

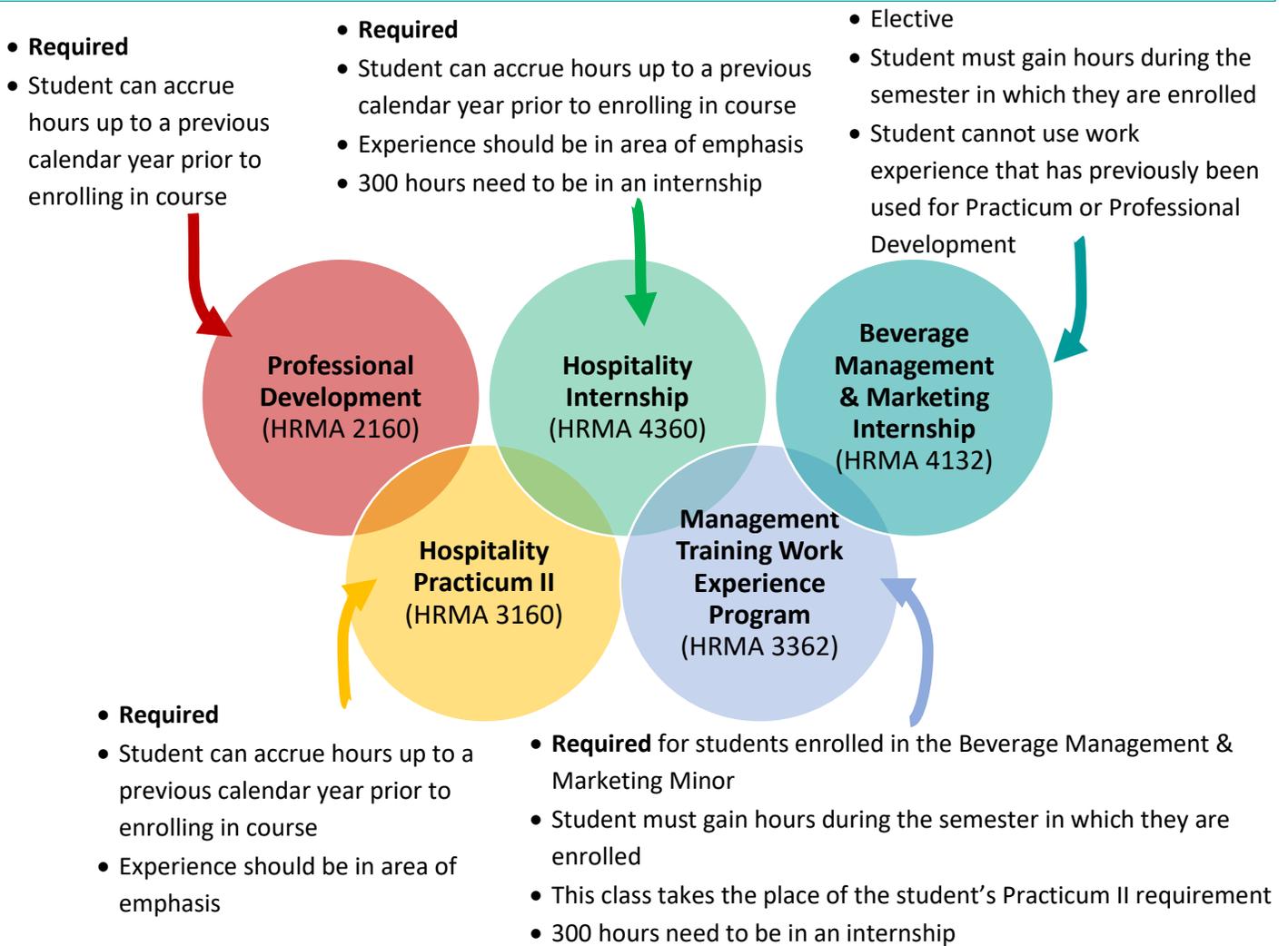
HOSPITALITY IS HIRING!

UNIVERSITY of
HOUSTON
CONRAD N. HILTON COLLEGE

Internship Guidelines

An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. – *Position Statement: U.S Internships, National Association of Colleges and Employers, July 2011*

Classes in which undergraduate students can receive academic credit



It is ultimately up to the **faculty member teaching the course to approve** the internship or work experience in order for the student to get the credit.



Additional Internship Requirements

1. The experience must be an extension of the classroom – one that provides for **applying the knowledge gained in the classroom**. It must not be simply to advance the operations of the employer or be work that a regular employee would routinely perform.
2. The skills or knowledge learned must be **transferable** to other employment settings.
3. The experience has a defined **beginning** and **end**, and a job description with desired qualifications.
4. There are clearly defined **learning objectives/goals related to the professional goals** of the student’s academic coursework.
5. There is **supervision** by a professional with expertise and educational and/or professional background in the field of the experience.
6. There is **routine feedback** by the experienced supervisor.
7. There are **resources, equipment** and **facilities** provided by the host employer **that support learning objectives/goals**.

