



# **Internship Course Guidebook**

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## **COLLEGE MISSION STATEMENT**

Walnut Hill College is dedicated to providing a distinct educational experience that inspires students towards Professionalism, Citizenship and Lifelong Learning for success in their chosen Career Field.

## **WALNUT HILL COLLEGE INTERNSHIP PROGRAM**

### **What is an Intern?**

Many programs at Walnut Hill College require students to complete an internship as a part of its course requirements for graduation. Internship requirements are scheduled as a part of a WHC students schedule each term. Therefore, WHC interns are students who work at a trade or occupation in order to gain work experience in their chosen field while attending classes at WHC. Internship sites should be aware that student schedules change every ten weeks and must be willing to accommodate student course schedules in order to become an approved site.

### **What is an Internship? (2118f)**

An internship is a component of a student's degree program that is offered in a bona fide occupational setting for which training and education are provided and educational credit is awarded. Internships are designed to provide students an opportunity to learn from industry professionals in area hotels, resorts, restaurants, bars, bakeries, convention or meeting facilities, or other hospitality oriented businesses. Businesses interested in partnering with WHC to become an internship sites must meet the requirements set forth by WHC in order to gain approved status.

### **Internship Objectives and Goals (2118a)**

The objectives and goals of an internship are designed to allow students to apply practically the knowledge and skills taught in classroom and supervised laboratory settings of instruction. The approved internship site will have the opportunity to develop future leaders and gain support in services. During the internship experience students should be working with on-site professionals and performing duties that are related to their chosen career field. As long as the student is continuing to gain new experiences, students have the option of working at the same internship site for all terms internship hours are assigned.

WHC internship programs are intended to provide students with the opportunity to learn under the supervision of an experienced, licensed or certified supervisor in their particular field while applying practically the knowledge and skills taught in classroom and supervised laboratory settings of industry. Specific objectives and goals are outlined on the *Career Services Internship Evaluation* forms by degree program found in Appendix II.

### **Suggested Rotation Plans (2118b)**

Though not required, interns may rotate through various positions and departments within the designated internship site. The rotation plan and timeline will vary depending on the internship site, but preferably would include a comprehensive overview of activities that function within the organization. The rotation plan is entirely customizable for the needs of the internship site and desires of the student. Should a rotation plan be adopted, the recommended timelines are suggestions and may be modified as long as the objectives and goals outlined in the *Career Services Internship Evaluation* form are being achieved.

## **DEGREE PROGRAM GOALS**

### **Culinary Arts**

Students completing the Culinary Arts Bachelor of Science degree program will be proficient in culinary techniques essential for kitchen operations, develop the ability to supervise kitchen employees by applying managerial principles, as well as plan, execute, and analyze recipes and menus for revenue generation and profitability.

### **Pastry Arts**

Students completing the Pastry Arts Bachelor of Science degree program will be proficient in pastry techniques essential for kitchen operations, develop the ability to supervise kitchen employees by applying managerial principles, create and design professional pastries, as well as plan, execute, and analyze recipes and menus for revenue generation and profitability .

### **Restaurant Management**

Students completing the Restaurant Management Bachelor of Science degree program will develop the ability to lead team members, supervise a variety of foodservice operations, apply managerial principles, and enhance revenue and profitability of a hospitality operation.

### **Hotel Management**

Students completing the Hotel Management Bachelor of Science degree program will develop the ability to lead team members, supervise departments in hotel and hospitality operations, apply managerial principles, and enhance revenue and profitability of a hospitality operation.

## **INTERNSHIP SITE REQUIREMENTS**

### **Approved Internship Sites**

All students are required to complete their internship hours at an approved internship site. Any hours completed at a workplace or site that has not been approved by WHC will not be counted toward the requirements for completion of the college program. As such, internship site supervisors must complete an *Internship Terms of Agreement* (Appendix I) with the student **prior to assigning any internship hours**. The *Internship Terms of Agreement Form* formalizes the agreement between the employer and a student regarding the completion of work toward the internship requirements. This form also clarifies the expectations from both the student and the employer.

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## Registering an Internship Site

To become an approved internship site hospitality businesses must:

1. Review the *Internship Terms of Agreement* form (Appendix I)
2. Complete an orientation process with the WHC Career Services Coordinator reviewing the required criteria and evaluation processes.
3. Complete and submit the *Internship Terms of Agreement* form (Appendix I) to the Career Services Coordinator at WHC.

