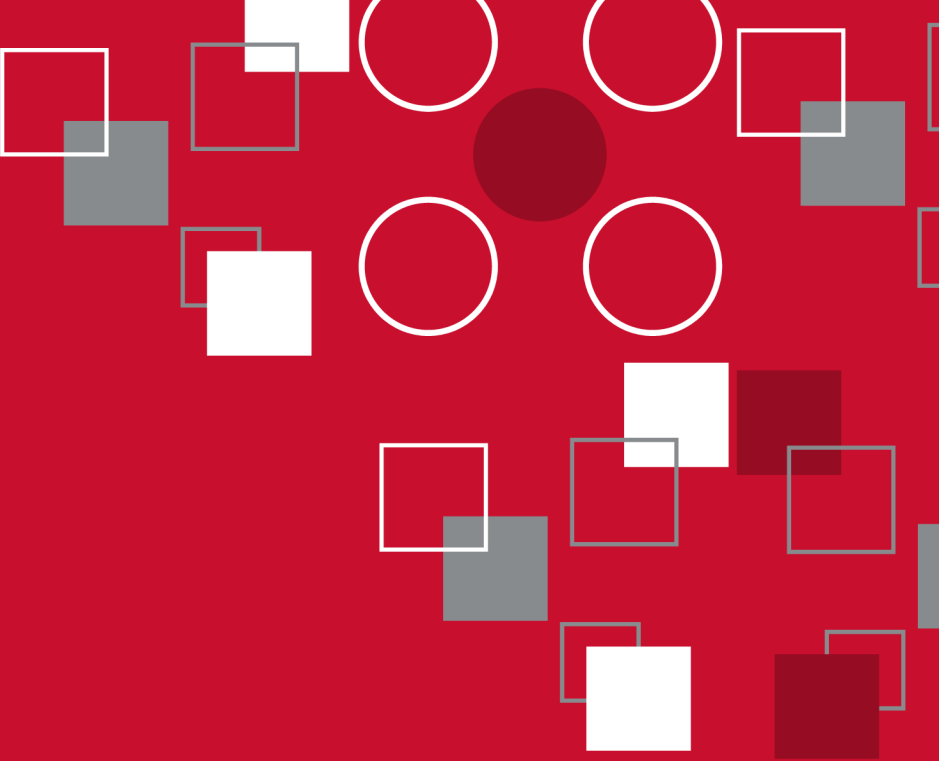




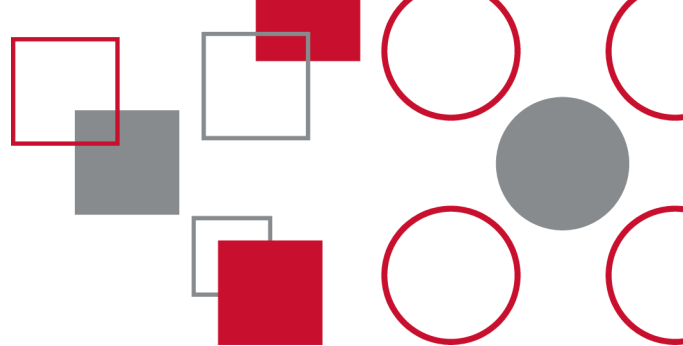
EMPLOYER

INTERNSHIP GUIDE



Conrad N. Hilton College of
Global Hospitality Leadership
UNIVERSITY OF HOUSTON

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WELCOME

Hello Employer Partner,

Welcome to the Hilton College Employer Internship Guide, and thank you for your interest in partnering with our students.

We value the important role employers play in shaping the next generation of hospitality leaders through meaningful hands-on learning experiences. By providing internship and professional development opportunities, you help students apply classroom knowledge in real-world settings while building the skills and confidence needed for long-term career success.

This guide is designed to provide helpful information, expectations, and best practices for creating a successful internship experience for both your organization and our students. We appreciate your partnership and your commitment to student growth and industry excellence.

Sincerely,
Career Development Office
University of Houston, Conrad N. Hilton College





WHAT IS AN INTERNSHIP?

In accordance with the ***National Association of Colleges and Employers (NACE)*** and the U.S. Department of Labor, Hilton College Career Development Office defines an internship as follows:

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. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths.

