What you need BEFORE starting the Internship and registering for the course:

___ meeting with adviser

___ meet ALL prerequisites (completed 60 credits, completed Internship 1, RRM200, RRM310, 311 (311 can be concurrent)

___ Copy of the Internship Requirements for Employers and reviewed with prospective organization

___ Completed Internship Agreement form by you, the organization, your advisor

___ Release from Responsibility, Assumption of Risk, and Waiver (Student)
Special note:

Regardless of what any Disney representative tells you, there is no relationship between the Disney College Program, or their Professional Internship Program, and the Hospitality Management Internship Program.

Hospitality Internship credit is NOT given for completing the Disney’s College Program.

If a student is fortunate enough to be accepted into Disney’s, competitive, Professional Internship Program, the number of credits earned will be agreed upon between the student and their advisor based on the length of the Professional Internship Program completed. Once completed, the student will receive the agreed upon credits under FSHN486-C.
Commonly Asked Questions

Q: How do I know I will receive CSU credit for an Internship?

A: By discussing the Internship with your advisor and getting a signed Commitment Letter/Internship Agreement form from the employer regarding the RRM Internship Guidelines.

Q: WHAT TYPES OF ORGANIZATIONS CAN I INTERN WITH?

A: You may intern with any organization that provides Food and Beverage services, Lodging services, or Event Planning services which will enable the student to complete the specified Internship Workbook requirements. You may not intern with organizations or companies that do not directly provide these services. For example, a resort that is located in ski country that has the student operating a chairlift.

Q: CAN I TAKE CLASSES WHILE DOING MY INTERNSHIP?

A: Yes. Your Internship activities are very specific and focus on activities which can be scheduled around traditional course work or employment.

Q: DO I HAVE TO PAY FOR THE INTERNSHIP CREDITS?

YES. Since RRM487 is an elective academic course in our degree program, you must pay for the credits. Accordingly, you need to plan on paying for the credits during the semester you are doing your internship.

Q: CAN I RECEIVE FINANCIAL AID FOR MY INTERNSHIP?

A: YES. Financial aid can be utilized for RRM487. It is your responsibility to check with Colorado State’s Financial Aid Office well in advance of your internship to verify that you will be eligible to receive financial aid during the semester you plan on doing your internship.

Q: CAN I DO AN INTERNSHIP IF I AM STUDYING ABROAD?

A: YES. If you are planning on studying abroad, you are more than welcome to do an internship there PROVIDED all elements of the Internship Workbook can be completed. It is your responsibility to notify your academic advisor as early as possible about internship opportunities you may be pursuing—BEFORE you leave Colorado State for your study abroad experience. You must receive initial verbal approval in order to know if the opportunity you are seeking is acceptable with your advisor. ALL prerequisite items must be met as if completing an Internship here.
Q: How do I register for my Internship credit?

A: Meet with your advisor. Students must complete the following:

- Attend an Internship orientation meeting.
- Discuss the Internship with the employer.
- Have all parties sign and return the Internship Agreement Form.

Once the above are completed, sign up for RRM487 Internship 1 - Observations for 3 credits.

**NOTE:** If completing Internship 2-Applications, for 3 additional credits, sign up for FSHN 486-C for an additional 3 credits.

Q: are the credits variable?

A: No. Internship 1-Observations is 3 credits. Internship 2- Applications is worth 3 credits.

Q: Can I take them both concurrently?

A: No.

Q: How is the Internship graded?

A: Pass/Fail

Q: What are the prerequisites for the credited Internship?

A: RRM200, RRM310 (RRM311 may be taken concurrently), 60 CSU credits-Junior status

Q: Can I use the credits to substitute for other RRM courses?

A: NO. They are strictly used for elective credits.

Q: When do I sign up for Internship credits?

A: Students should enroll for Internship 1 or 2 (Internship 1 is prerequisite for Internship 2) during normal enrollment period for the upcoming semester they plan to complete the Internship. Planning ahead is important.

Q: What if I don’t finish the Internship before the end of the stated term?

A: If a student does not complete the Internship and the Internship Review with their advisor BEFORE grades must be submitted for that term, the student will receive an INCOMPLETE for the Internship. Upon successful completion of the Internship and the Internship Review with their advisor, a Pass/Fail grade will be issued for the previously issued Incomplete. Students
who can make all arrangements for the Internship with their advisor; successfully complete the Internship and the Internship review with their advisor prior to grades being submitted for a term and the Pass/Fail grade will be entered as usual.

