Credited Internship Requirements For Employers

Hospitality Management Program

Colorado State University

Step one:
Review the Internship program with your advisor.

Step two:
Reviewed this document and the attached Internship Agreement with the GM/Owner of the establishment where the internship will take place. The student and the GM/Owner must initial and sign the Internship Agreement **BEFORE** the student can start the Internship or register for the class.

Step three:
Return the signed documents to your advisor.

Hospitality Management Program Mission

The mission of the Hospitality Management Program is to prepare students for professional careers in the hospitality industry by providing both theory-based instruction and practical experience. Our goal is to stimulate intellectual, professional, and leadership development in every student. Intellectual and professional development is advanced by successful completion of required and elective course work in the program and at the University. Leadership is developed by participation in group work in student projects and organizations. Students are urged to actively participate in the student chapter of the CRA and other campus organizations to further develop leadership skills.

Internships are invaluable mechanisms to help achieve our program mission. They act as conduits in several ways:

- They help students develop necessary skills and training through practical industry work experience.
- They provide the venue to bridge the concepts of hospitality management received in the classroom to a hospitality organization in operation.
- They help create and develop partnerships between the University, the students and faculty, and the organization’s representatives.
• They build consistency of focus by sharing ideas on current, industry-specific needs. This helps ensure that what is being taught is what is actually needed by industry.
• They provide unique learning environments, where students interface with industry professionals who recognize the value of the Internship and the educational and professional goals of the student intern.

In order for students to receive college credit from any Internship opportunity the Internship must meet the following requirements:

1. Students must be “placed” in a position(s) which represents a hospitality segment that parallels their program curriculum. Specifically:
   a. **Food and Beverage Operations.** Positions which enable them to interface with customers: restaurants, lounges/bars, cafes, banquets, catering, etc.
   b. **Lodging/Hotel Operations.** Positions which enable them to interface with customers: reservations/front desk, event planning, housekeeping, sales, guest services, human resources, etc.
   c. **Event Planning Organizations.** Event planning organizations provide excellent opportunities for students to interface with not only customers but also numerous segments in hospitality.

2. Students must have access to their General Manager/owner, and/or immediate supervisors on a regular basis to review their Internship program and ask questions. Students will be responsible for completing an Internship Workbook which is centered on management activities related to their work environment and curriculum. Employers must commit to the students successful completion of the Internship and the Workbook.

3. The student’s General Manager/owner, and/or immediate supervisor(s) must be willing to document student performance and complete a performance review (provided) on the student intern. Students will submit these as part of their Internship review with faculty.

**Paid or unpaid Internships and Federal guidelines**

Student Internships can be paid, or unpaid. This is determined by the employer and the student. If the Internship is to be unpaid, it must meet the federal guidelines of the Fair Labor Standards Act (FLSA) as it applies to Work-Based Learning.
Activities occurring in the workplace which are NOT part of the student/employee’s normal job and do NOT involve the performance of work related to that job are NOT considered employment and can be unpaid. **Example Activity:** A student Intern who is also a regularly scheduled kitchen worker comes in on a shift to “shadow” a manager and observe management activities during a shift, but performs NO WORK outside of a learning experience.

**The elements of a learning experience are:**

- Is a planned program of job training and work experience for the student, appropriate to the student's abilities, which includes training related to pre-employment and employment skills to be mastered at progressively higher levels that are coordinated with learning in the school-based learning component;
- Encompasses a sequence of activities that build upon one another, increasing in complexity and promoting mastery of basic skills;
- Has been structured to expose the student to all aspects of an industry and promotes the development of broad, transferable skills; and
- Provides for real or simulated tasks or assignments which push students to develop higher-order critical thinking and problem-solving skills.

**Note:** The student Internship Workbook focuses on higher–level management tasks and covers all four of these issues.

**When can a learning experience be unpaid? (not employment, as defined by FLSA)**

A student enrolled in an Internship program as described above would not be considered an employee within the meaning of FLSA if **ALL** of the following criteria are met:

1. The student receives ongoing instruction at the employer's worksite and receives close on-site supervision throughout the learning experience, with the result that any productive work that the student would perform would be offset by the burden to the employer from the training and supervision provided;
2. The placement of the student at a worksite during the learning experience does not result in the displacement of any regular employee - i.e., the presence of the student at the worksite cannot result in an employee being laid off, cannot result in the employer not hiring an employee it would otherwise hire, and cannot result in another employee working fewer hours than he or she would otherwise work;
3. The student is not entitled to a job at the completion of the learning experience - but this does not mean that employers are to be discouraged from offering employment to students who successfully complete the training;
4. The employer, student, and parent or guardian understand that the student is not entitled to wages or other compensation for the time spent in the learning experience - although the student may be paid a stipend for expenses such as books or tools.
When **ALL FOUR** of the above student criteria are met, an employer would not be required to pay wages to a student Intern performing specific Internship learning activities.