## REQUIRED INTERNSHIP HOURS

All WHC Internships are scheduled during a ten week term. WHC believes it is valuable for a student to complete all internships at the same internship site location as discussed in the Suggested Rotation Schedules section of this document. The required number of hours to complete a ten week internship varies by degree program. The chart below indicates the number of hours required for each degree program.

<b>Culinary Arts:</b> 90 hours per term for the duration of the program (540 total hours)	<b>Pastry Arts:</b> 120 hours per term for the duration of the program (720 total hours)
<b>Restaurant Management:</b> 150 hours per term for 5 terms (when not scheduled for Maite'd Operations (750 total hours)	<b>Hotel Management:</b> 150 hours per term for the duration of the program (900 total)

## VERIFYING INTERNSHIP COMPLETION

Although students should complete internship hours within the assigned term, however, hours may be applied retroactively to a previous term. Internship hours may not be completed in advance of the term in which they are assigned. Completed hours must be verified with the Career Services Coordinator. Hours can be verified via pay stubs that indicate the number of hours worked during a time period, or a completed *Time Tracker Sheet* **signed by the internship site supervisor or verifiable payroll records**. Hours should be submitted following their completion each term.

Upon completion of each scheduled internship, the site supervisor must meet with the intern and provide them with feedback related to his or her performance. It is recommended that this meeting take place in a quiet area away from other employees during the 8<sup>th</sup> week of the internship. Internship site supervisors verify this meeting has taken place by completing and signing the *Internship Evaluation Form* (Appendix II). The intern must submit the **signed Internship Evaluation Form** to the Career Services Coordinator, however, the internship site supervisor is encouraged to retain a copy for their records.

Note: All forms are subject to verification by WHC Career Service Coordinator or other college official.

## **STUDENT APPLICATION PROCESS**

### **Two-Tier Process**

It is recommended that students applying for an internship proceed through two-tiered process. First via an interview with the College's Career Services Coordinator or designee, then via a Worksite Application & Interview. The Careers Services Coordinator will have a brief meeting with the student to verify his or her career goals and intended worksite of interest. Support in matching students to available internship worksites and leads will be provided.

### **Worksite Application & Interview**

Student interns should complete a standard employment application and other pre-employment documents for the approved internship site location according to their policies. The student should participate in an interview process with the internship site. Once the student is officially selected as an intern, the necessary internship documents need to be completed and submitted to the Career Services Coordinator **prior to the start** of the internship.

## **INTERNSHIP PROFESSIONALISM & CODE OF CONDUCT**

One of the most important educational and developmental processes students will experience at Walnut Hill College is that of developing the temperament and attitude required of hospitality professionals. As a complement to their academic studies, this can fundamentally be done through internship experiences at the host worksite.

Students should view their enrollment in the internship program, and assignment to the selected host worksite, as a privilege – not a right. Students are expected to behave with proper discretion at the worksite and maintain a level of standards and performance, which are highlighted below.

Appropriate workplace behaviors include:

- Arriving for work on time
- Adhering to all worksite uniform and grooming standards
- Adhering to worksite policies, procedures, and standards
- Working all scheduled shifts
- Dealing respectfully with all co-workers, managers, guests, and other constituents of the worksite
- Contacting the manager immediately if he/she is unable to work due to illness
- Completing work to the best of his/her ability
- Maintaining a positive attitude
- Keeping the manager informed about changes in his/her class schedule

- Keeping track of his/her own internship hours
- Providing the manager with the necessary forms to record his/her internship hours
- Reporting all workplace injuries to the manager immediately
- Reporting any occurrence of illegal activity in the workplace
- Refraining from the use of drugs and alcohol in the workplace, or arriving at work under the influence of drugs or alcohol
- Refraining from taking unscheduled breaks
- Refraining from fighting or violence in the workplace
- Refraining from bringing a gun or weapon to the workplace
- Securing and maintaining a professionally sanitary toolbox
- Giving proper two weeks written notice of his/her intention to leave the job

In addition to the above, the student must abide by all rules & policies of conduct as outlined in the current *Student Handbook*.

