

2023

HRTM 408

Internship Packet



## To enroll in HRTM 408, you must:

- 1) Meet with your HRTM Faculty Mentor after locating a position.
  - Verify eligibility to complete the internship, including completion of HRTM 307.
  - Complete the “Intern Data Form” located on page 8 of this packet.
  - Have your HRTM Faculty Mentor initial the “Intern Data Form.”
  - Submit the signed “Code of Professional and Ethical Conduct for Internship Student” located on pages 9 & 10.
  - Submit the signed “Employer Letter of Understanding” located on page 11 of this packet or the offer letter.
  
- 2) Submit the above completed paperwork to Dr. Jean Hertzman, [jhertzma@nmsu.edu](mailto:jhertzma@nmsu.edu). She will do give you consent in MyNMSU to enroll in HRTM 408. You MUST remember to register for the class once the override is done by “adding” the course on the add/drop screen by typing in the CRN. Make sure you have the correct CRN for whether you need to take the Main Campus or NMSU Online section. You should enroll in the full summer section if you are registering prior to the first day of the session, May 24. If you have not found an internship by that time or have extenuating circumstances, you may be allowed to enroll in the section for the second part of the summer that starts on June 29.
  
- 3) MAKE THE NECESSARY PAYMENT or you will be dropped by the university. (This is usually a previous semester balance.)
  
- 4) Enroll in HRTM 409 for the semester immediately following completion of HRTM 408.
  
- 5) You must have Junior standing and should have completed all HRTM 200 and 300 level classes.

This packet includes:

- ❖ Course Description
- ❖ Course Objectives
- ❖ Course Requirements
- ❖ Recommendations for a Successful Internship
- ❖ HRTM 408 Data Collection Guidelines
- ❖ Problem Identification For HRTM 409 Case Study
- ❖ Appendix I: Required Internship Forms

You should contact your Faculty Mentor for clarifications and questions concerning the materials in this packet.

The student should meet with your Internship Instructor at least once before the internship begins. If you or your employer has any questions regarding the internship, please call Jean Hertzman at (575)646-4786.

### **COURSE DESCRIPTION**

An internship can be defined as a work experience designed to provide a student with basic skills and knowledge needed to enter the hotel, restaurant, or tourism industry in a middle-management position. An intern is expected to learn vital facets of the industry that typically cannot be learned or easily practiced in the classroom, namely; industry vocabulary, workplace etiquette, interpersonal work relationships, and guest service skills, to mention a few.

### **COURSE OBJECTIVES**

During the 400-hour internship, students should actively seek exposure to as many functional areas of the operation as possible. Through the internship, the student is expected to:

- Integrate knowledge and theory learned in the classroom with practical application and skills development in a professional setting.
- Gain valuable applied experience.
- Demonstrate an attitude that is appropriate for a prospective manager in the hospitality industry.
- Identify personal strengths and weaknesses using a self-evaluation tool.
- Make connections to establish useful contacts for future employment.

### **COURSE REQUIREMENT**

1. You will intern with a company that has been approved by the School of Hotel, Restaurant and Tourism Management.
2. Your HRTM Faculty Mentor must approve any deviation from this section before a student accepts an internship for HRTM 408.
  - a. You must work a minimum of 400 clock-hours.
  - b. Your employer must submit a completed student evaluation directly to the instructor using the posted Employer Evaluation Form. (80 points possible, 80% of grade)
  - c. You must complete and submit the posted NMSU Intern Self-Evaluation via CANVAS upon completion of the required 400 hours of work. (10 points possible, 10% of grade)
  - d. You must complete and submit two short written assignments (10 points possible, 10% of grade). These are graded based on completion and submission by the due date.
  - e. To receive credit for HRTM 408, you must maintain contact with the internship coordinator during the internship period through email or phone.

- f. You must receive at least a grade of “C-” from the employer on the “Employer Evaluation Form.”