**Note:** The Internship Workbook is designed to focus on management tasks and not traditional hourly employee job description tasks.

**What does all this mean?**

It means a student Intern, while involved in a “learning experience” such as the Hospitality Management Internship is not an employee during that learning experience, and does not have to be paid. While the Intern is completing the specific elements of the Internship Workbook, they are not an employee. The moment they step out of the learning experience and begin to perform “their job” or “someone else’s job,” they become an employee and must be paid according to Fair Labor Standards Act and the Colorado Department of Labor.

The learning activities outlined in the Internship Workbook are as follows:

**FOOD AND BEVERAGE**

**Observe and discuss the following tasks:**

- Food Inventory
- Liquor inventory (if applicable)
- COGS calculations
- Schedule writing and planning
- Sales forecasting
- 1 Management shadow shift
- Food orders
- Liquor orders (if applicable)
- The interview process
- Order receiving and storage
- Observe a shift opposite their job (FOH/BOH)
- Select a project and set desired outcome
- Attend 2 manager meetings

**HOTELS AND LODGING**

- Reservations forecasting tasks or room inventory
- Front desk duties
- Understand the PMS (Property Management System)
- Guest service duties
- Housekeeping duties
- Night audit duties
- Observe employee schedule writing at either Front Desk or Housekeeping Dept.
• Observe the interview process  
  (Select one dept.: Front Office,  
  Housekeeping, Guest service)

• Observe 2 management meetings
• Management shadow shift

**EVENT PLANNING**

• Event marketing and reservation
• Planning phase
• Managing human resources and leadership
• Event coordinating
• Onsite management
• Billing procedures

• Working with outside contractors/vendors
• Management skills required
• Observe 2 management meetings
• Client management
• Management shadow shift

**Descriptions and guidelines to these activities are presented in the Student Internship Workbook.**

Upon completion of the Internship program, the student will schedule an Internship review meeting with their advisor and present an overview of their program. They must submit the following items:

• Completed Internship Workbook
• Internship performance review
• Shadow shift observations report(s)
• Project outcome report (Internship 2)

Please feel free to contact the CSU RRM faculty regarding credited Internships.

Dr. Bill Franz  
  bfranz1@cahs.colostate.edu

Dr. Soo Kang  
  skang@cahs.colostate.edu

Dr. Jeff Miller  
  jmiller@cahs.colostate.edu
Internship Agreement Form and Release

RRM487 Internship

Discussed and signed by the Student, General Manager, Student Advisor, and RRM Program Coordinator

This form must be completed and returned to the student’s academic advisor before the student can Start the internship and register for Internship credits. It will be placed in the student’s file.

Purpose. The mission of the Hospitality Management Management (RRM) program is to prepare students for professional careers in the hospitality industry by providing both theory-based instruction and practical experience. The goal is to stimulate intellectual, professional, and leadership development in every student. Intellectual and professional development is advanced by successful completion of elective Internship course work in the program.

Term. As a general rule, Internship requirements are designed to be completed in approximately one semester per three credits. However, the true term is dictated by successful completion of the requirements listed in the student Internship workbook.

Student Obligations: As a student I agree to...
(Please initial)

___ perform my Internship duties and responsibilities in a professional manner to the best of my ability.

___ adhere to my organization’s rules and procedures, including record-keeping requirements and confidentiality of the organization’s information.

___ (in the event of an unpaid Internship), sign a release form either stating I have health insurance coverage through a qualified insurance carrier or request a waiver of the University’s ordinary requirement of health insurance. With the latter, I accept full responsibility for any medical costs which may be incurred during the term of the internship for purposes related to the Internship. If the organization requires that I have health insurance coverage as a prerequisite, I understand I must provide proof of insurance prior to starting the Internship. (See Index)

___ be open to supervision and feedback which will facilitate learning and personal growth.

___ meet time and activity commitments during the completion of the Internship.
___ complete my Internship workbook in a thorough and timely manner.

**Organization Obligations: As the General Manager/ Supervisor I agree to...**

(Please initial)

____ enter into an “Individual Internship Agreement” with each student selected for an internship.

____ provide adequate information and training for the Student Intern including the organization’s mission, clientele and operational procedures.

