional internship experience is often the final opportunity for a student to acquire hospitality industry work experience prior to graduation, it is **highly encouraged** that your internship job include supervisory responsibilities, thus making you a more “marketable” individual for supervisory / management positions. An internship job **solely** as a “line” employee such as a dining room server, front desk agent, or hotel housekeeping **may** not be appropriate for the completion of your internship requirements.

If you have any question as to whether your offered job is appropriate for use as a professional internship, please ask the Department Internship Coordinator.

**Note: Some hospitality operations offer “internship” positions that are paid, others offer non-paid experiences. Based upon your personal interests and needs, either is acceptable for satisfaction of your departmental internship.**

**Who will be my Department Faculty Internship Supervisor for my Internship and what are their responsibilities? --**

Department Faculty Internship Supervisors are assigned to interns primarily based upon an attempt to group interns within a given geographic area together and make them the supervisory responsibility of a given department faculty member. This is accomplished utilizing those department faculty expressing an interest in supervising interns for a given academic semester.

“Special Requests” to be assigned to a given department faculty member cannot always be accommodated.

Your assigned Department Faculty Internship Supervisor is responsible for: initiating contact with you during your internship / accepting communication from you during your internship / providing direction and advisement to their assigned interns during their experience / accepting and evaluating-for-earned-grade the interns’ submitted internship report

**STEP-BY-STEP PROCEDURES FOR THE PROFESSIONAL INTERNSHIP**

1. Complete a non-credit pre-internship experience for 400 hours
2. Complete Department Pre-Internship Verification Form and give to Department Internship Coordinator.
3. Schedule **3 CREDITS** of the course **HRIM 493 Internship FOR THE ACADEMIC SESSION YOU WILL ACTUALLY BE DOING YOUR INTERNSHIP EXPERIENCE.**

**Note: For University liability and other logistical reasons, students are not permitted to schedule an internship for academic semesters prior or following the actual internship experience. Under no circumstances will internship credit be awarded “after-the-fact” for past work experience.**

**You should plan in-advance when you will be doing your internship and address all relevant financial and personal issues before scheduling a professional internship.**

If you choose to engage in an internship in excess of the required 3 credits, schedule those credits in addition to the required 3 **for the academic session you will actually be doing the internship experience.**

4. Complete the Department of Hospitality Management Internship Data Form (a copy is included in this packet) and give it to the Department Internship Coordinator.
5. You will receive a communication, likely via Email, from your Department Faculty Internship Supervisor generally prior to the start of your internship. If you have not received such communication following the first 2 weeks of your internship, please contact the Department Internship Coordinator.
6. You are to contact your Faculty Internship Supervisor via email in order to notify them that you have started your internship work hours. You are encouraged to maintain email contact with your faculty Supervisor during the course of your field experience in order to discuss any questions, problems, or review your overall internship progression.
7. You will provide your internship Site Supervisor with the Internship Site Supervisor's Student Intern Evaluation Form (a copy of which is provided in this packet) at a time near the end of your internship experience -- following the directions as illustrated later in this packet.
8. You will compose an Internship Report and submit it to your Faculty Supervisor following the protocol as presented later in this packet.
9. Your earned grade for your internship will be entered into URSA by your Faculty Supervisor and eventually posted to your electronic transcript as with any other grade for an undergraduate course – or, in some cases, a formal University Change-of-Grade Form will be completed by your Faculty Supervisor and submitted for the required authorizing signatures.

## COMPONENTS OF THE INTERNSHIP REPORT

**The required Internship Report is to be submitted to your Department Faculty Internship Supervisor within 2 WEEKS following the completion of your internship hours.**

**Report is to be submitted in an appropriately-sized 3-Ring Binder with all pages placed in plastic protective sleeves.**

The Internship Report is to address the following – in this order:

**A) Cover Page –**

Student Name

Internship Job Title

Internship Site

Academic Session of Internship

Scheduled Internship Credits

Date Began / Finished Internship

Number of Completed Internship Hours

Date of Report Submission

**B) Identification of Internship Site –**

Name of Site

Location of Site

\*Include a map clearly identifying site location

Target Market(s) Served by Site

For **LODGING** Internship Sites:

Number of Guestrooms

Rooms Mix

Most Recent Occupancy % - if available

Most Recent Average Daily Rate – if available

Most Recent RevPar – if available

Identification of Guest Services of Operation

AAA (Diamond) and/or Mobil (Star) Rating – if applicable

Include Promotional Brochure / Material for Operation

For **FOOD SERVICE / RESTAURANT** Internship Sites:

Number of Seats in Dining Area(s)

Most Recent Food Cost % - if available

Most Recent Beverage Cost % - if available / applicable

Most Recent Average Check Per Given Meal Period – if available

Type of Concept of Dining Area(s)

Type of Food Delivery System / Service Used in Dining Area(s)

AAA (Diamond) and/or Mobil (Star) Rating – if applicable

Include Copy(ies) of Dining Area Menu (s )/ Promotional Material  
for Operation

For **OTHER TYPES OF OPERATION** Internship Sites:

Discuss requirements with your Faculty Supervisor

**C) Description of Internship Job -**

Your formal job title

Copy of your job description

Copy of your internship site organizational chart – identify your position

Discussion of how your internship site recruits / trains / evaluates performance of employees

Discussion of any career advance opportunities at your internship site

**D) Discussion of Job Description –**

Based upon your formal job description, provide a discussion of the main responsibilities of your internship job(s)

Provide any relevant supporting documents

**E) Critique of Internship Site –**

Provide a personal critique of the strengths and weakness of your site as it pertains to providing an effective internship experience. **Provide examples** to support your critique.

Would you recommend this site as a future internship site for IUP Hospitality Management students? Why or Why Not?

**F) Self-Critique of Internship Performance –**

Provide a self-critique of your personal performance during your internship experience, citing your perceived strengths and weaknesses in performing your job description responsibilities. **Provide examples** to support your statements.



**G) Completion / Submission of Site Supervisor Evaluation Form –**

Provide your Site Supervisor with the Site Supervisor’s Student Intern Evaluation Form Evaluation Form – as provided in this packet.

Your Site Supervisor is encouraged to discuss this form with you.

Include the **original** copy of this form in your report.

**H) Photos of Your Internship Site in General and Your Specific Job Areas in Particular.**

**I) Typed Daily Log / Journal of Your Internship Activities / Experiences**

A detailed entry to be completed for **each day** you work, identifying what you did that given day.

**Your Professional Internship Earned Grade**

Your Internship earned grade will be determined as follows:

90% Completeness and Quality of Your Internship Report

10% Tone of Site Supervisor’s Evaluation

**DEPARTMENT OF HOSPITALITY MANAGEMENT  
Professional Internship Data Form**

**Name of Student Intern / Banner #** \_\_\_\_\_

**School Address:** \_\_\_\_\_

\_\_\_\_\_

**Home Address** \_\_\_\_\_

\_\_\_\_\_

**School Telephone Number(s)** \_\_\_\_\_

\_\_\_\_\_

**Email Address** \_\_\_\_\_

**Department Academic Advisor** \_\_\_\_\_

**University GPA** \_\_\_\_\_ **Department Major GPA** \_\_\_\_\_

**Number of Earned Credits Prior to Doing Internship** \_\_\_\_\_

**Academic Session of Actual Internship** \_\_\_\_\_

**Name and Address of Internship Site** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Internship Site Phone Number** \_\_\_\_\_

**Internship Site Supervisor Name & Job Title** \_\_\_\_\_

**Your Internship Job Title** \_\_\_\_\_

**I AM FAMILIAR WITH THE DEPARTMENT OF HOSPITALITY MANAGEMENT  
PROFESSIONAL INTERNSHIP PROCEDURES AND MY RESPONSIBILITIES IN  
COMPLETING THE PROFESSIONAL INTERNSHIP EXPERIENCE.**

\_\_\_\_\_  
**Student Signature**

\_\_\_\_\_  
**Date**

DEPARTMENT OF HOSPITALITY Management  
STUDENT INTERN EVALUATION FORM

Name of Student \_\_\_\_\_ Date of Evaluation \_\_\_\_\_

Name of Evaluator \_\_\_\_\_ Title \_\_\_\_\_

**Professional Performance**

Rate the intern on the following professional performance indicators. If selection is No, explain.