### **RECOMMENDATIONS FOR A SUCCESSFUL INTERNSHIP**

Always keep in mind that you are a representative of New Mexico State University and of the School of HRTM. No matter how your internship experience turns out, remember that you will get out of it what you put into it! The following suggestions will help to make it a positive experience:

- ❖ Be a good employee; follow company guidelines and policies; report to work on time.
- ❖ Be well groomed and in proper uniform; display a positive attitude.
- ❖ Get involved; ask questions about the job and the company; volunteer for additional tasks.
- ❖ Note and learn the language and specific terms of the job; learn and use widely known abbreviations and industry jargon.
- ❖ Be observant; look around and notice how equipment is used; see what other employees are doing and how they’re communicating; follow proper safety and sanitation practices; observe the spirit of the workplace.
- ❖ Record new observations daily, as they will help you to recall and complete your presentation for HRTM 409.
- ❖ Communicate with your internship advisor, especially if problems or misunderstandings develop during your internship.

Great letters of recommendation and job offers can be generated from a positive internship!

### **HRTM 408 DATA COLLECTION GUIDELINES**

Data collected during HRTM 408 will be used to formulate, analyze, and complete the report and presentation required for HRTM 409. General sources of data collection include, but are not limited to:

- ❖ Interviews with various operational & administrative supervisors, managers or directors.
- ❖ Readings of employee handbooks, company policies, handouts, memos, announcements, posters, advertising, etc.
- ❖ Observations of people, places, and things; particularly other employees, guest, vendors, and the general public in the work place.
- ❖ Class materials of relevant college courses taken.
- ❖ References are required for quotations or other direct citations of information.

#### **Phase I: The Company**

This phase should be a thorough, yet relatively brief history and description of your operation, including the overall operation, your specific department(s), and your role(s) in the department. Describe and evaluate the Human Resources policies of the company.

For HRTM 409 you should be prepared to present, in written form:

- 1) History of Operation
- 2) Description and main features of your operation. For example, if it is a lodging facility, describe the location, type of operations (casino, commercial, resort, etc.), number and types of rooms, room rates, amenities, meeting rooms, fitness center, food & beverage outlets, and special features. For food & beverage operations, describe the location, menu, layout, décor, average check, special features, etc. For other types of operations, describe the operation so that a reader of your report would have a clear picture of the overall operation. Feel free to include brochures, menus, photos,

or advertisements. Keep in mind that supporting materials must be relevant, and must be appropriately referred to in any written reports.

- 3) Job(s) description- your specific duties, tools, equipment, procedures, techniques, training, etc.
- 4) Organizational chart with names and duties of, at the very least, your own department, but ideally, of the entire operation. Evaluate the organizational structure, formally and informally. Is it an effective structure? Can you think of a more effective structure?
- 5) Human Resources policies and practices particularly related to: Recruitment, Selection, Orientation, Training, Evaluation, Promotion, Motivation, Compensation, Discipline and Termination.

## Phase II: The Customers

- 1) Who are the customers? Identify as many market segments as possible. To the extent possible, identify your customers by: average age, apparent income levels, gender, marital/Family status, occupation, frequency of use, average expenditures, reason or motivation for patronizing your operation.
- 2) How does your operation Market to the customer? How does the company define Guest Service?
- 3) What level of guest service does your organization provide? In what ways might Guest Service be enhanced?
- 4) Evaluate your operation's marketing performance: Is this the right market segment? What about missed opportunities, relationship marketing, dispute resolution, etc.? If you were the manager, would you do things differently?

## Phase III: Internal Operations

- 1) Financial controls for enhancing, producing and safeguarding revenue. For example: yield management, up-selling, menu specials, discounts, cashier banks, petty cash, etc.
- 2) Inventory controls for purchasing, receiving, warehouse practices, food storage and spoilage, safety & sanitation, etc.
- 3) Operational controls & staffing in a cyclical industry, for example, employee time cards, assignment of overtime, scheduling practices, cross training, operational audits, standard operating procedures, etc.
- 4) Quality controls & customer feedback for measuring how well things are getting done in terms of guest service and satisfaction, complaint resolution, quality control, etc.