Q: I need to remain a full time student for insurance or other purposes. How can I do that?

A: Some companies, such as Disney, offer credited courses which you can take while completing your Internship. Check with registration regarding these types of courses to ensure they will transfer in with the appropriate credits. 970-491-7148

Other options would be to locate another college near your residence during the Internship, or take some on-line courses from a Colorado Community College (such as Front Range) that will transfer in. IN ALL CASES, STUDENTS SHOULD CONTACT REGISTRATION TO ENSURE COURSES WILL TRANSFER IN.

Q: Are Internships paid?

A: Whether a credited Internship is paid or unpaid is between the student and the employer. Federal law provides strict, but easy-to-follow guidelines for students and employers to follow should the Internship be unpaid. If the employee holds a regularly scheduled job/position with the employer, the student must be paid while performing that job. It is only the elements included in the Internship workbook that are subject to the Federal Work Based Learning Guidelines and may be unpaid.

Special note:

No prior information or observations for this internship work can be drawn from previous experience or observations with the employer. All observations must occur during the internship period.
Credited Internship

Accepting an Internship with a hospitality organization, whether paid or unpaid, can be a wonderful experience and improves a student’s resume a great deal. Additionally it provides practical work experience which enhances the student’s functional/technical skills as well as their conceptual skills. Educators and industry professionals believe that Internships are very advantageous to the students and industry as it better prepares them for their careers in hospitality management.

In addition to gaining functional job skills, a student has an opportunity to observe a hospitality environment in operation. During this exposure it is critical that each student take advantage of their situation by focusing on the job/benefit mix; look beyond the specific job description they are fulfilling and begin to see the broad picture of hospitality management. Improved communication skills, networking with industry professionals, and familiarizing themselves with the entire operation are but a few of the job/benefit mix elements students should focus on. This Internship Workbook focuses on these elements of observation and practical application of management-driven skills and activities.

Tips on Completing this Workbook and your Internship

NOTE: If you are enrolled in a structured, documented Internship (such as Disney or Marriott) the student will not need to complete this booklet. They will provide their organization’s documentation and workbooks.

If Not a pre-approved, company-structured Internship

1. Read the entire workbook before you consider an Internship. It will explain the process and prepare you for gathering the necessary information and enable you to plan the activities necessary to complete it properly and efficiently.
2. Present the internship program to your organization for approval.
3. Discuss and sign the Internship agreement and the insurance waiver with your General Manager and return them to your advisor. (See the Index)
4. Communicate regularly with your advisor to ask any questions you may have before, during, and after beginning the internship.
5. Thoroughly review the Internship booklet with your general manager.
6. Complete the workbook as you go. Don’t wait until the end of the Internship to begin gathering information.
7. Plan for all Internship activities such as Shadow Shifts or inventories by scheduling them with the General Management early on.
8. Be a great employee by following company policies and procedures. Remember, you are also representing CSU.

9. Be observant at all times and take notes on what you see related to this workbook.

10. Planning is a key functional skill for all successful managers. Remember, successful completion of the Internship and CSU requirements are necessary to receive college credit.

11. Schedule your Internship Review with your advisor. Students are required to present their Internship workbook and discuss their Internship experience with their advisor prior to grades being issued.

Contact your advisor for an electronic file of this workbook. Students should submit typed workbooks to their advisor prior to their scheduled Internship review meeting.

Dr. Miller  jmiller@cahs.colostate.edu

Dr. Kang  skang@cahs.colostate.edu

Dr. Franz  bfranz1@cahs.colostate.edu

Eric Milholland  eric.milholland@colostate.edu
Your Workbook starts here:

Students should type their work directly into this format below each question for each category

General Information About Your Employer

Who’s Who?

1. Who hired you?

2. Names of immediate supervisor and management team. Provide names, titles, and contact information.

   Name(s) of THEIR immediate supervisor(s) (Your boss’s bosses)

3. Name of the operation where you work:

4. Name of parent company if applicable:

5. Is it a private or public company?

6. When founded: by Whom:

7. Other operations under same ownership:

Insert an organizational chart into the index. Use a company supplied chart, or create one.