- a. Was the intern consistently punctual? Yes \_\_\_ No \_\_\_
- b. Did the intern utilize time effectively? Yes \_\_\_ No \_\_\_
- c. Did the intern follow site supervisor’s direction Yes \_\_\_ No \_\_\_
- d. Did the intern act in a professional manner? Yes \_\_\_ No \_\_\_
- e. Did the intern behave in a ethical manner? Yes \_\_\_ No \_\_\_
- f. Did the intern “fit” the organization’s culture? Yes \_\_\_ No \_\_\_

**Academic Performance** (Place an “X” as appropriate and provide additional comments if desired)

Criteria	Superior	Excellent	Above Average	Average	Below Average	Unsatisfactory	Not Observed
Knowledge of Hospitality Systems							
Application of System Knowledge							
Communication Skills (Written)							
Communication Skills (Oral)							
Interpersonal Skills (Interacts with others at all levels)							
Leadership Skills							
Ability to Analyze and interpret Hospitality Financial Data							
Customer Service							
Problem Identification and Solution							

DEPARTMENT OF HOSPITALITY MANAGEMENT  
Indiana University of Pennsylvania  
Ackerman Hall, Room 10  
(724) 357-2626 ~ Fax: (724) 357-7582

NON-CREDIT PRE-INTERNSHIP WORK EXPERIENCE  
VERIFICATION FORM

(Please submit to Department Internship Coordinator when completed and signed)

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Student Name: \_\_\_\_\_

Banner ID: \_\_\_\_\_

HRIM Advisor: \_\_\_\_\_

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Name of Property Where Employed: \_\_\_\_\_

Address of Property: \_\_\_\_\_

\_\_\_\_\_

Name of Job Supervisor and Title: \_\_\_\_\_

Total Hours Worked at Property: \_\_\_\_\_

Brief Description of Job Duties and Responsibilities:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Student Signature

\_\_\_\_\_ Date

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Job Supervisor Signature

\_\_\_\_\_ Date

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HRIM Department Internship Coordinator

\_\_\_\_\_ Date

*~ This form is to be forwarded to the student's advisor for inclusion in advisee file ~*

Department of Hospitality Management  
Indiana University of Pennsylvania

**NON-CREDIT PRE-INTERNSHIP WORK EXPERIENCE**

The HRIM Non-Credit Pre-Internship work Experience provides the student of hospitality management with the opportunity to experience industry employment early in their academic career. You may work in any position or location as long as it is within a hospitality industry-oriented operation. If you are unsure of whether a position is acceptable, you should discuss it with the HRIM Internship Coordinator.

You will need to complete a minimum of 400 hours of work for the non-credit experience. If you have prior industry work experience, you may petition the HRIM Internship Coordinator to have it approved as you non-credit work experience. Your petition should address you job title, and responsibilities, place of employment, number of hours or work, and should include your supervisor's signature. Petitioning is no guarantee of acceptance-each case will be treated as a separate decision.

As a non-credit experience there are no IUP fees, no papers to write, no site visits by HRIM faculty, etc. At the completion of your non-credit experience, complete the Verification Form, get your supervisor's signature, sign it yourself, and submit the form to the HRIM Internship Coordinator.

**THE NON-CREDIT PRE-INTERNSHIP EXPERIENCE MUST BE COMPLETED BEFORE YOU WILL BE APPROVED TO DO YOUR REQUIRED HRIM INTERNSHIP (3 CREDITS). IF THE NON-CREDIT PRE-INTERNSHIP WORK EXPERIENCE VERIFICATIO FORM IS NOT COMPLETED AND IN YOUR ADVISEE FILE, YOU WILL NOT BE PERMITTED TO PROCEED WITH YOUR INTERNSHIP.**