## **Problem Identification for HRTM 409 Case Study**

In order to prepare your case for 409, you will need to identify an organizational problem at your internship property/business. To identify problems, you will have to be observant and ask the right questions (who is doing what, when, where, how, and why.) For example, look around and see how employees communicate with each other, with guests. Do you notice friction? Do employees or guests complain? Does it seem sometimes that too many or too few employees are working for the amount of business? If you perceive a problem, ask yourself (or others) "Is this a real problem? Is this a temporary situation? Is it costing the company money? How did it come about? How can it be minimized or prevented altogether?"

**This step is critical to your 409 case - spend some time on it!**

After you have spent a couple of weeks as an intern, identify three issues that you consider to be problems at your internship property. Please note that the problems you identify must be organizational problems, not personal problems with a particular individual like a poor manager or disagreeable co-worker.

- 1) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 2) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 3) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

When you have had some time to observe the three problems you listed above, review your notes and observations and *prioritize* the same three problems, listing the most important problem as #1. **The problem you identify as being the most important will become the basis of your case presentation for HRTM 409.**

APPENDIX  
INTERNSHIP FORMS

## Intern Data Form

Semester/CRN for HRTM 408: \_\_\_\_\_

Student: \_\_\_\_\_

Banner ID: \_\_\_\_\_

Intern's Phone (While on Internship): \_\_\_\_\_

### Intern Email Address

Please provide the information below so that we can maintain contact with you and your employer/supervisor during the internship. **If you do not have all of the information available, it MUST be submitted within two weeks of the beginning of the term for which you are registered.** Please make sure to provide us with accurate information.

Employer: \_\_\_\_\_

Company Contact Person: \_\_\_\_\_

Company Contact Person Phone Number: \_\_\_\_\_

Contact Person Email: \_\_\_\_\_

Employer's Address (City, State, and Zip): \_\_\_\_\_

\_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

Supervisor's Phone: \_\_\_\_\_

Supervisor's Email: \_\_\_\_\_

\_\_\_ J. Hertzman \_\_\_ K. Mandabach \_\_\_ P. Mitchell \_\_\_ B. Stringam

NOTE: Your HRTM Faculty Mentor MUST initial above.

Submit this completed form to Dr. Jean Hertzman and she will give you consent in MyNMSU to register for the course.



# **Code of Professional and Ethical Conduct for Internship Students**

## **General Statements**

While working at your internship site, you are representing not just yourself but New Mexico State University, the School of Hotel, Restaurant and Tourism Management, and your fellow students, both current and future. Whether you do well or not at your site may have implications far beyond your current situation.

You are governed by the employer's employment policies, practices, procedures, dress code, and/or standards of conduct. To avoid any misunderstanding, it is recommended that you ask for clarification regarding such matters from your employer when you begin your internship experience.

Your performance while on assignment as an Internship student may be measured by your employer's performance measurement process and the NMSU Intern Evaluation. You must receive a "C" or better to receive credit for your internship.

You must keep both the School of HRTM and your employer informed, at all times, of your current e-mail address, physical address and telephone number.

You understand that permissible work absences include illnesses or other serious circumstances. Keeping pace with coursework or co-curricular activities are not legitimate excusals. You will be responsible for notifying the employer and the School of HRTM in case of extended absence.

Any changes in your Internship status (resignation, layoff, cutback in hours, leave of absence, etc.) must be requested in advance, where appropriate, and also be reported immediately to the School of HRTM.

Due to the nature of the Internship arrangement, you may not withdraw from a site except in severe and justifiable circumstances as determined by the School of HRTM in consultation with your employer. A dishonorable dismissal could result in the failure of your Internship. It may also result in loss of continuing student status as dictated by the NMSU Registrar's office, which can affect financial aid, health insurance, and other student eligibilities.

You will follow all policies and procedures of the Internship Program, as well as the university policies for classes. This includes completion of assignments related to the internship or special topics credits in which you may be enrolled.

