

# HRT INTERNSHIP

## HRT 492

This class fulfills the requirement for the internship in the Hotel, Restaurant, and Tourism Program.

### Requirements

- The student is responsible for arranging the internship and approving it in advance with the Internship Coordinator. You are required to work approximately 600 hours. Please provide your supervisor's name and all contact information.
- The student is responsible to return all forms by fax or mail on a timely basis.
- Please remember to register, pay applicable fees, and turn in all assignments within the timeframe of the University semester.
- The student is required to have Student Professional Liability Insurance issued by UT. This costs approximately \$38 per year, and does not apply to the operation of motor vehicles. The coverage is for one full year from 6/1-5/31. A check made out to UT with your social security number needs to be submitted to: Judy Loveday, JHB 110, (974-2143, [jloveday@utk.edu](mailto:jloveday@utk.edu)). You will not be graded until you pay this insurance.
- If you complete your required hours within the semester, you are expected to complete all assignments and reports by the end of the University semester. A grade of "I" can be issued if your experience crosses semesters, but issued otherwise under emergency circumstances only. These circumstances must be submitted in writing and approved by the Internship Coordinator. You will have one year to have the "I" removed, or it will be changed to a grade of "N/C."

### Assignments

- Web-based participation: This requires you to have Internet access, and all assignments will be posted on the Blackboard website through UT. You are required to use the discussion/chat functions of the website at least once/week. In addition, you need to respond to relevant industry articles that are posted. *If you do not post at least once per week or respond to the articles, your grade will be lowered.*
  - The website is available at: <http://blackboard.utk.edu>
  - Log in with your UT username and password.
  - Please make an appointment with the Internship Coordinator if you are unsure how to use the website.
- Property Report: The student will complete a final property report detailing their experiences. This report is to follow the format specified, and needs to be a minimum of ten pages long. In addition, please include appropriate support material (menus, promotional material, diagrams and drawings, etc.).
- Case Studies (2): In conjunction with your Property Report, evaluate and develop two case studies from the business you are doing your internship with. These should be problems or challenges you notice when doing research for the Final Project. These should be a minimum of 3-5 pages in length each. **IF** you are doing this internship at the same company as the first internship, you are welcome to do an additional detailed case study instead of the Property Report.
- Internship Reports: Please make sure and submit all internship reports throughout the semester on a timely basis. Do not turn them all in at the end of the semester. You are responsible for getting these forms submitted -- not your employer.

**HRT Internship Coordinator:** Dean Aaser; The University of Tennessee; 112-C Jessie Harris Building;  
Knoxville, TN 37996-1911; 974-5236 (fax); [daaser1@utk.edu](mailto:daaser1@utk.edu)

## **FACT SHEET FOR HRT FIELD EXPERIENCE**

### **WHAT IS REQUIRED?**

Ideally, the student will be able to work in a managerial capacity and/or a management-training program. However, the student is an employee of your firm and the sponsor assigns duties. If managerial duties are not possible, we ask that you make a concerted effort to assist the student(s) in observing/experiencing as much of your operation's management functions as possible.

### **HOURS:**

The student is required to work approximately 600 hours. The sponsoring firm can use the student for more hours if so desired and if it is agreeable to the student(s).

### **COMPENSATION:**

Students are normally paid prevailing wage scale for this field experience and should be placed under workman's compensation.

### **EVALUATION:**

After five weeks and at the end of the field experience, a student evaluation form should be submitted. If there are any problems or concerns, the supervisor should make note of them on the report. Major concerns should be transmitted via phone or e-mail to the instructor as soon as possible.

### **ACADEMIC REQUIREMENTS:**

We also ask each student to complete and/or develop case studies and a final report that are related to their field experience.

### **REGISTRATION:**

The student is required to register for the appropriate courses and submit assignments within the time frame of the University semester.