Should the student exhibit behavior that is less than acceptable, the host worksite should contact the school's career coordinator. The student will be required to meet with the career coordinator and their department director to address the deficiencies.

Infractions of school and/or worksite policies may result in disciplinary action up to, and including, expulsion from college. Should a student choose to leave a job without a proper two week notice, the hours he/she may have accrued at that internship site will not be credited toward his/her internship requirement.



## SUGGESTED ROTATION PLANS

### CULINARY ARTS

Term	Course Code	Rotation Track	Suggested Hours
1	INTC3110	<b><u>Prep and Cold Food Pantry/Garde Manger</u></b> <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include handling ingredients utilized for, and applying the techniques and skills associated with production methods for cold food items including Salads, Cold Sauces, Pickles, Condiments, Appetizers, and Hors d'Oeuvres.</i>	90
2	INTC3210	<b><u>Banquet Production and Service</u></b> <b>Learning Objectives:</b> <i>To perform all duties according to standards associated with in-house catering and banquets including exposure to banquet event ordering and production sheets.</i>	90
3	INTC3310	<b><u>Line Stations and Hot Food Line I/Commis</u></b> <b>Learning Objectives:</b> <i>To perform all duties according to standards associated with the back of the house stations in the restaurant focused on the set-up/break-down and execution of various stations.</i>	90
4	INTC4410	<b><u>Line Stations and Hot Food Line II/Cuisinier</u></b> <b>Learning Objectives:</b> <i>To perform all duties according to standards associated with the back of the house stations in the restaurant focused on the leading service in various stations.</i>	90
5	INTC4510	<b><u>Expediter and Managerial Functions/Chef de Partie</u></b> <b>Learning Objectives:</b> <i>To perform all duties according to standards with the back of the house stations in the restaurant shadowing the Chef de Partie/Sous Chef gaining an understanding of managerial duties including receiving and storage, ordering and inventory, scheduling, and expediting of orders.</i>	90
6	INTC4610	<b><u>Expediter and Managerial Functions/Chef de Partie II</u></b> <b>Learning Objectives:</b> <i>To perform all duties according to standards with the back of the house stations in the restaurant shadowing the Chef de Partie/Sous Chef gaining an understanding of managerial duties including receiving and storage, ordering and inventory, scheduling, and expediting of orders.</i>	90
<b>Total Hours</b>			<b>540</b>

## PASTRY ARTS

Term	Course Code	Rotation Track	Suggested Hours
1	INTP3100	<p><b><u>Prep and Cold Food Pantry/Garde Manger</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include handling ingredients utilized for, and applying the techniques and skills associated with production methods for cold food items including Salads, Cold Sauces, Pickles, Condiments, Appetizers, and Hors d'Oeuvres.</i></p>	120
2	INTP3200	<p><b><u>Breads and Savory</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards associated with in-house bread production and savory pastries.</i></p>	120
3	INTP3300	<p><b><u>Dessert Production</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards associated with in-house dessert preparation including a la carte and banquet style production.</i></p>	120
4	INTP4400	<p><b><u>Service and Plating</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards associated with the back of the house stations in the restaurant focused on plating design and technique associated with desserts.</i></p>	120
5	INTP4500	<p><b><u>Expediter and Managerial Functions/Chef de Partie</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards with the back of the house stations in the restaurant shadowing the Chef de Partie/Sous Chef gaining an understanding of managerial duties including receiving and storage, ordering and inventory, scheduling, and expediting of orders.</i></p>	120
6	INTP4600	<p><b><u>Expediter and Managerial Functions/Chef de Partie II</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards with the back of the house stations in the restaurant shadowing the Chef de Partie/Sous Chef gaining an understanding of managerial duties including receiving and storage, ordering and inventory, scheduling, and expediting of orders.</i></p>	120
<b><u>Total Hours</u></b>			<b>720</b>

