



Internship Model Checklist
California State Polytechnic University, Pomona
The Collins School of Hospitality Management

1. Types of Internships

Rotational Internship

Rotate through different departments

- Introductory level intern (Student with very little or no experience)
- provides student the opportunity to see all aspects of operation

Functional Internship

Experience one specific department. (Example: Food and Beverage, Human Resources or Marketing)

- Focus on one department all summer.
 - Possible Positions: Assistant Dining Room Manager, Assistant Event or Banquet Coordinator, Assistant Rooms Division Manager or Assistant Front Desk Manager.
- Potential supervisory role.
 - Requires Junior or Senior status and more hospitality experience

2. Creating S.M.A.R.T. Objectives and Performance Evaluations

- S.M.A.R.T. goals- **S**imple, **M**easurable, **A**ttainable, **R**ealistic and **T**ime bound (Please see attached form for S.M.A.R.T. Objectives layout)
 - Example: Turn in payroll by Friday at 4:30p.m.; complete schedule by Wednesday at 2:30p.m.
- Review Performance Evaluation at the beginning of the summer to communicate how the Intern will be evaluated. At the end of the summer please “complete” the Performance Evaluation form in order to give the student feedback regarding their performance throughout the internship. (Please see attached form for a sample Performance Evaluation.)

3. Prepared outline, plan & schedule for 12 weeks

Example: Hotel internship outline for rotational internships only:

(Housekeeping Department)

Week 1: Work as Housekeeper/Houseperson

Week 2: Work as Inspector/Office Opener

Week 3: Work with Executive Housekeeper and Assistant in all duties

*Train with Executive Housekeeper and Assistant on Managerial duties such as scheduling, payroll, opening, purchasing, and lost & found.

(Reservations Department)

Week 4: Train with CSS system (the PMS system used @ the XYZ Hotel)

Week 5: Work on Foreign Individual Traveler (FIT) bookings and related systems

Week 6: Work on Convention bookings and related systems

*Train with Reservations manager on Managerial duties such as scheduling, payroll, inventory management, workload distribution, and reports (14 day, FIT calendar, 30 day forecast.)

(Front Office)

Week 7: Work as Bell person one day, one day as operator, front office clerk for three morning shifts

Week 8: Work as front office clerk - three PM shifts and two graveyard shifts

Week 9: Work with Front Office manager for three shifts, work with hotel manager two shifts to review and overview of operation.

*Learn about computer systems and interfaces with the hotel manager

*Train with Assistant Front Office Manager on managerial duties such as scheduling, payroll, opening/second shift, supply orders.

Week 10: Anything you would like. Ask the student, maybe Sales?

4. Mentor/Manager contact for feedback purposes

- Assign an executive team member or a department head to mentor a student for functional or rotational internship.
- Schedule “one-on-ones” every week – someone to report to every week
- Sit in on a portion of an executive committee meeting
- Stretch the mentor/manager ie. Menu price checks, giving feedback on software, and providing feedback at competitor properties

5. Management Project

- Assign a meaningful project for the rotational or functional internship.
- Rotational internship:
 - Ensure they experience functional areas such as Human Resources, Accounting or Sales and Marketing.
 - Help intern develop Task, Interpersonal and Business skills.
- Functional internship: expansion of their management duties from the internship.
 - Projects can include payroll or scheduling, event planning, creating manuals or training procedures.

We appreciate your support of the intern program!