## Specific Statements

You will conduct yourself in a professional manner at all times. This includes, but is not limited to:

- Maintaining confidentiality regarding information accessed on any students, members, customers, employees, and products or services associated with the Internship site;
- Reporting for work on time;
- Using appropriate written and oral expression in all interactions with university personnel, managers, supervisors, employees, the public and clients;
- Participating in any orientation or testing required by the Internship work site;
- Observing all established safety and sanitation codes;
- Engaging in positive, professional, legal behavior;
- Accepting responsibility and accountability for decisions and actions taken while at the Internship work site;
- Ensuring all interactions with guests, members, customers, the public and fellow employees are conducted with dignity and respect toward every person;
- Updating the School of HRTM of any supervisor changes.

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Student Signature

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Date

# Employer Letter of Understanding

Dear Employer:

Thank you for accepting \_\_\_\_\_ (name of student) as an employee of your company. The School of Hotel, Restaurant, and Tourism Management (HRTM) at New Mexico State University is one of the leading programs in the country. As such, our majors complete a rigorous academic program to earn their degree. One aspect of our program is the work related component which requires the student to receive practical experience (400 hours or more) in the industry to enhance the theoretical knowledge acquired in the classroom. All that we ask of you is that:

- ❖ Within practical limits, the student should be allowed to gain as much exposure to the operation as possible.
- ❖ Upon completion of the 400 work hours, the student needs to be evaluated by their supervisor, using the *Intern Evaluation* form provided by the HRTM department.
- ❖ In accordance with Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Vocational Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and other federal and state laws, executive orders, rules and regulations, I assure New Mexico State University that I, as a representative of my company, will not discriminate against interns on the basis of age, ancestry, color, disability, EEO-based retaliation (attributed to filing complaint of discrimination, participating in an investigation, opposing discriminatory practices or exercising other rights under discrimination laws), gender identity, genetic information (GINA), national origin, race, religion, serious medical condition, sexual orientation, spousal affiliation, protected veteran status, or sex (includes: sexual misconduct, harassment or violence). I certify that the organization/activity which I represent or own, is an Equal Opportunity Employer.

We appreciate your company's participation in this program. Should you have additional questions regarding the internship program, Please contact Dr. Jean Hertzman, [jhertzma@nmsu.edu](mailto:jhertzma@nmsu.edu) (575) 646-4786 or (702) 334-3865

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Company Name

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Name & Title of Supervisor (Please Print)

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Company Telephone

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Signature of Supervisor

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Date

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Name of Student Intern

# NMSU INTERN SELF-EVALUATION

Please complete this self-evaluation after you have completed at least 325 hours of your internship.

Student Name: \_\_\_\_\_

TOTAL HOURS WORKED: \_\_\_\_\_

Please assess *each* of the following by placing a check mark next to the statement that most accurately describes your performance.

A. Relationship with Others

1. Exceeded Expectations – Encourages others to perform well and helps reduce conflict.
2. Met Expectations – Works well with other employees and does not cause conflict.
3. Needs Improvement – Does not work well with other employees and causes conflict.

B. Quality of Work

1. Exceeded Expectations – Carries out tasks thoroughly and accurately with less supervision than normal.
2. Met Expectations – Completes routine work with normal supervision.
3. Needs Improvement – Work must be checked. Needs frequent supervision.

C. Work Attitude

1. Exceeded Expectations – Wants to know how we do things in our organization. Volunteers to help.
2. Met Expectations – Accepts how we do things in our organization and accepts new assignments positively.
3. Needs Improvement – Rejects what we do in our organization. Reluctantly accepts assignments or changes to the work process.

D. Judgment

1. Exceeded Expectations – Effectively and routinely handles problem situations with little or no assistance.
2. Met Expectations – Occasionally does not handle problem situations well.
3. Needs Improvement – Has difficulty solving routine problems. Tends to make decisions without obtaining all necessary information or considering implications.

E. Attendance

1. Exceeded Expectations – Never or very rarely misses work.
2. Met Expectations – Misses work infrequently.
3. Needs Improvement – Misses work frequently.

F. Tardiness

1. Exceeded Expectations – Routinely arrives well before shift and ready to work on time.
2. Met Expectations – Generally arrives ready to work on time.
3. Needs Improvement – Regularly arrives late and not ready to work on time.