## HOTEL MANAGEMENT

Term	Course Code	Rotation Track	Suggested Hours
1	INTHM3100	<p><b><u>PBX Communications &amp; Reservations</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include coordinating communications via telephone lines, making reservations, and upselling guest room products.</i></p>	150
2	INTHM3200	<p><b><u>Front Desk</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include coordinating communications via telephone lines, performing registration and departure procedures, and upselling guest room products, and shadow department managers.</i></p>	150
3	INTHM3300	<p><b><u>Housekeeping &amp; Maintenance Engineering</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include assessing rooms to be serviced, cleaning and refreshing of guest rooms and public spaces, coordinate and deliver special requests, and shadow maintenance staff on maintenance requests, routine systems checks and shadow department managers</i></p>	150
4	INTHM4400	<p><b><u>Bell/Guest Service, Concierge &amp; VIP/Rewards Programs</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include the offering of front-level hospitality and service requests in key guest contact areas, problem-solving guest needs, proactively discover guest wants, shadow department supervisor or manager and coordinate guest services with other departments.</i></p>	150
5	INTHM4500	<p><b><u>Restaurants, Room Service &amp; Banquets</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include the serving of guests in various food and beverage outlets, as well as, utilizing a BEO to setup and service meeting &amp; banquet events and shadow department managers.</i></p>	150
6	INTHM4600	<p><b><u>Sales Admin, Corporate, Group &amp; Catering Sales</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which includes the qualifying of clients, file/account administration, shadowing sales managers, recording sales efforts, and participation in sales initiatives.</i></p>	150
<b>Total Hours</b>			<b>900</b>

## RESTAURANT MANAGEMENT

Term	Course Code	Rotation Track	Suggested Hours
1	INTR3200	<p><b><u>Hosting &amp; Assistant Service</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include coordinating the guest dining experience, table seating, dining room side-work, delivering food and refreshing tables.</i></p>	150
2	INTR3300	<p><b><u>Assistant Service &amp; Server</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include coordinating the guest dining experience, taking beverage and food orders, order upsell, delivering food to tables, refreshing table setup and dining room side-work.</i></p>	150
3	INTR4400	<p><b><u>Barback &amp; Bartender</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include restocking of beverage, garnish and food items, assess inventory, shadow and assist bartender.</i></p>	150
4	INTR4500	<p><b><u>Dining Service &amp; Management</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include coordinating the guest dining experience, support with taking beverage and food orders, order upsell, delivering food to tables and shadow restaurant supervisors and managers.</i></p>	150
5	INTR4600	<p><b><u>Operations Management</u></b>  <b>Learning Objectives:</b> <i>To perform all duties according to standards, which include preparation and execution of managerial control tools under the guidance of supervisor, review and understanding of budget and profit and loss statements, and shadowing restaurant supervisors and managers.</i></p>	150
		<b><u>Total Hours</u></b>	<b>750</b>

## **Appendix I**

### **Internship Site Criteria by Degree Program**

#### ***Culinary Arts***

The Bachelor of Science in Culinary Arts degree program provides students with the opportunity to develop advanced culinary knowledge and conceptual skills linked to culinary management positions in the food service industry. With the degree program goals in mind, internship sites will:

- Be a foodservice site which employs a chef with one of the following sets of credentials:
  - 3 years of experience as an Executive Chef and a degree from a culinary school
  - 7 years of experience as an Executive Chef without a degree
  - Certification by the American Culinary Federation Chef will oversee the student's training/experience, however, may delegate to other staff as needed.
- Have 80% or more of the culinary menu items are made from scratch (can exclude pastry items)
- Provide student with experience working with a variety of ingredients and cooking techniques
- Provide training/experience at a variety back-of-house stations

#### ***Pastry Arts***

The Bachelor of Science in Pastry Arts degree program is designed for students interested in pursuing leadership positions as pastry cooks, pastry chefs, or retail or wholesale bakers. With the degree program goals in mind, internship sites will:

- Be a foodservice/bakery/pastry site which employs a pastry chef on the premises with one of the following sets of credentials:
  - 3 years of experience as a Pastry Chef and a degree from a culinary school
  - 7 years of experience as a Pastry Chef without a degree
  - Certification by the American Culinary Federation Chef will oversee the student's training/experience, however, may delegate to other staff as needed.
- Have 80% or more of the pastry menu items are made from scratch (can exclude culinary items)
- Provide student with experience working with a variety of ingredients and cooking techniques
- Provide training/experience at a variety back-of-house stations.