Internship Format

Most internships follow one these three formats. The format used will be based on business needs and the student’s area of emphasis.

Rotational

Student rotates through different departments

Gain an understanding of how all positions work together to complete business goals

*Students can also rotate through different positions in one department

Concentrated

Assist in one role or position

Shadow one role or position

Take on some responsibilities of one role or position

Project-Based

Students take on one aspect of the business to complete independently and produce a tangible result.

Salary information

The **median** pay rate for Hilton College interns is **\$10 per hour**.



Unpaid Internships: In order to consider the internship for the course requirement, students need to complete a **paid internship**. However, if students wish to work on an **unpaid internship**, this must pass the six criteria established by the Department of Labor (Fair Labor Standards Act).

Reminders

1

Posting Internship Descriptions

You can post your internship to **Hire Hilton College** to make it available for all HRM students to see and apply.

<https://conradhilton-uhouston-csm.symplicity.com/employers/index.php>

2

Report Intern Hires

Please report your intern hires to the Hilton College Career Development office at hrmcareers@uh.edu.

Frequently Asked Questions

How does the College know the intern is meeting the hour requirements?

While it is up to the faculty member teaching the course, a paystub will usually suffice as proof of hours worked.

In the event that a paystub is not available, the instructor may reach out to the employer to verify the hours worked.

The Career Development office is happy to discuss your business needs and offer best practices. Ultimately, the description needs to be written by someone familiar with the business. Here are some tips:

- **Develop an orientation** – have the interns feel welcomed
- **Understand what the interns need to be successful** – think both short-term and long-term
- **See what training, presentations or other events the organization as a whole is offering during the intern program** – include the students in these events
- **Involve management** – interns can express their ideas to the management teams
- **Set dates for interns' mid-term and final evaluations** – set goals and expectations and provide honest assessment
- **Include a "shadowing day"** – give interns exposure to career paths
- **Implement exit interviews** – this will give you feedback on the internships and let you know what can be improved.

Can someone help me put together an internship for HRM students?

What are the overall college learning objectives?

- Gain real experience in the industry where they may apply concepts and techniques learned in the classroom
- Participate in departmental staff meetings
- Enhance professional critical skills
- Observe and learn about the use of leadership and team building
- Identify if organizations/areas of interest are a fit for future career growth
- Consolidate problem-solving skills by addressing real-life industry problems
- Develop management skills and insight
- Understand how trends are always changing and improving

What are the objectives per area of emphasis?

Beverage	Foodservice	Hospitality Business Analytics & Project Management	Lodging
<ul style="list-style-type: none"> • Define the history of the beverage industry, its segments and major organizations • Learn and identify specific areas where responsible sales and service come into play • Enhance professional skills critical to the beverage management and marketing industry • Gain an understanding of the inventory control process • Know the major companies and brands in the industry, and understand which organizations are involved in on/off-premise, manufacturing, and/or distributing • Understand the operational and cost control challenges of the facilities, including planning, managing and motivating the staff 	<ul style="list-style-type: none"> • Food Safety • Food Science • Quality Assurance • Sanitation Systems • Supply Chain Management • Regulatory Compliance • Food Code Compliance • Conduct routine food safety self-inspections, including dates, temperatures and hand-washing procedures • Understand foodservice sanitation systems and processes • Be familiar with the Big 8 food allergens and understand how the risk of allergic reactions is managed in retail foodservice • Understand and follow sustainability guidelines and practices • Concessions • Catering • Retail • Hotel Foodservice • Restaurant Foodservice 	<ul style="list-style-type: none"> • Assess the resources required to complete the project • Identify and address risk management concerns for a project • Research measurements for the project to determine if the desired outcomes were achieved • Develop models that aid in decision-making for hospitality project management using Excel and XLMiner • Apply tools to visualize data (Tableau, Excel PowerView and IBM Watson Analytics) • Apply text mining to capture customers' opinions from online reviews • Understand the role of data and how to extract meaning from data in order to craft a meaningful solution 	<ul style="list-style-type: none"> • Inventory control process • History of the lodging industry, its segments, and major organizations • Steps in the guest cycle and their impacts on hotel departments • Understand the challenges of the facilities • Develop an engineering/maintenance request for proposal and negotiate a service contract with suppliers • Know the major companies and brands in the industry • Explain management contracts and securing one • Determine how operating decisions affect the service quality experience • Understand the importance of how inter-departmental relationships impact customer service • Analyze and evaluate operating statements and statistics