### **CONTACT:**

The instructor for the field experience is  
Dean Aaser: Fax # is 865-974-5236  
E-mail is [daaser1@utk.edu](mailto:daaser1@utk.edu)

**Hotel, Restaurant & Tourism Management**

University of Tennessee,  
110 JHB  
Knoxville, TN 37996-1900  
865.974.5236 (fax)

**Field Experience Agreement**

Date \_\_\_\_\_

Name of Student \_\_\_\_\_

Name of Sponsor \_\_\_\_\_

Title \_\_\_\_\_

Firm \_\_\_\_\_

Address \_\_\_\_\_

City/State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

I will employ the above student and agree to provide approximately 600 hours of work experience during this period. If at any time, the student breaks company rules or policies, I will notify the instructor.

**Signed**

Dates of Employment

From \_\_\_\_\_ to \_\_\_\_\_

The student should return this form to the Instructor.

# HRT Second Internship – Property Report

## Part 1. Place of Employment

- a. Name and address of business
- b. Location--using a map of the local area which must follow this page.
- c. Draw a complete layout (Example #1: Hotel - front desk, lobby, and guest rooms. Example #2: Restaurant - kitchen, dining room, work areas. Example #3: Tourism - travel agency; office design).
- d. Product or services sold including a description of the property (Example #1: Hotel - number of rooms, room rates, percent of occupancy and average rate. Include all amenities and services of the property. Example #2: Restaurant - Food cost percentage, product or services sold (detailed description of the menu), average check, dining room square footage and seating capacity. Example #3: Tourism - a thorough discussion of the purpose of this organization is necessary. The discussion should include a description of the business, the sources of revenue (i.e: ticket sales, tours booked, donations, funding [federal or state], grants or memberships) and the operating budget. (Wide range of business types - you are expected to adapt the outline to the business.)

## Part 2. The Organization

- a. Your title or the title of the job or assignment you had.
- b. Describe your assignment in complete detail; number of hours in each position and total hours worked.
- c. Salary, bonuses and/or any benefits you received.
- d. Draw an organization chart of this business.
- e. Describe the staffing procedures: recruitment, selection, placement, training and education of both management and employees. (Discuss each topic.) Discuss the possibilities and requirements for advancement for all employees. (Example: Ask manager how long it took to be promoted and when they expect the next promotion.)

## Part 3. The Work Environment

- a. Report new, unusual experiences and what you learned from them.
- b. Would you describe the work environment as pleasant, tough, neutral or threatening? And why?
- c. Do others appear to be happy? Explain your opinion.
- d. Do people make suggestions to their supervisors?
- e. Do you see any personnel problems in the work environment? If so, how could these problems be eliminated?

## Part 4. Observation of the organization from a managerial point of view.

- a. Purchasing techniques, buying, storing and issuing of food, equipment, supplies, etc. for type of property.
- b. Accounting and cost control procedures, to include night audit, if applicable (Revenue and cost items).
- c. Determination of prices for rooms, menu items, banquet rooms or other sales areas.
- d. Market analysis: the market (include demographic factors) and sales promotions and advertising. (include examples - Newspaper ads, etc.)
- e. What would you do to improve the business if you were the manager?

## Part 5. Conclusion

- a. Describe problems in your work experience you may have encountered and how you solved them.
- b. What are the positive aspects of this experience? (Knowledge gained and effects on future plans).
- c. What suggestions would you have for improving this internship experience for future students?
- d. Would you recommend this organization to future internship students?
- e. If you would recommend your company, does your manager want a UT intern again?