#### ***Restaurant Management***

Students completing the Restaurant Management Bachelor of Science degree program will develop the ability to lead team members, supervise a variety of foodservice operations, apply managerial principles, and enhance revenue and profitability of a hospitality operation. With the degree program goals in mind, internship sites will:

- Be a full service restaurant or catering/banquet business.
- Assign the student an on-site supervisor who has one of the following sets of credentials:

- 3 years of professional experience and a degree in hospitality/restaurant management and/or certification as a MFP® or related industry credential.
- 5 years of experience as a restaurant manager without a degree
- Provide training/experience at a variety of stations in both the Front and Back of the House, specifics to be determined by student's career goals and the expertise of the supervisor/establishment.
- Provide opportunities for student to 'shadow' manager during performance of operational duties (i.e. schedule production, cost control reports, sales reporting, etc.).

### ***Hotel Management***

Students completing the Hotel Management Bachelor of Science degree program will develop the ability to lead team members, supervise departments in hotel and hospitality operations, apply managerial principles, and enhance revenue and profitability of a hospitality operation.

With the degree program goals in mind, internship sites will:

- Be a motel, hotel, bed and breakfast, conference center or other lodging property.
- Assign the student an on-site supervisor who has one of the following sets of credentials:
  - 3 years of professional and a degree in hospitality/hotel management and/or certification as a CHA®, or related industry credential.
  - 5 years of experience as a hotel department manager/executive without a degree
- Provide training/experience in a variety departments/areas, specifics to be determined by student's career goals and the expertise of the supervisor/establishment.
- Provide opportunities for student to 'shadow' manager during performance of operational duties (i.e. schedule production, cost control reports, sales reporting, etc.).

## Appendix II



### Internship Terms of Agreement

**Student Name:** \_\_\_\_\_

**Degree Program:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Company Location:** \_\_\_\_\_

**Name of Supervisor:** \_\_\_\_\_

**Supervisor Contact Details:** \_\_\_\_\_

#### Walnut Hill College Student Agrees to:

- ❖ Arrive to work on time & in proper attire.
- ❖ Cooperate & perform tasks to the best of his or her ability.
- ❖ Work diligently toward completion of skill attainment of competencies outlined in the Career Services Competency and Skill Attainment Rubric.
- ❖ Promptly contact my direct Supervisor in the event of an emergency.
- ❖ Give adequate notice, at least two (2) weeks, when leaving this site.
- ❖ Keep track of hours worked in each shift by using the Time Tracker form or by collecting all pay stubs.
- ❖ Return completed Internship Evaluation Form and Time Tracker to the Career Services office at the end of each term.

#### Internship Site Supervisor Agrees to:

- Participate in a telephone Internship Program Orientation with Walnut Hill College Career Services Department.
- Move the intern through various work stations according to internship guidelines & the student's ability.
- Present opportunities for the student to learn and acquire skills and competencies outlined in the Career Services Competency and Skill Attainment Rubric.
- Allow the student's administrator to visit the site & check on the student's progress.
- Schedule work hours so they do not conflict with the student's school schedule.
- Complete an Evaluation Form at the end of each term & review the evaluation with the intern.
- Provide constructive feedback of student's performance to enhance the learning experience.

**Intern Position Title** \_\_\_\_\_

**Intern Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**Site Supervisor Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

## Appendix III



### Culinary Arts Internship Evaluation Form

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### **STUDENT INFORMATION**

Student's Name \_\_\_\_\_

Degree Program \_\_\_\_\_

Term \_\_\_\_\_

Internship Start Date \_\_\_\_\_

Internship Completion Date \_\_\_\_\_

Total Hours Completed \_\_\_\_\_

#### **INTERNSHIP SITE INFORMATION**

Internship Site Name, Internship Site Address, Internship Site Phone, Site website: \_\_\_\_\_

Internship Supervisor: \_\_\_\_\_

Title of Supervisor: \_\_\_\_\_ Email \_\_\_\_\_

Student's Job Title(s): \_\_\_\_\_

#### **SUPERVISOR INSTRUCTIONS**

Thank you for taking the time to complete this evaluation of the student's skill attainment and competency as a professional working in the industry. Your feedback is an invaluable part of our student's education. Please complete all areas that pertain to your site and our student's achievement of the applicable learning objectives and competencies listed below.

**Ratings:**      **4** = Excellent      **3**=Good      **2** = Fair      **1**= Poor      **NA**= Not Applicable

<b>General Competencies</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>NA</b>
Arrives on time.					
Maintains dress code and proper grooming.					
Displays appropriate professional conduct and courtesy.					