Size and segment of the operation you are working in:

1. Annual sales of your operation:
2. Current number of employees: Full Time Part Time

3. Number of seats (restaurant), rooms (hotel), or events per year (event planning)

4. Approximate average sales (average restaurant check, average room rate, or average sales per event planned)

5. Number of revenue streams (food/liquor/rooms, banquets/ catering/etc)
   List them:

6. Which hospitality segment/classification describes your operation?
   Example: Restaurants: casual, quick serve, fine dining.
   Hotels: commercial, convention, limited service, full service
   Event planning – complete list of the types of events.

If you are working for your employer IN ADDITION to completing an Internship

Job Specifics and Training in hourly position (if applicable)

1. What is/was your primary job title? (not Intern)

2. Provide your organization’s published job description for your primary job. Insert your organization’s published job description in the index. If your organization does not have a job description, simply state that.

3. Isolate and list the specific tasks listed in your job description. Then reflect on your hourly job. Based on the list of tasks, thoroughly discuss similarities and differences you uncover. (example: as a food server you were asked to mop the kitchen floor)
4. Think back when you were originally hired. Describe your job training program in detail.
   a. Discuss the materials used such as training manuals, tests, videos, etc. Did you have a trainer?

   b. How many shifts did you train on before working on your own? Did it match the number of days it was supposed to take and was the program actually followed?

   c. On a 1-10 scale, rate the quality of your trainer and training program. Why did you rate them this way? Be specific.

   d. As a manager, what would you do to improve the training you experienced?

5. On a 1-10 scale, how would you rate the level of teamwork in your organization? What did/does management do to promote a great team environment? Give specifics (Example: held team meetings). As a manager, what would you do to improve the teamwork?

**Culture and Mission**

1. What is your organization’s Vision/Mission statement?

2. Dissect the vision/mission statement and thoroughly list and discuss what you witnessed and/or took part in to achieve the organization’s vision/mission. Use bullet points to list items. (Example: “….highest quality food in….” 5 day training program, professional chef, product specifications for purchasing, proper food storage, etc.)
RRM487 Internship 1 Observations

*(Food and Beverage Operations)*

These activities must be scheduled with assistance from your General Manager. 80% of them must be completed to earn a passing grade.

RRM487 Internship 1 is designed for the student to make detailed observations of specific management-related tasks and functions and to gather management-related information. Then, compare and contrast their observations with specific elements of their RRM program.

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**Observe end of period Food Inventory**

- How often do they do a complete food inventory for cost of goods sold calculations?
- How do they price their food items for inventory extensions? (last purchase price, average prices, other)
- How many people were involved? Who did what?
- Did they do it long hand or were technology/electronic devices involved?
- Was it accurate?
- What other management issues were discovered during the inventory? Improper storage, labeling, spoiled food, etc.

**Observe end of Period Liquor Inventory (if applicable)**

- How often do they do a complete liquor inventory for cost of goods sold calculations?
<table>
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<td>How do they price their liquor for inventory extensions? (last purchase price, average prices, etc)</td>
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<td>Did they do it long hand or was technology involved?</td>
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<td>Was it accurate?</td>
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<tr>
<td>Do they secure their liquor? (lock it up)</td>
</tr>
<tr>
<td>What other management issues were discovered during the inventory?</td>
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</tbody>
</table>

### Accounting period used

Discussion with GM

<table>
<thead>
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<th>Question</th>
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<tbody>
<tr>
<td>Does the operation utilize standard month-long accounting periods, or does it use 13, 28-day accounting periods?</td>
</tr>
<tr>
<td>Why would a company use 13, 28-day periods?</td>
</tr>
</tbody>
</table>

### Observe invoice logging/ recording invoices Food or Liquor

<table>
<thead>
<tr>
<th>Question</th>
</tr>
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<tbody>
<tr>
<td>What type of invoice log is used? (Spread sheet, computer program, hard copy log)</td>
</tr>
<tr>
<td>Who is responsible for invoice logging?</td>
</tr>
<tr>
<td>How often are invoices logged?</td>
</tr>
</tbody>
</table>