For employers, internships provide the opportunity to guide and evaluate talent. Employers are encouraged to focus the majority of interns' experiences on activities that allow exploration of the organization, industries and career paths while adding value to both an intern's qualifications and to the employer. Students tend to share their experiences with others and creating a positive learning environment is the best publicity an employer can earn.

INTERNSHIP BENEFITS

Internships offer substantial and unique benefits for both employers and students. Here are just a few ways your organization and the students you host as interns will benefit.

EMPLOYERS

- Build a pipeline of future talent
- Increased brand visibility and campus presence
- Bring fresh perspectives and ideas to the organization
- Contribute to student learning and leadership development
- Enhance recruitment efforts and reduce hiring risk

STUDENTS

- Gain hands-on, real-world experience
- Network with professionals in their industry
- Explore career interest and industry pathways
- Develop transferable skills and industry competencies
- Pathway to a potential job offer



CRITERIA FOR AN INTERNSHIP

EDUCATIONAL EXTENSION OF THE CLASSROOM

The experience should extend classroom learning by allowing students to apply academic knowledge in a professional setting. It should be designed as a learning experience and not solely to support routine operational needs or tasks typically assigned to a regular employee.

TRANSFERABLE SKILLS DEVELOPMENT

The skills and knowledge gained through the internship should be transferable to future employment settings and career opportunities within the hospitality industry.

DEFINED SCOPE AND TIMELINE

The internship should include clearly defined learning objectives and goals that align with the student's academic coursework and professional development goals.

CLEAR LEARNING OBJECTIVES

The experience should include a clearly defined beginning and end date, along with a formal job description outlining responsibilities and desired qualifications.

PROFESSIONAL SUPERVISION

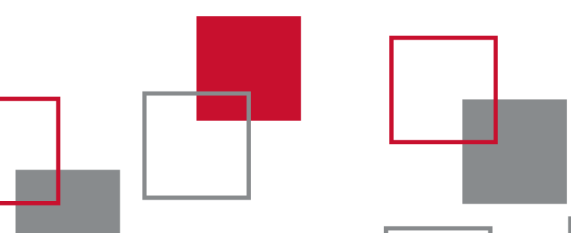
Students should be supervised by a professional with relevant expertise and an educational and/or professional background in the field.

ONGOING FEEDBACK AND MENTORSHIP

Supervisors should provide routine feedback, guidance, and mentorship throughout the internship experience.

SUPPORTIVE LEARNING ENVIRONMENT

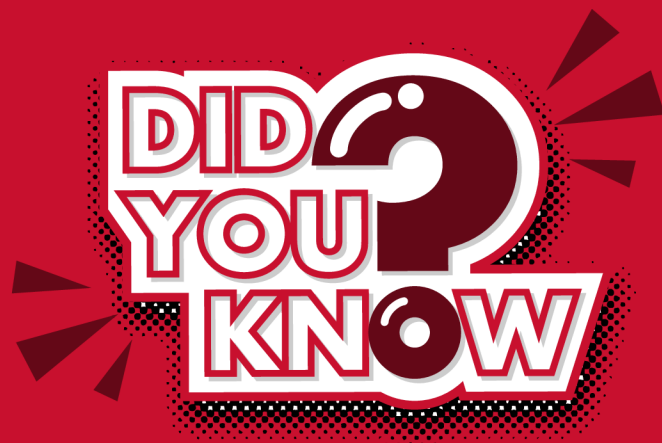
The host employer should provide the resources, equipment, and facilities necessary to support the student's learning objectives and professional growth.



COMPENSATION

**The average hourly pay
for undergraduate interns
in the US is around \$23.04.**

-NACE, 2025



Hilton College strongly encourages employers to compensate interns whenever possible, even when academic credit is being awarded for the experience. Paid internships help increase accessibility and support student success.

For organizations considering unpaid internships, it is important to ensure the experience provides meaningful educational value and complies with applicable labor guidelines, including the U.S. Department of Labor's primary beneficiary test, which determines whether or not student interns are entitled to wages under the Fair Labor Standards Act.

UNPAID INTERNSHIPS

Organizations unable to pay hourly wages typically provide alternative forms of compensation, such as:

- Project-based stipend (monthly or semesterly)
- Meal, housing, or transportation reimbursement
- Sponsored membership to a professional organization
- Sponsored attendance at a local, regional, and/or national professional development meeting, training, or conference
- Sponsored certification(s) - relevant skill or industry knowledge
- Academic scholarships





HIRING INTERNATIONAL STUDENTS

Curricular Practical Training (CPT) authorization is available to F-1 students who would like to take part in off-campus internships relating to their degree programs. The internship must either be required by the student's degree program or the student must receive course credit for the internship. The internship may be either full time (over 20 hours per week) or part time (20 hours per week or less).