**Mid-term/Final Student Evaluation Report**

University of Tennessee, HRT 392  
JHB 110, Knoxville, TN 37996-1911  
Fax: 865-974-5236

Name \_\_\_\_\_ Company \_\_\_\_\_

Date: \_\_\_\_\_ Period \_\_\_\_\_

**I. Please rate student on the following personal and professional qualifications using the following scale**

- Excellent = top 10% of interns/beginning workers**
- Good = next 20% of interns/beginning workers**
- Average = middle 40% of interns/beginning workers**
- Weak = next 20% of interns/beginning workers**
- Poor = bottom 10% of interns/beginning workers**

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Weak</b>	<b>Poor</b>
1. Punctuality- attendance and times late	_____	_____	_____	_____	_____
2. Appearance	_____	_____	_____	_____	_____
3. Poise and Self confidence	_____	_____	_____	_____	_____
4. Dependability-Responsibility	_____	_____	_____	_____	_____
5. Adaptability-Resourcefulness	_____	_____	_____	_____	_____
6. Rapport with guests	_____	_____	_____	_____	_____
7. Rapport with employees	_____	_____	_____	_____	_____
8. Rapport with supervisors	_____	_____	_____	_____	_____
9. Job Attitude-Cooperation	_____	_____	_____	_____	_____
10. Initiative	_____	_____	_____	_____	_____
11. Reaction to suggestions-Criticism	_____	_____	_____	_____	_____
12. Communication Skills	_____	_____	_____	_____	_____

Signature of Sponsor \_\_\_\_\_ Signature of Student \_\_\_\_\_

Sponsor's Position \_\_\_\_\_

**The student is responsible for returning this report to the Instructor.**

**Mid-term/Final Student Evaluation Report**

University of Tennessee, HRT 392  
JHB 110, Knoxville, TN 37996-1911  
Fax: 865-974-5236

Name \_\_\_\_\_ Company \_\_\_\_\_

Date: \_\_\_\_\_ Period \_\_\_\_\_

**I. Please rate student on the following personal and professional qualifications using the following scale**

- Excellent = top 10% of interns/beginning workers**
- Good = next 20% of interns/beginning workers**
- Average = middle 40% of interns/beginning workers**
- Weak = next 20% of interns/beginning workers**
- Poor = bottom 10% of interns/beginning workers**

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Weak</b>	<b>Poor</b>
13. Punctuality- attendance and times late	_____	_____	_____	_____	_____
14. Appearance	_____	_____	_____	_____	_____
15. Poise and Self confidence	_____	_____	_____	_____	_____
16. Dependability-Responsibility	_____	_____	_____	_____	_____
17. Adaptability-Resourcefulness	_____	_____	_____	_____	_____
18. Rapport with guests	_____	_____	_____	_____	_____
19. Rapport with employees	_____	_____	_____	_____	_____
20. Rapport with supervisors	_____	_____	_____	_____	_____
21. Job Attitude-Cooperation	_____	_____	_____	_____	_____
22. Initiative	_____	_____	_____	_____	_____
23. Reaction to suggestions-Criticism	_____	_____	_____	_____	_____
24. Communication Skills	_____	_____	_____	_____	_____

Signature of Sponsor \_\_\_\_\_ Signature of Student \_\_\_\_\_

Sponsor's Position \_\_\_\_\_

**The student is responsible for returning this report to the Instructor.**

## Internship Case Studies

In conjunction with your Final Project, evaluate and develop two case studies from the business you are doing your internship with. These should be problems or challenges you notice when doing research for the Final Project. Examples:

- If you find a lack of proper training, develop a case on designing a training program.
- If you think the food costs are too high, develop a case on how to lower food costs.
- If you find a confrontational or negative work environment, develop a case on how to improve it.
- If you find theft or employee dishonesty to be a problem, develop a case on how to deal with it.
- If you find that it is very difficult to recruit and keep quality employees, develop a case on how to improve that situation.
- If you find the level of business and/or market share lower than expected or needed, develop a case on how to increase business.

Use the following format when detailing the case you have selected:

1. Background of company.
2. Company concept.
3. Clientele/market.
4. Number of employees.
5. Hours of operation.
6. Detailed description of problem. This is to include the history, how long the problem has existed, and as much detail as possible.
7. Solutions. These are to be specific suggestions with action steps. Also give your estimation of the willingness of the company to implement such steps and your thoughts as to how successful these solutions could be.