

**Mahidol University International College**

**International Hospitality Management Program**

**ICHT 491 Hospitality Management: Internship II**

**Workbook**

**Name…………………………………...**

**ID..……………………………………....**

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**1. THE OBJECTIVES OF INTERNSHIP II**

Internship II is seen as an essential part of the International Hospitality Management program by both employers and Mahidol University International College (MUIC). The extent of responsibility and management experience will, of necessity, vary from organization to organization.

**Internship II is designed to enable you to:**

* Make an effective contribution to the employing organization;
* Gain first-hand experience of a real working environment and, in particular, the problems

encountered in human, financial and other resource terms, in trying to meet organizational objectives, and understand how such problems are tackled;

* Demonstrate your ability to understand your role in the work of the organization by implementing instructions, directing, understanding, assuring appropriate actions, and carrying

out tasks assigned to you successfully;

* Develop interpersonal and technical skills, as well as competencies necessary for successful

completion of your work;

* Consider and discuss with colleagues and supervisors the relationship between

the theoretical concepts and the practical situations you come across; and

* Apply careful thoughts to ways in which this experience may help you to plan your

future.

1. **YOUR ROLE DURING INTERNSHIP II**
2. You are first and foremost an employee and will be expected by your employer, and

by MUIC, to conform to your employer’s requirements in the same way as other

employees. At the same time, MUIC considers you as a student and, through the

various assignments to be completed during the internship, will continue to monitor

the evidence of your learning.

1. Satisfactory completion of the internship, therefore, depends on your carrying out

these two roles successfully by:

* Achieving an appropriate level of performance in your work, as assessed by

the organization, Ajarn Pisut and yourself; and

* Demonstrating your learning over the year through completion of the

assignments.

1. You are encouraged to take responsibility for your own learning and development.
2. It is useful to determine and keep in mind the following:

* Your current abilities, strengths and weaknesses, i.e. ‘assess the present’ ;
* The skills necessary to be a practitioner in the profession; i.e., ‘see the future’;
* What you must do in order to achieve and provide evidence of skills in the

chosen area; i.e. ‘review and plan your internship learning’ and add this

information to your resume.

1. Learning Opportunities – Internships will vary in terms of the scope of work and

facilities, thus you should look for learning opportunities in each department by

undertaking tasks.

**3.** **SUPERVISION AND VISIT**

You will be visited by one of the lecturers of THM division, who will make a suitable arrangement for visit during your internship.

In the event of a problem arising during the period of your internship, you should, in the first instance, see your supervisor or manager and, if they are unable to resolve the problem to your satisfaction, then contact Ajarn Pisut. When a lecturer of THM division makes an arrangement to visit you, please make sure that that you will be available.

The THM division’s lecturer, who will visit you, will usually:

* Have a talk with your supervisor or manager;
* Check if learning objectives are being achieved;
* Establish how you are progressing; and
* Wish to talk to you and discuss the weekly email reports and the internship

presentation.

**4. COURSEWORK**

During your internship, you are required to complete the followings:

* 1. The bi-weekly email reports
  2. The internship presentation

You are also required to submit the employer feedback form and the student intern’s feedback form when you come to give your presentation at MUIC.

* 1. **The Bi-Weekly Email Reports**

As student intern, you are required to send Ajarn Pisut an email through pisut.yuw@mahidol.ac.th once every two weeks to keep him informed of what you are experiencing and learning at your workplace in both positive and negative aspects. The length of your email should be at least half an A4 page. At the beginning of each email you must indicate: your name, internship venue, internship department and internship duration.

This part of the assessment provides the opportunity for you to manage and monitor the development of your personal and professional skills and competencies.

* 1. **The Internship Presentation**

Within one week after the end of your internship, you are required to conduct a PowerPoint presentation for approximately 20 minutes after the end of your internship. The areas to be discussed during the presentation are as follows:

1. General background of the organization: The type of business carried out, and

organizational structure and procedures.

2) Your internship experience

3) A simple SWOT analysis of the business identifying the main strengths and weaknesses

of the operation, and the perceived opportunities and threats. These should be addressed where possible in relation to:

* Operations
* Marketing issues
* Financial control
* Application of IT
* Human Resources
* Competition
* Other relevant areas

4) Your suggestions for improvement

It is a must that you take photos with your supervisor and colleagues and within your internship venue. Those photos must be added to the PowerPoint slides to be used for your presentation.

Please note that if there is more than one student interning in the same organization, they may a presentation together. However, for the parts of “Your internship experience (Item 2) and “Your suggestions for improvement” (Item 4), each student intern has to present separately during the presentation.

Toward to the end of your internship, you need to contact Ajarn Pisut to be informed of the date and time you would like to come to MUIC to give your presentation.

**4.3 Employer’s Feedback (Appendix A)**

You have to request your employer to complete the employer’s feedback form under Appendix A (on Page 8 – 10) at the end of your internship.

**4.3 Student Intern’s Feedback (Appendix B)**

You are required to fill out the student intern’s feedback form under Appendix B (on Page 11 – 16) after the end of your internship.

**Please be reminded that the following items must be submitted to TIM office before making an internship presentation:**

1. **An original employer’s feedback form completely filled out**
2. **A copy of work-certification letter or work certificate**
3. **An original student intern’s feedback form completely filled out**
4. **An internship-presentation file**

**APPENDIX A – Employer’s Feedback Form *( To be filled out by your employer )***

**TO EMPLOYER: Kindly complete this form and return it to the student intern together with a work-certification letter or a work certificate. Or, you may mail both documents to the following address:**

Pisut Yuwanond, Ph.D.