### Observe cost of goods sold calculations- Food and /or Liquor

<table>
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</tr>
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<tr>
<td>How often is it calculated?</td>
</tr>
<tr>
<td>Who is responsible for it?</td>
</tr>
<tr>
<td><strong>Observe a food order being prepared and placed</strong></td>
</tr>
<tr>
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</tr>
<tr>
<td>o Who orders the food items?</td>
</tr>
<tr>
<td>o Is there an organized system?</td>
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<tr>
<td>o Do they use the par stock approach? If not, which method is used?</td>
</tr>
<tr>
<td>o What method is used to place the order? (Web site, phone, fax, other)</td>
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<th><strong>Observe Employee Schedule writing</strong></th>
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<tr>
<td>o Who is responsible for writing them?</td>
</tr>
<tr>
<td>o When and how often are they posted?</td>
</tr>
<tr>
<td>o How many weeks does each schedule cover?</td>
</tr>
<tr>
<td>o Are scheduled in-times AND out-times written in for each person each day?</td>
</tr>
<tr>
<td>o Do they cost out their schedule? Do they know how much each schedule should cost based on individual pay rates of employees and scheduled hours?</td>
</tr>
<tr>
<td>o Do the employee schedules match up with the labor budget?</td>
</tr>
</tbody>
</table>
Observe checking in a food order upon delivery and storing the products

Check in
- Who checks the food in?
- Do they use an invoice to check the food in, or is there another method used?
- Do they compare the food delivered against their food order book (what they ordered)?
- Was the check in area clean, organized, and well lit?
- Are cases opened in order to check quality?
- Are expiration dates checked on items such as dairy or fresh meat?
- Are temperatures taken on sensitive items such as meat and dairy products?

Storing
- Were products labeled/dated upon delivery?
- Were products rotated onto shelves (FIFO)
- Was any food stored on the floor?
- Were refrigerator/freezer items quickly placed into coolers and freezers?

Observe monthly/period sales forecasting
- Who is responsible for the sales budget each period?
- How is the budget put together? What forecasting methods do they use?

Observe 2 management meetings
- Who was there?
- Was there an agenda? What was discussed?
<p>| | |</p>
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</table>
|   | How often are they held?  
|   | Do you think it was productive?  |

**Observe the interview process (sit in on an interview)**

- Who performs interviews?
- How many interviews do applicants receive before being hired? Is there a company policy on this?
- Where and when are interviews conducted?
- Are the interviews structured (pre-planned questions) or unstructured (no pre-planned questions)?
- Who did most of the talking (manager or applicant)?
- What was the applicant told at the end of the interview?

**Management Shadow shift. Mandatory**

See the MOD shadow Shift Report attached.
RRM487 Internship 1 Observations

*(Hotel and Lodging)*

These activities must be scheduled with assistance from your General Manager. 80% of them must be completed to earn a passing grade.

RRM487 Internship 1 is designed for the student to make detailed observations of specific management-related tasks and functions and to gather management-related information. Then, compare and contrast their observations with specific elements of their RRM program.

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**Overview**
- Explain a hotel’s ownership, management, operation structures
- List all amenities available at the hotel
- Define a type of lodging and a target market (customer base and description)

**Reservations forecasting tasks or room inventory**
- How do they check reservation status
- List all no-show, cancellation, early check in, late checkout policies
- How is room forecasting done by manager(s)
- Identify reservation sources (Internet, company website, fax, telephone, travel agents etc.)
- How do they deal with group reservations