Please note that an internship is defined as supervised employment of limited duration, with education and experience being its primary function. Full-time, continuous, benefits eligible employment is not appropriate for an internship. As an international student on a student visa, an intern is required to submit paperwork to receive work authorization from the International Student and Scholar Services Office.

ACADEMIC CREDIT

As part of the Bachelor of Science degree requirements, Hilton College students must complete a minimum of 1,000 work hours, which includes a 300-hour internship. These hours must be completed through approved internship experiences in alignment with program guidelines.

Work Experience Requirements



When hosting a Hilton College intern, employers should expect the experience to serve as an extension of the classroom and support the student's academic and professional development. Approved internships should align with the hospitality industry and may include opportunities in the following areas:

- Lodging and Hotel Operations
- Food and Beverage
- Events and Meetings
- Country/Golf Clubs
- Tourism
- Revenue Management
- Sales and Marketing
- Human Resources

EMPLOYER SUPPORT & DOCUMENTATION

Employers will be asked to:

- Verify the student's internship hours
- Confirm dates of employment or internship participation
- Complete evaluation or feedback forms
- Provide a brief position description

Students are responsible for securing their own internship opportunities and for submitting all required documentation, approvals, and verification materials in accordance with program deadlines. Employers may be asked to support this process by providing timely completion of requested forms and confirmation of hours.

LEARNING OBJECTIVES

Learning objectives help students develop relevant skills while providing supervisors with clear criteria for feedback and evaluation. We encourage employers to align internship responsibilities with the student's track* and professional goals.

EVENT & MEETING MANAGEMENT

- Assist in the planning and execution of events and meetings
- Develop skills in client communication and event coordination
- Support vendor management and event logistics
- Gain experience with timelines, floor plans, and event setup
- Evaluate event outcomes and identify opportunities for improvement

FOODSERVICE MANAGEMENT

- Develop an understanding of daily restaurant and foodservice operations
- Apply principles of guest service and hospitality standards
- Gain experience in inventory management and cost control
- Assist with menu planning, food presentation, and service flow
- Observe and support health, safety, and sanitation standards

LODGING MANAGEMENT

- Gain exposure to front office, housekeeping, and guest services operations
- Develop skills in guest relations and service recovery
- Understand hotel reservations, check-in/check-out processes, and room management
- Observe daily operational workflows across departments
- Assist with service quality and guest satisfaction initiatives
- Learn how departments collaborate to support overall hotel performance

PROJECT MANAGEMENT & ANALYTICS

- Develop skills in analyzing guest satisfaction data, service metrics, and operational performance reports
- Support forecasting, budgeting, labor planning, and revenue analysis
- Interpret hospitality data to identify trends in guest experience, occupancy, sales, and service efficiency
- Gain exposure to data-informed decision-making that supports business strategy and service excellence

WINE AND BEVERAGE STUDIES

- Develop knowledge of wine, spirits, and beverage service standards
- Support inventory tracking and beverage cost controls
- Learn responsible service practices and compliance standards
- Strengthen guest-facing skills through beverage recommendations and service
- Observe product sourcing, menu development, and beverage programming



*Track: a focused area of study that helps students build expertise in a specific segment of the hospitality industry.

LAUNCHING AN INTERNSHIP PROGRAM

DEVELOP FUTURE HOSPITALITY TALENT



DEFINE THE ROLE AND RESPONSIBILITIES

Create a clear position description that outlines duties, qualifications, learning opportunities, and expected outcomes.



ESTABLISH LEARNING OBJECTIVES

Design the experience to support professional growth and align with real-world hospitality competencies.



ASSIGN SUPERVISION AND MENTORSHIP

Identify a professional staff member who can provide guidance, regular feedback, and support throughout the internship.



DETERMINE DURATION AND HOURS

Establish a clear start and end date, expected weekly schedule, and overall internship timeline.



PROVIDE MEANINGFUL PROJECTS

Offer students opportunities to contribute to real initiatives, operations, and strategic projects that extend beyond routine tasks.