G. Self-development

1. Exceeded Expectations – Routinely seeks out feedback and learning opportunities.
2. Met Expectations – Responds positively to feedback. Accepts learning opportunities when they are provided.
3. Needs Improvement – Does not respond positively to feedback or take advantage of learning opportunities when they are provided.

H. Guest Service

1. Exceeded Expectations – Makes guests and their needs a primary focus. Encourages others to be more responsive to guests. Focuses on solutions.
2. Met Expectations – Understands that “guest satisfaction” is a priority. Works through issues to meet guest expectations.
3. Needs Improvement – Occasionally needs to be reminded about the importance of guest service.

I. Please provide other comments you wish to share.

OVERALL PERFORMANCE: \_\_\_\_\_ (A+, A, A-, B+, B, B-, C+, C, C-, D+, D, D-, F)

Please return the completed form via CANVAS. Save the file with your name in the title.

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## NMSU INTERN EVALUATION

Please complete this two and a half-page evaluation after the intern has completed the majority of the 400-hour internship, but before the internship is over. The intern must receive an overall grade of "C-" or better to satisfy the internship requirement. We encourage you to review the student's performance together with them. Please be candid! This is an important part of the student's professional and personal development. We value your input and thank you for taking the time to complete this evaluation.

Student Name: \_\_\_\_\_

TOTAL HOURS WORKED: \_\_\_\_\_

Please rate the intern on *each of* the following characteristics by placing a check mark next to the statement that most accurately describes the student's performance.

A. Relationship with Others

1. Exceeded Expectations – Encourages others to perform well and helps reduce conflict.
2. Met Expectations – Works well with other employees and does not cause conflict.
3. Needs Improvement – Does not work well with other employees and causes conflict.

B. Quality of Work

1. Exceeded Expectations – Carries out tasks thoroughly and accurately with less supervision than normal.
2. Met Expectations – Completes routine work with normal supervision.
3. Needs Improvement – Work must be checked. Needs frequent supervision.

C. Work Attitude

1. Exceeded Expectations – Wants to know how we do things in our organization. Volunteers to help.
2. Met Expectations – Accepts how we do things in our organization and accepts new assignments positively.
3. Needs Improvement – Rejects what we do in our organization. Reluctantly accepts assignments or changes to the work process.

D. Judgment

1. Exceeded Expectations – Effectively and routinely handles problem situations with little or no assistance.
2. Met Expectations – Occasionally does not handle problem situations well.
3. Needs Improvement – Has difficulty solving routine problems. Tends to make decisions without obtaining all necessary information or considering implications.

E. Attendance

1. Exceeded Expectations – Never or very rarely misses work.
2. Met Expectations – Misses work infrequently.
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1. Exceeded Expectations – Routinely arrives well before shift and ready to work on time.
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H. Guest Service

1. Exceeded Expectations – Makes guests and their needs a primary focus. Encourages others to be more responsive to guests. Focuses on solutions.
2. Met Expectations – Understands that “guest satisfaction” is a priority. Works through issues to meet guest expectations.
3. Needs Improvement – Occasionally needs to be reminded about the importance of guest service.

F. What are the outstanding attributes of this student?

G. What are the areas this student needs to work on improving?

H. (Optional) Would you hire this student based on your internship observation?

Yes      No

I. Have you discussed this evaluation with the student?

Yes      No

J. Please provide other comments you feel would be helpful to us in aiding this student to develop professionally.

OVERALL INTERNSHIP GRADE: \_\_\_\_\_ (A+, A, A-, B+, B, B-, C+, C, C-, D+, D, D-, F)

***I understand that the intern will have access to the information on this evaluations form.***

\_\_\_\_\_  
Name of Evaluator

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please return the completed form directly to:

School of Hotel, Restaurant and Tourism Management  
New Mexico State University  
Box 30003, MSC 3HRTM  
Las Cruces, NM 88003-8003  
Fax: (575) 646-8100 Phone: (575) 646-4786 or email [jhertzma@nmsu.edu](mailto:jhertzma@nmsu.edu)