

The Student

Purpose of Internship:

The purpose of our Internship Program is to provide qualified students in the School of Hotel and Restaurant Management with a realistic paid work experience that includes exposure to several positions or departments, as well as, exposure to management tasks, duties, and responsibilities in the Hospitality Industry. In addition, the Internship Program provides the cooperating employer with the opportunity to make sound evaluations of potential management employees for future employment.

Philosophy:

The mission of the School of Hotel and Restaurant Management is to develop students' professional and technical competence in preparation for leadership responsibility in hospitality-related enterprises. The Internship Program is an integral component of ensuring that the undergraduate degree curriculum provides intellectual growth, communication skills, ethical awareness, appreciation of values/societies, and professional knowledge of the hospitality industry. Internships need to provide students with experience and challenges beyond the general frontline work experience.

Program:

As a student in our Internship Program you are to engage in a variety of training opportunities in the organization where you intern. The work experience and schedule are largely determined by the needs of the employer. The focus should be on providing you with exposure to management functions and responsibilities, to as many aspects of the operation as possible, and a useful project for analysis as a special project, if possible. Where possible, a management training task book can serve as an excellent project and will enable you to focus on the company's operating procedures. Internships can be arranged for the spring, summer, and fall semesters, as well as 6-8 months in length.

Accountabilities:

There are four major players in your internship experience: you, your employer (cooperating organization), your academic advisor, and your internship coordinator. All four need to work together and communicate to ensure a positive learning experience. What follows is a detailed directory of responsibilities for the student, the advisor, the internship coordinator and the employer. These may be added to or modified depending upon your particular circumstance.

Compensation:

The employer has several options available for compensating the student:

1. The employer may pay the interns' tuition AND also pay a reasonable and established wage for the assigned position.
2. The employer may pay the intern a reasonable and established wage for the assigned position AND provide housing at discounted rates.
3. The employer may pay the intern a reasonable and established wage for the assigned position.

Unless agreed upon by the student intern and employer ahead of time and in writing, we will not approve unpaid internships.

Intern Requirements:

1. Advisor approval

- Meet with your advisor to discuss when an internship will fit into your studies.
- Determine the number of credits you have available in advisor-approved electives.
- Have your advisor sign off on your internship application.

2. GPA Minimum of 2.5

- If your GPA is lower than 2.5, the intern coordinator will consult with your advisor to determine if an internship will benefit the student and be approved.

3. Class Standing

- Internships are geared toward juniors and seniors to ensure that they have successfully completed coursework at the lower division level, and have basic knowledge of the industry theory.
- Some companies will accept sophomores and freshmen if it is appropriate for their program.

4. Enrollment

- If you are offered an internship, you will be enrolled in HA 408 (Fieldwork Experience) for academic credit of three (3) to twelve (12) hours.
- The number of credit hours received is determined by the length and structure of the internship, the number of hours worked, and the number of credits available in the advisor approved electives block in your curriculum.
- You must enroll for the semester you are doing the internship in. Retroactive credits will not be granted.

5. Tuition

- Tuition is based on the number of academic hours of the internship, plus a lab fee of forty (40) dollars.

6. Commitment

- You are expected to meet all company standards and requirements and work the length of time agreed upon.

7. Grading

- Grading is on a pass/fail basis.
- If assignments and/or hours are not completed, an "I" grade will be given until the work is successfully completed, which must be within one semester following the internship.

8. Off Campus Students

- You will be considered an enrolled student at NAU.
- It is your responsibility to meet with housing and financial aid to make the necessary arrangements to be off campus.

International students must advise the international office of their internships.

The Student's Responsibilities throughout Internship...

The following section details the rules and regulations that most businesses have for their employees, "The Employee Handbook". After reading these, you will soon realize that the world of work is quite different from taking a class. You, while being a student, can blow off a class, turn in an assignment late, forget about some homework, and still receive a passing grade for the class. These same behaviors in the work place will result in being terminated (*FIRE*D) from your job. Please ask your employer for a copy of the policies and procedures you are to follow as an employee. If the employer does not have a formal document, use the following list as your guide and discuss them with your internship supervisor / mentor.

You, the student, will...

Be expected to follow company rules and regulations

Understand that unsatisfactory work or attitude and/or disciplinary problems may lead to reprimands, poor evaluations, and/or discharge

Confidentiality: Students are expected to maintain confidentiality of the employer at all times.

Dress Code: Each student is expected to maintain a personal appearance and dress appropriate for the professional setting of the employer. Professional grooming along conservative lines is essential.

Please note that the following frequently applies:

- Exaggerated clothing and hairstyles are out of place.
- Hair must be neatly groomed, and style/length must comply with company policies.
- Hairnets or hats are required in food production and service areas.
- Nails should be clean and short. Certain nail polish colors may be prohibited or not permitted at all in food production areas.
- Avoid excessive use of perfume, cologne, or after shave lotion.
- Chewing gum is not permissible.

Injury

Any injury must be reported immediately as per company policy. Students must assume the cost unless covered by Workmen's Compensation.

Medical Insurance

Students are responsible for the cost of all personal medical care, unless covered by Workmen's compensation. You are urged to have adequate medical insurance.

Pregnancy

A pregnant student may remain in the placement with written permission from her attending physician stating she is able to perform the assigned responsibilities.

Tardiness

The intern must be at work at the appropriate time. It is **strongly suggested** that the student arrives at least ten (10) minutes before their assigned starting time. Disregard for promptness demonstrates a lack of responsibility, which cannot and will not be tolerated, and may result in termination.

Transportation

Transportation to and from the employer will usually be the responsibility of the intern.

Premature Termination of Internship

If you leave prior to the agreed upon date, the intern must:

- i. Submit a written resignation.
- ii. Schedule an exit interview with the employer representatives.
- iii. Inform the Internship Coordinator.
- iv. Find out all the consequences before resigning, such as:
 1. Loss of credits.
 2. Becoming ineligible for financial aid.
 3. Jeopardizing future internships for other students.

Use of Drugs or Alcohol

The use of alcohol by any student on the premises or any student under the age of 21 on or off the premises or while at work will result in disciplinary action. The use of illegal drugs or the non-prescribed use of legal drugs by an intern will also result in disciplinary action. This may also result in immediate dismissal, with loss of credits and financial aid.

Vacation and Holidays

Unless approved by the employer prior to beginning your internship, you will not be eligible for vacation or college holidays off.

Verification of Hours Worked

The intern must be able to prove the number of hours worked. This can be done by means of paycheck/hours worked, or by means of a letter of the employer's Human Resources Department.