



**Mahidol University International College  
Tourism and Hospitality Management (THM) Division**

## **Internship-II**

# **Workbook**

**Name.....**

**ID.....**

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## **CONTACT INFORMATION FOR ASSISTANCE**

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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.

## 2. **YOUR ROLE DURING INTERNSHIP II**

1. 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.
2. 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 Michael and yourself; and
  - Demonstrating your learning over the year through completion of the assignments.
3. You are encouraged to take responsibility for your own learning and development.
4. 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.
5. 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. INTERNSHIP SUPERVISION**

In the event of a problem arising during the period of your internship, you should, in the first instance, see your supervisor or manager. If they are unable to resolve the problem to your satisfaction, then contact Ajarn Michael and he will:

- Have a talk with your supervisor or manager;
- Check if learning objectives are being achieved;
- Establish how you are progressing; and
- Have a talk with you on other relevant issues.

### **4. COURSEWORK**

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

4.1 The bi-weekly reports via Google Classroom

4.2 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.

#### **4.1 The Bi-Weekly Reports**

As student intern, you are required to send Ajarn Michael a report once every two weeks to keep him informed of what you have experienced and learnt at your workplace in both positive and negative aspects. At the beginning of each report 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.

## 4.2 The Internship Presentation

Within one week after the end of your internship, you are required to conduct a presentation for approximately 20 minutes. 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

Your SWOT analysis must be supported with justifications and/or evidences.

- 4) Your suggestions for improvement, with supporting justifications and/or evidences

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 conduct 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 are required to contact Ajarn Michael to inform him of the date and time you would like to give your presentation.

### **4.3 Employer's Feedback Form**

Tourism and Hospitality Management (THM) Division send email directly to employer with the internship application letter and the internship application reply form.

### **4.4 Student Intern's Feedback Form**

You are required to fill out the student intern's feedback form under Appendix A after the end of your internship.

**Please be reminded that the following items must be submitted to THM office before or at the time of making an internship presentation:**

- 1) The employer's feedback form completely filled out (to be submitted online by your employer)**
- 2) A copy of work-certification letter or work certificate**
- 3) The student intern's feedback form completely filled out (to be submitted online by student intern)**
- 4) An internship-presentation file**



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

**Before filling out this form, please complete the MUIC-Internship program’s satisfaction survey by clicking on this link => <https://forms.gle/zr5AW6q68C9hs2WL6>**

**To Student Intern:** Please type out your answer for each of the ten questions below. After completely answering all the questions and providing an overall score to the internship organization, please print out this form and submit it to THM’s office at the time of making an internship presentation.

Student intern’s name:	<input type="text"/>	Student ID	<input type="text"/>
Internship venue:	<input type="text"/>		
Internship department:	<input type="text"/>		
Supervisor’s name:	<input type="text"/>	Position	<input type="text"/>
Trimester / academic year:	<input type="text"/>	/	<input type="text"/>
Internship duration:	From <input type="text"/>	to	<input type="text"/>

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**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, and/or should receive more focus and attention?**

(Please identify and explain inappropriate parts of the program and/or identify and explain areas in need of more focus and attention.)

**3. How satisfied did you feel with the following aspects?**

**3.1) the overall framework of the training program**

**3.2) the logical sequence of the training program**

**3.3) the methods used to communicate the information and concepts**

**3.4) the questioning and feedback**

**3.5) the examples used**

**3.6) training materials provided during the training program**

**3.7) the media resources and demonstrations used**

**3.8) the evaluation and assessment tools and strategies**

**3.9) the flexibility in training, group interaction and participation**

(Please provide your comment.)

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

(Please provide your comment.)

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

(Please provide your comment.)

**OVERALL SCORE GIVEN BY STUDENT:**

<b>/10</b>
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**Name of Student Intern.....**

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

**Date.....**