Internship-II Program Manager

Tourism and Hospitality Management Division

Mahidol University International College

999 Salaya Campus, Buddhamonthon, Nakhonpathom 73170, Thailand

Name of Student Intern …………………………………………………………..

Position / Department …………………………………………………………..

Internship Period from……………………….to..…………………………

MUIC would be very grateful if employers would complete this assessment – preferably with the knowledge of the student. If the organization would like to use its own assessment procedure, covering similar areas, and wishes to submit that together with this form, there will be no objection. If there is any query, Ajarn Pisut will be glad to discuss the matter.

**Please rate on a scale of 1 – 5 points.**

**( 1 = “lowest”, 2 = “low”, 3 = “medium”, 4 = “high” and 5 = “highest” )**

**Areas for Assessment: If assessment is 1 or 2 would you please provide an example**

**to help the student understand.**

1. ***The Person***

Appearance 1 2 3 4 5 ………………………

Interest 1 2 3 4 5 ………………………

Application 1 2 3 4 5 ………………………

Self confidence 1 2 3 4 5 ………………………

Self discipline 1 2 3 4 5 ………………………

**Subtotal .………..………/…25**

1. ***The Work***

Quantity of output 1 2 3 4 5 ………………………

Quality of output 1 2 3 4 5 ………………………

Accuracy 1 2 3 4 5 ………………………

Level of understanding 1 2 3 4 5 ………………………

**Subtotal .………..………/…20**

1. ***Motivation***

Self motivation 1 2 3 4 5 ………………………

Commitment 1 2 3 4 5 ………………………

Initiative 1 2 3 4 5 ………………………

Co-operation 1 2 3 4 5 ………………………

**Subtotal .………..………/…20**

1. ***Interpersonal Skills***

Oral communication

- With peers 1 2 3 4 5 ………………………

- With seniors 1 2 3 4 5 ………………………

Written communication 1 2 3 4 5 ………………………

Listening ability 1 2 3 4 5 ………………………

Sensitivity to

non- verbal signals 1 2 3 4 5 ………………………

**Subtotal .………..………/…25**

1. ***Intellectual Ability***

Analytical ability 1 2 3 4 5 ………………………

Quality of opinions 1 2 3 4 5 ………………………

Quality of recommendations 1 2 3 4 5 ………………………

Originality 1 2 3 4 5 ………………………

Clarity of thought 1 2 3 4 5 ………………………

**Subtotal .………..………/…25**

1. ***Management Potential / Aptitude (where appropriate)***

Leadership qualities 1 2 3 4 5 ………………………

Planning and

organization of work 1 2 3 4 5 ………………………

Breadth of thinking

across organization 1 2 3 4 5 ………………………

Understanding of responsibilities and demand on management

1 2 3 4 5 ………………………

Ability to motivate 1 2 3 4 5 ………………………

**Subtotal .………..………/…25**

1. ***Overall impression of the student’s contribution***

2 4 6 8 10 ………………………

**Subtotal .………..………/…10**

**Total \_\_\_\_\_\_\_\_\_\_\_\_\_/\_\_150**

**Important Note: Kindly be informed that the student intern must gain a minimum of 120 points (80 %) to be eligible to pass this internship and graduate.**

1. ***Employer’s comments***

**………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………**

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Please stamp the

company’s logo

HERE

**Name of Intern Evaluator……………………………….…………………..**

**Position / Department………………………………….………………….....**

**Telephone………………………………Email………………………………**

**Intern Evaluator’s Signature.…………….…………..Date………………..**

**For College Official Only ……………………………………………. Date ………………….....**

**APPENDIX B – Student Intern’s Feedback Form *( To be filled out by student intern )***

**To Student Intern: Please type out your answer for each of the ten questions below, using Times New Roman size 12, and the length of your answer for each question must be at least 10 lines of the space provided. After completely answering all the questions, provide an overall score to the below organization as an internship venue.**

Student intern’s name: Student ID

Internship venue:

Location:

Internship department:

Supervisor’s name: Position

–

Trimester / academic year: **/**

Internship duration: From to

**1. Did the training program and outcomes meet their aims & objectives**?

(If your answer is ‘yes’, explain how they met their aims & objectives, but if your answer is ‘no’, what changes would you suggest to ensure their aims & objectives are met?)

**2. Were there any parts of the training program that were not appropriate?**

(Please identify and explain inappropriate parts of the program.)

**3. Were there any areas which should receive more focus and attention?**

(Please identify and explain areas in need of more focus and attention.)

**4. Were the training materials provided during the training program appropriate, easy to understand and logically structured / sequenced?**

(Please provide your comment.)

**5. How satisfied did you feel with the followings: the overall framework of the training**

**program, the methods used to communicate the information and concepts, the questioning and feedback, the examples used, and the media resources and demonstrations used**?

(Please provide your comment.)

**6. Did the training program follow a logical sequence?**

(Please provide your comment.)

**7.** **Did the training program allow for flexibility in training, group interaction and**

**participation?**

(Please provide your comment.)

**8.** **Do the evaluation and assessment tools and strategies need to be changed?**

(Please provide your comment.)

**9. Please provide suggestions for improving the training program**.

(Please provide your comment.)

**10. Would you recommend this internship venue to your schoolmates? Which department(s)?**

(Please provide your comment.)

**/ 10**

**OVERALL SCORE :**

**Name of Student Intern…...……………………………….…………………………………………..**

**Signature of Student Intern …………………………………………………………………………...**

**Telephone…………………………………………..Email…………………………………………….**

**Date……………………………………………………………………………………………………...**