PREPARE DOCUMENTATION

Be prepared to verify hours, confirm internship dates, and complete any required forms requested by the student.

DEVELOPING AN INTERNSHIP DESCRIPTION:

Well-developed internship job descriptions are key to attracting a strong pool of GHL student applicants. When writing your description, please include the content shown below.

NAME OF COMPANY

Include the company name

TITLE OF INTERNSHIP

COMPENSATION:

Include a rate and if academic credit is possible

DATES:

Clearly list the expected start and end date of the internship. You can indicate if there is flexibility or include that listed dates are estimates. Please note most internship dates should coincide with semester start and end dates.

COMPANY DESCRIPTION:

Talk about your company and clearly explain what your organization does. Include goals and how the internship will allow the student to contribute to company success.

REQUIREMENTS:

Outline what candidate requirements you are seeking. Include grade level(s), desired majors or backgrounds, and experience or skills needed to succeed.

OBJECTIVES:

Clearly list expectations of the internship. Include daily tasks and larger projects that you have planned. Consider adding in other elements like learning about company culture.

HOW TO APPLY:

Set an application deadline and include instructions for interested candidates. Do they need to email materials to a contact or apply on a company website? List what materials you are looking for like resume, cover letter, or any other samples of work.

POSTING AN INTERNSHIP:

Hilton College offers Hire Hilton College, a single-system recruiting platform for all GHL students, alumni, and employers.

Hire Hilton College offers employers the ability to post jobs and internships, register for career fairs, schedule interviews with students, and more!

CREATE AN ACCOUNT

Creating an account within Hire Hilton College is complimentary for employers and provides the best avenue for accessing a wide pool of GHL talent.

1. Visit: conradhilton-uhouston-csm.symplicity.com/
2. Click the 'Employers' button to access the system and submit an account registration.
3. Our career development team vets all employer accounts prior to allowing system access. Once your account has been approved you will receive a welcome email with steps on posting positions.
4. All jobs and internships posted are reviewed by the career development team and approved within 3 business days.
5. Receive customized account support and assistance by contacting Career Development at: ghlcareerdev@uh.edu.

The career development office does not place students into internships and therefore cannot guarantee that a student will apply for your internship. However, every effort is made to market your internship and inform students about the opportunity. Paid internships typically receive a larger, more competitive candidate pool.

SUPPORTING YOUR INTERN

Don't expect your Intern to arrive knowing all the skills necessary to get the job done – provide initial and ongoing training and support.

MAKE THEM FEEL PART OF THE TEAM!



Organization Structure

Provide a copy of the organizational chart. Explain reporting structure for the intern's team with names and contact info of those who can answer questions.

