



The Dedman College of Hospitality Internship Program Evaluation Criteria for Internships for Credit

The Dedman College of Hospitality ensures that each student has the opportunity to practice essential skills in a real-world setting, preparing them for their future careers in hospitality. Experiential learning is an essential component of their curriculum and therefore requires industry partners that are willing to provide students with a quality learning experience. In order to ensure standards are met to grant academic credit for an internship, the Dedman College of Hospitality has established the following criteria for internships.

Breadth and Depth of the Experience

Students should be provided the opportunity to learn the daily operations within every department of the club. If the internship placement is NOT rotational, students should be allowed shadow days with each department manager, including the general manager. The goal of the internship is to allow students to experience all facets of private club operations.

Opportunity to Apply Principles Learned In and Out of the Classroom

An internship should provide students with hands-on experience and knowledge of what a professional position in the industry would be like. Students should be able to relate the internship experience to knowledge and skills they have gained through college-level classroom instruction.

Opportunity to Observe Professionals in Action

It is important that student interns be able to observe professionals in their career field in order to gain an understanding of the type of work the occupation involves. Students should be given the opportunity to attend department meetings, vendor meetings, and board meetings if allowed. If the club attends local/regional CMAA meetings, student interns should be provided the opportunity to attend along with the team.

Supervision and Processing Time

It is important that the intern's supervisor provide adequate opportunities for students to ask questions and receive guidance on assigned projects. As feedback is a critical part of the learning process, there must be an on-site supervisor directly assigned to the intern who can provide guidance throughout the internship experience.

Plans for Evaluation and Feedback to the Student and the Institution

At the end of the internship, the Director of the Marriott Career and Professional Development Center will provide the intern with an Employer Evaluation Form to be completed by the immediate supervisor. This form is used to evaluate the quality of the internship, as well as the student's performance. It is vital that this form be submitted in a timely manner. We encourage the supervisor to review this evaluation with the intern prior to submitting. A schedule of ongoing informal feedback is encouraged as well. In addition to our evaluation requirements, any existing evaluation procedures your club has in place specific to the intern's particular job function, should be administered as your club standards dictate. Providing an intern with feedback about his or her job performance and skill areas provides a great learning opportunity for the student.

What makes a good internship?

An internship is a dynamic partnership with the student, the agency and the university combining forces to create a significant learning experience. A quality internship will provide a well-rounded experience exposing students to all areas of the property and giving them opportunities to learn through observation as well as active participation. The host agency needs to provide a logical and structured experience with increased progression of responsibilities and regular feedback on the students' performance.

Internship Criteria:

Global Club Management and Leadership Major

In order to meet the requirements for academic credit (HFT3941), the internship experience must conform to the following guidelines:

- The student must be formally admitted to the Dedman College of Hospitality.
- All Global Club Management and Leadership students are required to complete a minimum of two 12 weeks (30 hours a week) of an approved internship OR one 24 weeks (30 hours a week) of an approved internship, in addition to the Global Competency requirement.
- An International Internship of 24 weeks long (30 hours a week) will complete the required internship requirement stated in the first bullet point AND the Global Competency requirement.
- The student must be provided the opportunity to learn skills that are above and beyond seasonal staff work, such as (but not limited to) sitting in on manager meetings, creating work schedules, running a pre service meeting, shadowing department managers, etc... Students should be given the opportunity to attend regional CMAA meetings and given proper exposure to all facets of club management. Specific learning objectives can be found here: <https://dedman.fsu.edu/current-students/internships/global-club-management-leadership>
- The Internship Contract and Student Site Evaluation Form are required components, in addition to the portfolio requirements, to receiving credit for EACH internship completed.
- The students must complete the internship at a Private Club or Golf Resort.
- Global Club Management and Leadership location examples, but not limited to:
 - Private Country Club
 - Private City Club
 - Private Yacht Club
 - Golf Resort

Agency Eligibility:

The Faculty of Florida State University's Dedman College of Hospitality is continually seeking quality internship sites and invites all interested organizations to submit materials or proposals for approval.

The following criteria are used to evaluate applicants for internship partnerships:

- The agency has qualified staff members to supervise the interns.
- The internship program has the support of top management.
- The agency is willing and able to design an internship to include duties, responsibilities and authority comparable to that of other full time, entry level employees.
- The hospitality agency is professionally recognized and reputable in the field.
- The hospitality agency is capable of offering the intern opportunities for observation and participation in every aspect of its program, operation and administrative procedures.
- Employee housing, **if offered** is adequately maintained and safe for the interns.
- The agency has sound policies and operating procedures in the areas of administration, personnel management and training.
- The agency will submit a sample outline of duties and responsibilities for the internship and brochures and program literature if they exist.

Safe Work Environment

The organization where the student is interning shall be responsible for providing the intern with a safe work environment. For safety reasons, interns are not allowed to work out of individual's homes and door-to-door sales is specifically prohibited.

Professional Liability Insurance

Florida State University liability insurance coverage extends only to FSU employees while engaged in work-related activities. Some students decide to obtain professional and/or general liability insurance coverage while completing an internship or experiential learning opportunity. If you, the student, plan to obtain coverage, please keep in mind that you are purchasing this coverage independently, voluntarily, and at your own discretion. You may wish to speak with an insurance professional prior to purchasing a policy.

Non-Discrimination and Sexual Harassment

In an effort to provide students with a safe and comfortable internship experience, we require internship sites to uphold the Florida State University's Sexual Harassment Policy:

Sexual harassment is a form of discrimination based on a person's gender. Sexual harassment is contrary to the University's values and moral standards, which recognize the dignity and worth of each person, as well as a violation of federal and state laws and University rules and policies. Sexual harassment cannot and will not be tolerated by the Florida State University, whether by faculty, students, or staff; or by others while on property owned by or under the control of the University.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature directed at an employee or student by another when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of employment, academic status, receipt of University services, participation in University activities and programs, or affects the measure of a student's academic performance; or,
2. submission to or rejection of such conduct is used as the basis for a decision affecting employment, academic status, receipt of services, participation in University activities and programs, or the measure of a student's academic performance; or,
3. such conduct has the purpose or effect of unreasonably interfering with employment opportunities, work or academic performance or creating an intimidating, hostile, or offensive work or educational environment.

Thank you for reviewing the Dedman College of Hospitality Internship Contract. We ask that both the student, and their supervisor complete the following page according to their major **PRIOR** to the start date of the internship, which will serve as the Internship Contract.

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