



**TAYLOR'S
UNIVERSITY**

Wisdom · Integrity · Excellence

SCHOOL OF HOSPITALITY, TOURISM & CULINARY ARTS

HTM 2433/2533/2633/2733 INTERNSHIP (1)

INTERNSHIP REPORT

- Bachelor of International Hospitality Management (Hons)**
- Bachelor of Culinary Arts & Food Service Management (Hons)**
- Bachelor of International Tourism Management (Hons) (Events Management)**
- Bachelor of International Tourism Management (Hons) (Travel & Recreation Management)**

Name of the Student	
Student ID	
Batch N° / Intake:	
Name of the Company	
Internship Dates	

SUBMISSION DATE: 22 APRIL 2013 (Monday) by 5pm

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Acknowledgements

1. Introduction

- ✓ Justification for the choice of internship placement (for ex-diploma students, explained if the internship represent a continuity with diploma placement)

Example: choosing Hilton hotel for internship was guided by the desire to be exposed to

- ✓ Explained the learning outcome you were expecting before starting the internship.

Example: Regarding the learning experience I could have in a 5 stars hotel, my main expectation was to be able to improve my cooking skills from a technical point of view (Hoping to be more efficient and accurate in term of cutting, cooking techniques) but also from a organizational point of view by

- ✓ Introduction of the Internship Report (IR) content and structure

Example: The first part of the IR will be dedicated to explain in details the various tasks I did during my internship....

2. Internship Placement Profile

You are required in this part to complete the table below. You must at least supply the content expected for each box. You are required to adapt the content based on your respective training. The content can be written in essay form or by using bullet form but **must remain as a table**.

<p>NAME OF THE COMPANY & OPENING DATE</p>	<p>Content expected: Give the full name of the company you trained in and the opening date. <i>Example:</i> Hilton Kuala Lumpur..... ABC Restaurant.... XYZ Tours and Travels or AB Events Company Opened in 1980.</p>
<p>AFFILIATION OF THE COMPANY TO A GROUP</p>	<p>Content expected: Explain if the company belong to a bigger group of companies and describe briefly the group. <i>Example:</i> Westin hotel belongs to the Starwood hotel group that... ABC Restaurant belongs to..... XYZ Tours belongs to Thomas Cook Group..... <u>If the company you trained in does not belong to a group, please remove this line from the table</u></p>
<p>LOCATION</p>	<p>Content expected: you are required to explain briefly where the company is located and try to justify why the company was established in that location? <i>Example:</i> Hilton Hotel / ABC Restaurant / XY Tours / AB Event Company located at KL Central, the location is strategic to the potential travelers.....</p>
<p>TARGET MARKET</p>	<p>Content expected: Explain briefly the main target market of the company, in term of nationalities, occupation, social profile (couple? Family?) and justify why the product/services supplied by the company match with the target market. <i>Example:</i> The company is clearly targeting business travellers, coming for few days. The clientele is mostly coming from South East Asian Countries (Thailand etc.).....</p>
<p>COMPETITORS</p>	<p>Content expected: Introduce briefly the main competitors situated in the same area with the company and the main competitors implemented in the same city. You are required to explain clearly on which aspect (product, price etc.) other companies are competing with the company you are training in. <i>Example:</i> Being located at KL City Centre, the company is clearly facing a direct competitor which is XXX company because the company is positioned on the same target market and same types of products or services.</p>

<p>COMPANY DESCRIPTION</p>	<p>Content expected: Explain briefly the company facilities as well as the main departments or outlets available (types of other facilities/services i.e. Bar, restaurant, inbound, corporate events, etc.) with the type of products or services they offer and their main range of pricing. You would also be required to provide the organizational structure of the company here.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • The hotel offers to guest 3 dining area named respectively Binouse, Liche, Bibine is a wine bar offering to guest a range choice of French, Australian wine with a selection of snack and tapas. The average price range from • The restaurant possesses a 40 seats dining area with a private dining room that can accommodate 20 persons. Specialized in seafood, the menu proposes..... • The travel agency offers a wide variety of packages ranging from..... • The event company offers services ranging from
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3. Schedule, Duties, Challenges and Learning Outcomes

You are required in this part to:

- Fill in the table “*Internship Placement Breakdown*”
- Describe the duties and main responsibilities in each department that you were trained in (Example: *In charged every morning for....., responsible for.....etc*)
- Explain the obstacles/challenges faced during your internship (Example: *Under this department the main obstacle I faced was, In order to tackle this obstacle, I decided to.....etc*)
- Describe the learning outcomes for each department that you were trained in (Example: *While being under hot kitchen, the key skill I learned is....., Another major outcome was that I gained.....etc*)

If you spent less than 2 weeks in a department, you are allowed to combine departments together. For example, if you spent 1 week in hot kitchen and 1 week in cold kitchen, you can consider Hot and cold kitchen as being one department. If you spent 4 weeks in hot kitchen and 4 weeks in cold kitchen, you must treat them as two separate departments.

WARNING: You are not allowed to combine departments that have nothing in common. For example do not combine Pastry and Housekeeping, even if you spent only 1 week in each.

