

Dear Intern,

This letter serves as a final reminder of the important things that you should note while on internship.

Please see attachment for all the forms that constitute your **Internship Package**.

Please be informed that you need to print the **Internship Agreement Form**, sign it and return it to the SHTM Office no later than **April 16, 2010 at 4pm**.

In addition, you are required to collect your **Indemnity Letters** at the SHTM Office no later than **April 16, 2010 at 4pm**.

Internship Deadline

- ✓ The Internship Period begin officially on May 10th and should last ten (10) weeks for degree students and six (6) weeks for certificate students.
- ✓ The deadline for the submission of all reports is two weeks after final day of internship.
- ✓ Students participating in the Internship Programme locally should start on the date stipulated above except otherwise advised by the Internship Coordinators.

**NO INTERNSHIP PROJECT WILL BE ACCEPTED
AFTER THE DEADLINE!!!!!!**

Internship Report

- ✓ Students who are placed overseas are advised to submit their reports after the first ten (10) weeks, despite the fact that the overseas programmes run for more than this period.
- ✓ All reports should be couriered to the attention of the Internship Coordinators.
Please do not fax or email reports !!!!!!!
- ✓ The documents that should be contained in the report package can be retrieved from your Class Email Contact.
- ✓ **All evaluation forms must be collected from the company and returned with your project at the time of submission. Evaluations must be enclosed in a sealed envelope with the company's seal affixed to the flap.**
- ✓ If you have any questions or comments, the coordinators may be reached at **htminternship@utech.edu.jm** you may also call us at **927-1680 ext. 2434/2433**

Work Schedule and Stipend

- ✓ You have consented to work with the company to which you were assigned; this means that you are obligated to be at work at **all times** scheduled.
- ✓ If, for any reason, you are unable to attend work, you need to communicate this to your supervisor immediately. If the reason for your absence is an illness, you need to submit to your supervisor proof that you were ill, that is, a medical certificate.
- ✓ The company does not have any obligation to provide you with accommodation or a stipend, though some companies may offer either/both. Do not, at any time, ask for payment for internship. Remember this is part of your course of study.

Checklist for Internship

- ✓ Retrieved from Class Email Contact:
 - Internship Syllabus
 - Departmental Head Weekly Meeting Log
 - Guidelines for Final Internship Report
 - Internship Attendance Register
 - Internship Evaluation Form (students use only)
 - Internship Evaluation Form (supervisors use only)
 - Students Work Experience Weekly Log
 - Guidelines for Competency Goals
 - Internship Dress Code
 - Internship Agreement Form
- ✓ Retrieved from SHTM Office:
 - Indemnity Letter (must sign upon collection)

Internship Assessment

- ✓ As part of the assessment, representatives from SHTM will be visiting the properties to which you are assigned to speak with your supervisors and to assess the nature of the tasks you are assigned. We often try to visit while you are at work, but this might not happen in all cases. If there are any problems, these may be reported to the persons who you are visiting or you may contact the SHTM office at the numbers above.
- ✓ All students must report to work at 8:00am. Kindly remember to dress in business attire or wear your uniform for the first day of your internship.

Finally, use this opportunity to learn about the tourism and hospitality industry and to make yourself more marketable. Be creative, innovative but respectful at all times. I wish you success.

The Internship Programme is a work- based learning programme that helps students to bridge the gap between classroom theory and practical work situations. Combining the two learning experiences will enable students to develop employability skills, explore possible employment choices, and acquire the competences and skills that are required for the discipline.

2.0 MODULE OBJECTIVES/LEARNING OUTCOMES

Upon completion of the module, the student should be able to:

- i. develop an acceptable level of technical and interpersonal skills by being placed in a Tourism and Hospitality related field.
- ii. apply theoretical knowledge to an exposure of practical hands-on training.
- iii. develop work readiness and employability skills
- iv. critically analyze personal strengths/weaknesses related to their professional readiness.