Demonstrates ability to complete tasks in a timely manner.					
Works well with other staff members.					
Takes initiative and seeks out new learning experiences.					
Accepts instruction & constructive criticism from supervisors.					

<b>Culinary Arts Competencies</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>NA</b>
Demonstrates the following cooking techniques used for meats, poultry, fish, vegetables and farinaceous products.					
Demonstrates use/care for tools and equipment including proper breakdown, cleaning and safety					
Practices proper methods of sanitation.					
Demonstrates proper knife skills.					
Demonstrates proper finishing and presentation techniques.					
Demonstrates proper preparation of mother sauces and derivatives.					
Demonstrates proper oven cooking techniques.					
Demonstrates proper stove top skills.					
Demonstrates proper frying techniques.					

**LIST EXAMPLES OF STUDENT'S STRENGTHS**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**LIST NEXT-STEP LEARNING OBJECTIVES (and/or where improvement is needed)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**ADDITIONAL COMMENTS**

\_\_\_\_\_

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Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Thank you Very Much for participating in our internship program! We greatly appreciate your willingness to share your time and expertise with the next generation of professionals.**



## Pastry Arts Internship Evaluation Form

### STUDENT INFORMATION

Student's Name: \_\_\_\_\_

Program Major: \_\_\_\_\_ Term/Course Code: \_\_\_\_\_

Internship Start Date: \_\_\_\_\_ Internship Completion Date: \_\_\_\_\_

Total Hours Completed: \_\_\_\_\_

### INTERNSHIP SITE INFORMATION

Name of Internship Site: \_\_\_\_\_

Address of Site: \_\_\_\_\_

Site Phone: \_\_\_\_\_ Site website: \_\_\_\_\_

Internship Supervisor: \_\_\_\_\_

Title of Supervisor: \_\_\_\_\_ Email \_\_\_\_\_

Student's Job Title(s): \_\_\_\_\_

### SUPERVISOR INSTRUCTIONS

Thank you for taking the time to complete this evaluation of the student's skill attainment and competency as a professional working in the industry. Your feedback is an invaluable part of our student's education. Please complete all areas that pertain to your site and our student's achievement of the applicable learning objectives and competencies listed below.

**Ratings:**      **4** = Excellent      **3**=Good      **2** = Fair      **1**= Poor      **NA**= Not Applicable

<b>General Competencies</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>NA</b>
Arrives on time.					
Maintains dress code and proper grooming.					
Displays appropriate professional conduct and courtesy.					
Demonstrates ability to complete tasks in a timely manner.					
Works well with other staff members.					
Takes initiative and seeks out new learning experiences.					

Accepts instruction & constructive criticism from supervisors.					
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<b>Pastry Arts Competencies</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>NA</b>
Demonstrates use/care for tools and equipment including proper breakdown, cleaning and safety.					
Practices proper methods of sanitation					
Demonstrates proper finishing and presentation techniques.					
Demonstrate preparation of cakes and tortes.					
Demonstrate baking of pastries.					
Demonstrate preparation of frozen desserts.					
Demonstrate preparation of advanced pastry work (including chocolate, sugar, and marzipan.)					

**LIST EXAMPLES OF STUDENT’S STRENGTHS**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**LIST NEXT-STEP LEARNING OBJECTIVES (and/or where improvement is needed)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**ADDITIONAL COMMENTS**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Thank you Very Much for participating in our internship program! We greatly appreciate your willingness to share your time and expertise with the next generation of professionals.**



## Restaurant Management Internship Evaluation Form

### STUDENT INFORMATION

Student's Name: \_\_\_\_\_

Program Major: \_\_\_\_\_ Term/Course Code: \_\_\_\_\_

Internship Start Date: \_\_\_\_\_ Internship Completion Date: \_\_\_\_\_

Total Hours Completed: \_\_\_\_\_

### INTERNSHIP SITE INFORMATION

Name of Internship Site: \_\_\_\_\_

Address of Site: \_\_\_\_\_

Site Phone: \_\_\_\_\_ Site website: \_\_\_\_\_

Internship Supervisor: \_\_\_\_\_

Title of Supervisor: \_\_\_\_\_ Email \_\_\_\_\_

Student's Job Title(s): \_\_\_\_\_

### SUPERVISOR INSTRUCTIONS

Thank you for taking the time to complete this evaluation of the student's skill attainment and competency as a professional working in the industry. Your feedback is an invaluable part of our student's education. Please complete all areas that pertain to your site and our student's achievement of the applicable learning objectives and competencies listed below.