INTERNSHIP PLACEMENT BREAKDOWN	
PERIOD OF PLACEMENT	DEPARTMENT
Example: 1 June to 15 July 20XX	Hot Kitchen/Front Office/Inbound Tour/Sales
Example: 15 July to 30 July 20XX	Purchasing/PR & Communications/Housekeeping/Ticketing/Conference
You can add as many lines as necessary	

1st Department: Front Office – Reception (1 week) + Concierge (1 week)

- 1 paragraph on duties
- 1 paragraph on challenges and obstacles
- 1 paragraph on learning outcomes (tied to TGCs)

2nd Department...

4. Conclusion:

✓ Compare the expected Learning Outcome before starting your internship with the real Learning Outcome from the various departments you have been in and summarize the most important Learning outcome for you.

Example: Globally, most of my expected learning outcomes were fulfilled while doing my internship. I have been able to significantly improve myMoreover, I also gained a lot of unexpected learning, especially in term of

✓ Personal opinion / perception of the training(s)

Example: This internship has really helped me toHowever, I regret I could not.....I would recommend that.....

5. Appendices

Any supporting document, chart, etc. should be numbered (Appendix I, II, III, etc.) and referenced in the report (inside the core text of the report)

This report aims to relate and analyze the experience of the student during their industrial trainin:

- *Ms-Word. Typed with Times New Roman, font size 12,*
- *line spacing 1.15, indented new paragraph and justified paragraph*
- *Cover 10 to 15 pages document(not inclusive of Internship Evaluation by supervisor)*
- *Comb-bind, A4 80gm paper with plastic cover*

6. TCHT Internship Survey

Name of the Company	
Internship period	
Departments covered	

Thank you for taking the time to answer these questions using the Likert rating scale presented below.

5 – Strongly Agree 4 – Agree 3 – N/A 2 – Disagree 1 – Strongly Disagree

		5	4	3	2	1
1	I received a full orientation of the company's facilities & operation.					
2	I understood what was expected from me during my internship.					
3	I received necessary training on all the tasks I was asked to complete					
4	I was given proper and valuable training by the supervisor.					
5	I received frequent feedback and guidance from my supervisors.					
6	I found the overall quality of supervision appropriate and sufficient.					
7	I found this internship challenging but interesting for my future.					
8	I was able to learn more and to apply my practical knowledge.					
9	I was able to give suggestions or ideas to my supervisors/managers.					
10	I was given opportunity to work independently with minimal supervision.					
11	I have now a much better understanding of skills, systems & procedures in place and needed.					
12	I have learned and now feel more confident about my skills and competencies					
13	I felt my presence was appreciated by the staff & management.					
14	I was treated with respect by management and fellow employees.					
15	My superior was available and accessible when I had questions or concerns.					
16	I felt well integrated and welcomed in this working environment.					
17	I have been treated fairly and was given relevant tasks to achieve.					
18	I was satisfied with staff welfare (allowance, paid overtime, duty meals, uniforms, etc...)					
19	This internship fulfilled my expectations					
20	This experience gave me a realistic preview of my field of interest.					

Thank you for taking a bit more time answering these additional questions.

List down three critical learning that you have gained during your internship

1. _____
2. _____
3. _____

What effects this internship has made on your future career goals?

What can be further improved to enhance the overall internship program at this hotel/restaurant/company?

Would you recommend this hotel/restaurant/company to other student or your friends?

Yes No, why? Kindly specify _____

If you had the opportunity, would you like to join this hotel/company as permanent staff?

Yes No, why? Kindly specify _____

Please mark your overall experience during this internship out of "20"

/ 20

Name: _____

Signature: _____

Date: _____

7. Internship Evaluation Form by Supervisor

Students are responsible to insert the completed internship evaluation forms from each of the supervisor he/she trained under and attached a photocopy in this section of the internship report, in order of training period.

8. Marksheet

HTM 2433/2533/2633/2733 INTERNSHIP - MARKSHEET

ASSESSMENT COMPONENTS

1. Pre-Internship Training/Workshops/Briefings (10%)	
1.1 Internship Briefing by Career Centre	___/3
1.2 Internship Module Briefing / Report Guidelines + E-portfolio briefing	___/4
1.3 Career talk workshop	___/3
Pre-Internship Training: TOTAL (Marks)	(A) ___/10
2. Internship Period (50%)	
Internship Evaluation Forms by Supervisors	
Q1-10 – total marks:	
Internship Period : TOTAL (Marks)	(B) ___/50
3. Post-Internship Report (40%)	
3.1 Portfolio / e-portfolio	___/10
3.2 Internship Report	___/30
Post-Internship Report : TOTAL (Marks)	(C) ___/40
GRAND TOTAL (A + B + C)	___/100

NOTE TO MARKING LECTURERS:

Forms and Reports which are submitted late to the Divisional Office will be penalized as follows:

<i>Submitted one (1) day after deadline</i>	-	<i>deduct 5% from mark awarded</i>
<i>Submitted two (2) days after deadline</i>	-	<i>deduct 10% from mark awarded</i>
<i>Submitted three (3) days after deadline</i>	-	<i>deduct 15% from mark awarded</i>
<i>Submitted four (4) days after deadline</i>	-	<i>deduct 20% from mark awarded</i>
<i>Submitted five (5) days after deadline</i>	-	<i>ZERO (0) mark for the assignment</i>

Incomplete documents will be rejected.

ASSESSER'S NAME and SIGNATURE		GRADED ON (DATE)	
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