**Front desk duties**
- Are there any OOO rooms and OOI rooms? If so, what are the problems?
- Describe how do they:
  - take the walk-ins (procedures)
  - walk a guest (procedures)
  - upgrade a guest room (procedures)
  - solicit a guest comment card
<table>
<thead>
<tr>
<th><strong>Guest service duties</strong></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>List all a concierge’s duties if applicable</td>
<td></td>
</tr>
<tr>
<td>List all services available at GS</td>
<td></td>
</tr>
<tr>
<td>Describe how to deal with complaints</td>
<td></td>
</tr>
<tr>
<td>Who usually use GS?</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Housekeeping duties</strong></th>
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<tbody>
<tr>
<td>Observe then describe the Dept. line up in the morning if applicable</td>
<td></td>
</tr>
<tr>
<td>Observe then describe a room cleaning procedure of both a check-out room and a stay over room</td>
<td></td>
</tr>
<tr>
<td>What is the role of executive housekeeper</td>
<td></td>
</tr>
<tr>
<td>How do they communicate with FD (procedure)</td>
<td></td>
</tr>
<tr>
<td>How many rooms each employee cleans</td>
<td></td>
</tr>
<tr>
<td>Ask about and discuss employee turnover in the Dept.</td>
<td></td>
</tr>
<tr>
<td>How do they train new employees</td>
<td></td>
</tr>
<tr>
<td>List all room amenities</td>
<td></td>
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<table>
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<th><strong>Night audit duties</strong></th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Understand a guest ledger</td>
<td></td>
</tr>
<tr>
<td>Observe how room rate and tax are applied</td>
<td></td>
</tr>
<tr>
<td>Observe and discuss the procedures of night audit</td>
<td></td>
</tr>
<tr>
<td>Describe how they prepare guest folios</td>
<td></td>
</tr>
<tr>
<td>What types of “Downtime Reports” are prepared by Night audit?</td>
<td></td>
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<th><strong>Observe employee schedule writing at either Front Desk or Housekeeping Dept.</strong></th>
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<td>Who is responsible for writing them?</td>
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- deal with complaints (procedures)
- recover service mistakes
- perform check in and check out
- Identify different room rate categories (discounts, complimentary room)
- deal with cash only paying guests
- Describe their Frequent Stay Program if applicable
- Describe how to read a guest bill (folio)

**Understand the PMS (Property Management System)**
- What type of a PMS system a company use
- Ask what advantage of using this particular PMS system
- How does the system work with other depts.?
<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
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<tr>
<td>How many weeks does each schedule cover?</td>
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</tr>
<tr>
<td>What information (data) are used to write a schedule?</td>
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**Observe the interview process (Select one dept.: Front Office, Housekeeping, or Guest service)**
- Who performs interviews?
- How many interviews do applicants receive before being hired?
- Where and when are interviews conducted?
- Are the interviews structured (pre-planned questions) or unstructured (no pre-planned questions)?
- Who did most of the talking (manager or applicant)?
- What was the applicant told at the end of the interview?
- Is it required for an applicant to take an aptitude (or personality) test?

**Observe 2 management meetings**
- Who was there?
- Was there an agenda? What was discussed?
- How often are they held?
- Are they productive?

**Management shadow shift (Mandatory)**
- See the MOD shadow shift report attached.
RRM487 Internship 1 Observations

*(Event Planning)*

These activities must be scheduled with assistance from your General Manager. 80% of them must be completed to earn a passing grade.

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**Overview**
- Explain a company’s ownership, management, operation structures
- List all amenities available at the company
- Define a type of lodging and a target market (customer base and description)

**Event marketing and reservation**
- How to solicit business (e.g., cold call, sales blitz)
- Reservation procedures (terms, conditions)

**Planning phase**
- Identify a function sheet and list all items included.
- List any planning software or online program used
- Include planning guide (matrix)
- Identify the key informants for an event
- Identify the ESP (Event strategic plan)

**Managing human resources and leadership**
- What are the five most important qualities of an event planner at your firm?
- What are the best methods for improving communications among event stakeholders?
| Event coordinating | **Pre-event briefing?**  
| Event coordinating | **Describe the system for tracking events, such as a large calendar, filofax, post-it notes, or a sophisticated project management tracking software** |
| Onsite management | **Describe how they deal with complaints**  
| Onsite management | **Discuss a typical day of event planner on the day of event** |
| Billing procedures | **Observe and discuss how they control costs and generate profit made on each event planned, and how to price their services offered.** |
| Working with outside contractors/vendors | **Vendor management**  
| Working with outside contractors/vendors | **A list of dependable and trusted suppliers that you can rely on for all your event’s needs including food, flowers, limousine services, and others** |
| Management skills required | **List five management skills required for a successful event planner based on your experience**  
| Management skills required | **Time management skills**  
| Management skills required | **Interpersonal skills**  
| Management skills required | **Communication skills**  
| Management skills required | **Financial skills**  
| Management skills required | **Interior decorating skills** |
| Observe 2 management meetings | **Who was there?**  
| Observe 2 management meetings | **Was there an agenda? What was discussed?**  
| Observe 2 management meetings | **How often are they held?**  
| Observe 2 management meetings | **Are they productive?** |
| Observe the interview process | **Who performs interviews?**  
| Observe the interview process | **How many interviews do applicants receive before being hired?**  
| Observe the interview process | **Where and when are interviews conducted?**  
<p>| Observe the interview process | <strong>Are the interviews structured (pre-planned questions) or unstructured (no pre-planned questions)?</strong> |</p>
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<td>Shadow actual event or rehearsal.</td>
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<td>See the MOD shadow shift report attached.</td>
</tr>
</tbody>
</table>
MOD SHADOW SHIFT REPORT
Internship I
(Immediate Supervisor’s shift)