3.0 PLACEMENT GUIDELINES

1. Students must report to the Human Resource Department on the first day of Internship. An on-site coordinator will be assigned to them.
2. Students must initiate communication with the school when they report to work via telephone (512-2433/ 2443/ 2425); fax (977-4818) or email: htminternship@utech.edu.jm.

4.0 ASSESSMENT POLICY

1. All students will be required to do the following assignments in order to complete the Internship Module:
 - 5 Competency Goals that will be discussed with their on-site supervisor.
 - Attend an orientation session UTECH
 - Attend consultation sessions at UTECH
 - Weekly Log of work activities
2. You will be assigned an on-site supervisor or their designate, which will be assessing your performance in each area of work.
3. The Student is encouraged to meet or communicate with their on-site supervisor to ensure that their learning goals and objectives are being met. A minimum of once per week is recommended.
4. Students will receive pass/fail grade or a letter grade for completed module. The following requirements must be met:
 - Complete the duration of the Internship experience
 - Perform all duties and tasks according to **standard operating procedure (SOP) of the company.**
 - The student must complete all required assignments of the internship exercise outlined by the school. ***Failure to complete one or more part(s) of the assignments will result in a failing grade.***

5. Your **on-site supervisors** will evaluate your attendance and performance at the property. The on-site supervisor is asked to complete the student's evaluation by the end of the Internship period.
6. The report can be given to the student in a sealed envelope to be delivered to the school. If this is not possible, the report can be sent by courier service as soon as possible. The mailing address is:

The Internship Coordinator,
 School of Hospitality and Tourism Management,
 University of Technology, Jamaica,
 237 Old Hope Road, Kingston 6
7. The **Internship Coordinators at UTECH** will evaluate the Final Paper/Report.

5.0 DRESS CODE/DEPARTMENT

1. Students must wear their uniforms at all times except when specified by the company. The Company reserves the right to dismiss students who do not conform to the Uniform Policy.
2. It is mandatory for all students to wear their name- tag.
3. Arrive at work at least thirty (30) minutes. Before the start of your shift, or as stipulated by the company.
4. Avoid excessive communication with school mates or other individuals during work hours.
5. Once your work shift has been completed make every effort to leave the compound unless approval is given by your supervisor/manager.
6. Notify Supervisor in a timely manner if you will be late or absent from work.
7. Be polite and respectful to team members and supervisors at all times.
8. Be flexible and approach your work task with an open mind.

6.0 AREAS OF TRAINING FOCUS

1. **Tourism/ Events Management Major:**
 - **Water Sports Activities; Special Functions; Fitness Centre***
 - **Reservation; Front Office; Housekeeping; Laundry***
 - Engineering/ Maintenance: Landscaping
2. **Hotel and Resort Management Major:**
 - **Reservation; Front Office; Housekeeping; Laundry***
 - Water Sports Activities; Special Functions; Fitness Centre
 - Engineering/ Maintenance: Landscaping
 - Accounts; Marketing & Sales; Food & Beverage
3. **Food and Beverage Major**
 - **Dining Room; Bar; ***
 - **Food & Beverage Office; Purchasing; Receiving; Stores***

- **Banquet and Catering; Room Service***
- Kitchen
- Accounts; Marketing & Sales
- Housekeeping & Stewarding

4. Culinary Major

- **Back of the House - Purchasing; Receiving; Stores; Kitchen***
- **Bakery/Pastry Shop; Range; Butcher Shop; Garde Manager ***
- **Banquet and Catering; Room Service; Short Order Cooking***
- Accounts; Marketing & Sales; Food & Beverage Office
- Maintenance/ Stewarding

5. Baking Technology Major

- **Bakery ***
- **Pastry Shop***
- Maintenance/ Stewarding

Note: Areas with (*) in each major, at least 50% of the Internship Time should be spend in these areas. Thanks for your continued support to the school.