**Ratings:**      **4** = Excellent      **3**=Good      **2** = Fair      **1**= Poor      **NA**= Not Applicable

<b>General Competencies</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>NA</b>
Arrives on time.					
Maintains dress code and proper grooming.					
Displays appropriate professional conduct and courtesy.					
Demonstrates ability to complete tasks in a timely manner.					
Works well with other staff members.					
Takes initiative and seeks out new learning experiences.					

Accepts instruction & constructive criticism from supervisors.					
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<b>Restaurant Management Competencies</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>NA</b>
Demonstrates understanding of key communication needs between the front of the house and back of the house departments.					
Demonstrate understanding of delivering quality guest service despite fluctuations in volume of customers.					
Ability to identify key operation logistics for a la carte, buffet, and/or private dining services.					
Understand principles of staffing service crew in relation to volume to effectively control labor cost.					
Displays understanding of key components of inventory control.					
Demonstrates leadership and positive team building qualities.					

**LIST EXAMPLES OF STUDENT’S STRENGTHS**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**LIST NEXT-STEP LEARNING OBJECTIVES (and/or where improvement is needed)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**ADDITIONAL COMMENTS**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Thank you Very Much for participating in our internship program! We greatly appreciate your willingness to share your time and expertise with the next generation of professionals.**



## Hotel Management Internship Evaluation Form

### STUDENT INFORMATION

Student's Name: \_\_\_\_\_

Program Major: \_\_\_\_\_ Term/Course Code: \_\_\_\_\_

Internship Start Date: \_\_\_\_\_ Internship Completion Date: \_\_\_\_\_

Total Hours Completed: \_\_\_\_\_

### INTERNSHIP SITE INFORMATION

Name of Internship Site: \_\_\_\_\_

Address of Site: \_\_\_\_\_

Site Phone: \_\_\_\_\_ Site website: \_\_\_\_\_

Internship Supervisor: \_\_\_\_\_

Title of Supervisor: \_\_\_\_\_ Email \_\_\_\_\_

Student's Job Title(s): \_\_\_\_\_

### SUPERVISOR INSTRUCTIONS

Thank you for taking the time to complete this evaluation of the student's skill attainment and competency as a professional working in the industry. Your feedback is an invaluable part of our student's education. Please complete all areas that pertain to your site and our student's achievement of the applicable learning objectives and competencies listed below.

**Ratings:**      **4** = Excellent      **3**=Good      **2** = Fair      **1**= Poor      **NA**= Not Applicable

<b>General Competencies</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>NA</b>
Arrives on time.					
Maintains dress code and proper grooming.					
Displays appropriate professional conduct and courtesy.					
Demonstrates ability to complete tasks in a timely manner.					
Works well with other staff members.					
Takes initiative and seeks out new learning experiences.					

Accepts instruction & constructive criticism from supervisors.					
--	--	--	--	--	--

<b>Hotel Management Competencies</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>NA</b>
Demonstrates understanding of key communication needs between departments.					
Demonstrate proficiency of delivering quality guest service despite fluctuations in volume of customers.					
Understand principles of staffing service crew in relation to volume to effectively control labor cost.					
Displays understanding of key operation logistics of the rooms, food & beverage, sales and administration departments.					
Demonstrates leadership and positive team building qualities.					

**LIST EXAMPLES OF STUDENT’S STRENGTHS**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**LIST NEXT-STEP LEARNING OBJECTIVES (and/or where improvement is needed)**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

**ADDITIONAL COMMENTS**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Thank you Very Much for participating in our internship program! We greatly appreciate your willingness to share your time and expertise with the next generation of professionals.**





## Appendix IV

### Internship Time Card Tracker Sheet (or payroll records)

Student's Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

**TOTAL HOURS**  
on this Tracker  
  
\_\_\_\_\_

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

Week of:			
DAY	TIME IN	TIME OUT	TOTAL
Sunday			
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
<b>Weekly Total:</b>			

**Signatures acknowledges hours reported are correct.**

**Supervisor Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_