The opportunity to shadow and observe “Manager-on-duty” shifts at your operation is an invaluable experience. Working side-by-side with an assigned MOD during shifts is often the best way for a student to experience their future position. Through the Shadowing method, students have the opportunity to “take their blinders off” and see the big picture; the total-roof concept.

By shadowing an experienced manager, students witness the interactions of all the employees in all departments whether working in a hotel or a food service. They will observe the interactions of employees with employees, employees with guests, and managers with everyone. Additionally, they have the opportunity to observe and analyze how employees perform their jobs, and ultimately how their performance affects guests through food and service.

Because no two management shifts are ever the same, as are no two managers, the shadow shift, and the report are somewhat unstructured. This allows each MOD to schedule, structure, and execute shadow shifts in a manner which will work best for them and the Intern. Additionally it is important to realize that shadow shifts are not necessarily training shifts. In other words, it is not the MOD’s goal to train the Intern how to run a shift, but rather to let the Intern observe what is happening with explanation and commentary as needed. It is suggested however, that these few guidelines be applied:

Pre-shift meeting: The MOD and Intern should sit down prior to each shadow shift to discuss
1. What is about to take place.
2. What the MOD should expect from the Intern.
3. What the Intern should expect from the MOD.
4. What the shadow shift is attempting to accomplish. What are the objectives?
5. Review the shadow shift report the Intern must submit.

During the shift: The MOD and the Intern work/stay together throughout the entire shift, that they do not get separated. This is especially true if they begin to experience
unplanned difficulties. Canceling a shift because “things aren’t going well” is unrealistic for any MOD.

After each Shadow Shift: A debriefing should be held. The MOD and the Intern should discuss what happened (good and bad) and whether or not the shadow shift objectives were met.

The Intern is expected to write a thorough review of each shadow shift using the following format and headings.

**Introduction:** When and where the shadow shift took place. Who was the MOD and their title? How many years have they been in management? Discuss the pre-shift meeting between the Intern and the MOD.

**Body of the paper:** Thoroughly describe in your own words what you did, witnessed, felt, realized, discovered, and experienced. Main topics should include:

- Intern’s observations of the employees
- Intern’s observations of the guests
- Intern’s observations of the MOD
- The flow of business
- Product and service quality
  - Describe in **detail** the emphasis the operation places on **quality** control of products and services. In your discussion you should be citing specific managerial systems, policies and procedures, structured training, proper staffing, etc. (RRM 200, 310, 311)
  - Describe in **detail** the emphasis your operation places on **cost** control of products and services. In your discussion you should be citing specific managerial food and labor systems, policies and procedures (RRM310), structured training, etc. (RRM 200, 310, 311)

**Conclusions and summary:** Reflect on the shift experience and summarize your thoughts. Discuss some comparisons and contrasts of elements from your HOSPITALITY MANAGEMENT coursework and what you witnessed/experienced during your shadow shift.

Minimum 5 pages
Typed, double spaced, 12 font. Place in Workbook index
Personal Reflection

Personal reflection is an opportunity to think deeply about ourselves and what we experience. It is an exercise in Internalization. This exercise is an opportunity to contemplate and jot down a few things that have been modified, impacted, changed, or otherwise influenced your thoughts and actions regarding your Internship and the hospitality industry as a whole.

THIS IS NOT A CRITIQUE OF THE INTERNSHIP

Think of this as writing a 500 word note to yourself about the changes (or no changes) you have experienced during Internship experience. It should be full of “I” and “me” statements.
INDEX
Student Internship Time Log

Completed by Student Intern-verified by General Manager

Student Name: ___________________________ Phone Number: ________________________

General Manager/Supervisor ____________________________

Keep a record of the hours spent completing observations (Internship 1) management activities listed in the workbook. For example, on Monday week 3, liq. Inventory 2 hrs.