Policies and Expectations

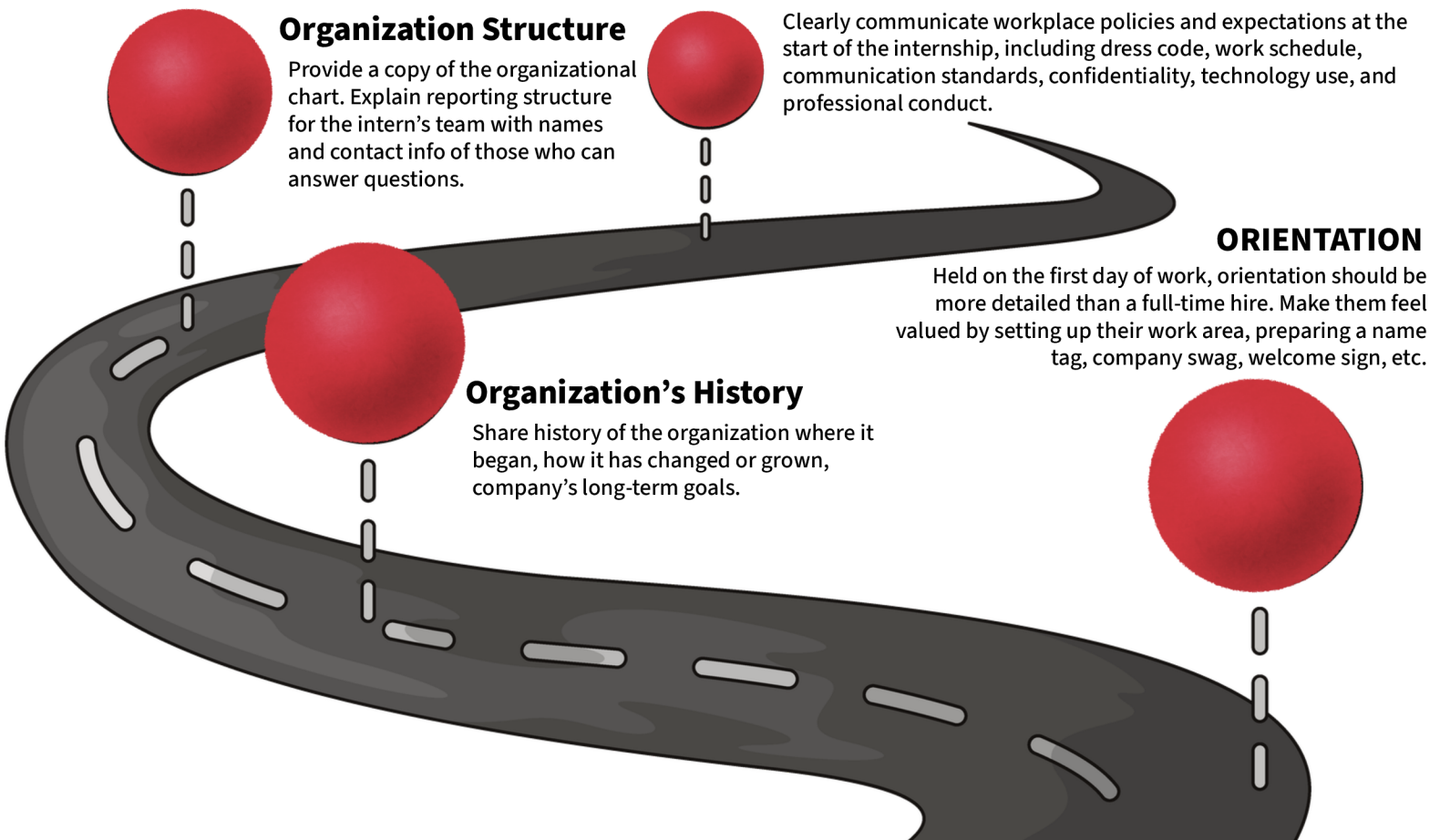
Clearly communicate workplace policies and expectations at the start of the internship, including dress code, work schedule, communication standards, confidentiality, technology use, and professional conduct.

Organization's History

Share history of the organization where it began, how it has changed or grown, company's long-term goals.

ORIENTATION

Held on the first day of work, orientation should be more detailed than a full-time hire. Make them feel valued by setting up their work area, preparing a name tag, company swag, welcome sign, etc.



EVALUATING YOUR INTERN

Effective supervision throughout the entire internship process makes for a more satisfactory experience for the student and company. At the end of the semester a final evaluation is provided to the company which is the most significant aspect to the intern's grade (if for Academic Credit) and/or experience. Providing an intern with feedback about his or her performance and skill set provides a great learning opportunity for the student.

PERFORMANCE EVALUATION

For most employers, this is an informal process and is rooted in good communication. Feedback begins on the first day and continues throughout the entire internship. Evaluations are a positive way to conclude the internship for the student. The supervisor, mentor, or project team should review what is working and what changes or improvements need to be made. The following areas should be considered.

- The intern's performance based on the job description
- If additional training is required for the intern
- Expectations were met
- Positive feedback on what is working and what needs correction

For Intern

- What were the intern's best skills?
- What areas need improvement?
- Did the intern adapt to employer culture?



INTERN EVALUATION OF EMPLOYER

The exit interview or final evaluation provides important feedback to the employer and intern. Feedback can help determine ways to improve internship procedures.

Interns may be asked:

- What new skills did you learn?
- Did you receive consistent feedback throughout the internship?
- Was the mentor or project team of help during your internship?
- Do you view the company as a potential employer upon graduation?
- Would you recommend this experience to your friends or peers?
- What would you add or change to improve the experience?

EMPLOYER EVALUATION OF INTERNSHIP

Following the conclusion of an internship, the team involved with the internship program should meet to review "exit surveys" and evaluate the internship. Did the internship benefit the company or organization? What changes will improve the internship experience? Were sufficient resources available for the intern (work space, equipment, compensation and supervision)?





CONTACT US

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