____( IF the Internship is unpaid ) separate unpaid Internship duties from paid hourly employee duties, and follow the Federal guidelines on unpaid Internships.

____ provide adequate supervision to the Student Intern and provide feedback on performance. (See Index)

____ assist the Student Intern in scheduling the management activities listed in the Student Internship Workbook, and participate in its completion.

____ If the Internship is paid, to provide the Intern with accident/injury insurance coverage under the organization’s Worker’s Compensation, Employer’s Liability, and general and/or Professional Liability policies just as it would any paid employee.

____ To hold CSU harmless for any actions taken by the Intern during his/her participation in the internship program and/or in the course of Intern’s employment with Sponsor.

**The Hospitality Management Program Obligations**

____ To provide the organization with copies of the Internship Workbook, Credited Internship Requirements for Employers, Internship objectives, program philosophy, and a list of faculty and their contact information.

____ To invite members of the organization to visit the Hospitality Management Department at CSU to consult with faculty and students whenever necessary.

____ To have the student’s Advisor assist and consult with the Organization in administering the internship program whenever necessary.

**Student Signature**_________________________________________  **Date** ______________

Print_________________________  **Phone** __________________
General Manager/Owner/Supervisor Signature
Print ___________________________ Date ____________
Phone ________________________

Student’s Advisor __________________________
Print ___________________________ Date ________ Phone ________________________

Program Coordinator __________________________
Print ___________________________ Date ________ Phone ________________________
READ THIS DOCUMENT COMPLETELY BEFORE SIGNING. ITS EFFECT IS TO RELEASE COLORADO STATE UNIVERSITY, ITS GOVERNING BOARD, AND THE STATE OF COLORADO FROM ANY LIABILITY RESULTING FROM YOUR PARTICIPATION IN THE ACTIVITY(IES) DESCRIBED BELOW, AND TO WAIVE ALL CLAIMS FOR DAMAGES OR LOSSES AGAINST THE UNIVERSITY WHICH MAY ARISE FROM SUCH ACTIVITIES.

Colorado State University

Release from Responsibility, Assumption of Risk, and Waiver

College of: Applied Human Sciences

Department of: Food Science and Human Nutrition/ Hospitality Management Program

PARTICIPANT’S FULL NAME (Student): __________________________________________

DATE OF BIRTH (MO/DAY/YR): ________________________________

ADDRESS: _______________________________________________________

ACTIVITY: HOSPITALITY INTERNSHIP PROGRAM

LOCATION OF ACTIVITY (IES): _______________________________________

DATE(S) OF ACTIVITY(IES): START DATE: _____________ END DATE: _____________

Check: ☐ CSU STUDENT

INSURANCE INFORMATION:

STUDENT: I am aware that as a student of Colorado State University, I can purchase accident insurance, either through Colorado State University (if available) or through another insurance carrier or agent, and (check one)

☐ have ☐ have not exercised my right to do so.

NAME OF INSURANCE CARRIER: ___________________________ POLICY NUMBER: ______________

I, the undersigned participant, exercising my own free choice to participate voluntarily in the above-named activity(ies), and promising to take due care during such participation, hereby release and discharge, indemnify and hold harmless The Board of Governors of the Colorado State University System and Colorado State University, and their members, officers, agents, employees, and any other persons or entities acting on their behalf, and the successors and assigns for any and all of the aforementioned persons and entities, against any and all claims, demands, and causes of action whatsoever, whether presently known or unknown, either in law or in equity, relating to injury, disability, death or other harm, to person or property or both, arising from my participation in and/or presence at the above-listed activity(ies).

I acknowledge that I have been informed of the activities and that I am aware of the hazards and risks which may be associated with my participation in the above-named activity(ies), including the risks of bodily injury, death or damage to property which may occur from known or unknown causes. I understand, accept, and assume all such
hazards and risks, and waive all claims against the State of Colorado, The Board of Governors of the Colorado State University System, and Colorado State University, and other persons as set forth above. I understand that I am solely responsible for any costs arising out of any bodily injury or property damage sustained through my participation in normal or unusual acts associated with the above-named activity(ies).

I have had sufficient time to review and seek explanation of the provisions contained above, have carefully read them, understand them fully, and agree to be bound by them. After careful deliberation, I voluntarily give my consent and agree to this Release, Assumption of Risk and Waiver.

READ, UNDERSTOOD AND AGREED TO THIS _____ DAY OF ____________________, 20__.

Signature of Student Participant whose printed name appears above:

______________________________
Signature

Witness over 18 years of age (Participant must sign in the presence of the Witness)

Print

Place in Student’s File