<table>
<thead>
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<th>Monday</th>
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Performance Reviews

A well-thought out Performance review by the GM will provide invaluable feedback for the student Intern, and will help the Intern grow and develop. The following performance review created by CSU faculty allows each GM to evaluate their intern according to their standards, not CSU’s.
HOSPITALITY MANAGEMENT Internship Evaluations/Performance Reviews

This form (option B) can be used in place the organization's performance review format if desired.

To be completed by Internship Supervisor and returned to the student as part of their Internship Workbook Index.

Student Name: _______________________ Semester/ Year _______________________
Organization ___________________________ Position(s) _________________________
Supervisor Name: _______________________, Title: ________________
Supervisor Contact Information: Phone: _________________ Email: _________________
Address: ___________________________________

Supervisor’s ratings are vital in evaluating student performance as well as to students in recognizing their own strengths and weaknesses. Please complete each section of the form, review it with the student Intern, sign, and provide a copy to the Intern to submit with their Internship Workbook.

Circle the number which best expresses your rating of the student with regard to each statement.

Rating Scales: 1-Unsatisfactory 2-Fair 3-Average 4-Above Average 5-Outstanding

I. Specific Skills
Knowledge, skills, and Preparation

Exhibits practical know-how and preparation for job relative to education level. 1 2 3 4 5

Comments:

__________________________________________
Efficient Performance

Fast and effective in carrying out Internship activities 1 2 3 4 5

Comments:

Rating Scales: 1-Unsatisfactory 2-Fair 3-Average 4-Above Average 5-Outstanding

Learning Ability and Creativity 1 2 3 4 5

Comments:

II. Job Adjustment and Presentation

Attendance and Punctuality

Punctuality and regular attendance 1 2 3 4 5

Appearance/Uniform Standards

Appropriate, acceptable dress/uniform 1 2 3 4 5

Comments:

Dependability

Reliable in carrying out Internship activities 1 2 3 4 5

Comments:
### Attitude

Demonstrates enthusiasm for Internship elements, accepts change/direction/coaching constructively

Comments:

<table>
<thead>
<tr>
<th>Rating Scales:</th>
<th>1-Unsatisfactory</th>
<th>2-Fair</th>
<th>3-Average</th>
<th>4-Above Average</th>
<th>5-Outstanding</th>
</tr>
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</table>

### Self Confidence

Presents self as a poised well adjusted individual

Comments:

<table>
<thead>
<tr>
<th>Rating Scales:</th>
<th>1-Unsatisfactory</th>
<th>2-Fair</th>
<th>3-Average</th>
<th>4-Above Average</th>
<th>5-Outstanding</th>
</tr>
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### Human Relations and Teamwork

Ability to work with others and perform as a team member

Comments:

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<thead>
<tr>
<th>Rating Scales:</th>
<th>1-Unsatisfactory</th>
<th>2-Fair</th>
<th>3-Average</th>
<th>4-Above Average</th>
<th>5-Outstanding</th>
</tr>
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### Suitability

Student would be well suited to this type of work and is a potential asset to this occupation.

Comments:

<table>
<thead>
<tr>
<th>Rating Scales:</th>
<th>1-Unsatisfactory</th>
<th>2-Fair</th>
<th>3-Average</th>
<th>4-Above Average</th>
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</tr>
</thead>
</table>
In your professional opinion, how does this student compare with other students and/or employees that you have supervised?

Overall assessment of student Intern: (circle one)

Outstanding (90% above)  Good (81-90%)  Fair (70-80%)  Poor (70% below)

Write a brief statement to support your rating or refer to the comments sections above.
______________________________               Date: ________________________

Supervisor’s Signature

______________________________               Date: ________________________

Intern’s Signature

Please return this form to the Intern or to:

Department of Food Science and Human Nutrition

Hospitality Management Program, Internships

Colorado State University

234 Gifford

Fort Collins, CO 80523-1571

(970) 491-0293

Or email to:

Dr. Franz       bfranz1@cahs.colostate.edu

Dr. Miller       jmiller@cahs.colostate.edu

Dr. Kang        skang@cahs.colostate.edu