The primary goal of an internship in the THS program at CCSU is to help you the student attain permanent employment in their chosen area of the tourism and hospitality industry. Consequently, students should already have some experience in their area of interest (e.g., hotel management, restaurant management, etc.) so that the internship will not be merely an exercise in career choices. We expect our students to have significant work experience in the tourism and hospitality industry prior to their internship and their graduation. The internship then should be an opportunity for the student to gain entry to a particular company or agency where that student believes he/she would like to find permanent employment. Our faculty has numerous contacts for full- and/or part-time work opportunities during both the school year and the summer for those needing employment.

**Purposes of the Internship**

This internship has two equally important purposes. First, it is important that you gain exposure to the work environment of a specific travel, government or corporate agency/business, where you would like to find full-time employment. You need to know how work is assigned, what kinds of work get done, what tools are available and what responsibilities that agency/company has. The internship can be a major decision point in choosing a career. If you don't enjoy the internship, you will not enjoy the daily work of a travel/tourism professional, or government/corporate employee. The second purpose is for you to have responsibility for a project and take it to completion. In most cases the project will be part of the workload of the Agency. This project can deal with any topic but it will be most beneficial to you if it is a topic of current interest and small enough to be accomplished in one semester. In the past, students have worked on a variety of projects to fulfill this requirement including: the design and/or analysis of customer satisfaction surveys, conducting a SWOT analysis of a branch of the company’s services, the creation of an employee’s training manual, etc. Obviously the scope and difficulty of these projects must be limited to fit the time frame of the internship period.

What we must avoid is busy work projects such as drafting, copying data in libraries, collating reports and sharpening pencils. You may be asked to do these things and that is fine, but they do not meet the purposes of the internship. Daily tasks are important to do, again as an aspect to complete your overall learning and understanding of how the agency operates, but the ability to be exposed to and participate in meetings, and other types of work/projects is key to the success of your internship. The duration of your internship and your time commitment to it will also depend on whether it is paid or unpaid. You need to make sure you meet the internship course hour requirements, but anything beyond this is done at your discretion. Consequently, students are expected to play a key role in the design of their particular internship experience.

Your advisor can help you in all aspects of your internships and you should consult with him/her frequently. Your advisor is also there is assist if there are problems or misunderstandings between the student and the agency/supervisor. Throughout the semester or duration of the internship the student is expected to contact their CCSU program advisor periodically. You should also meet with your supervisor at the beginning of the semester at the agency/company to discuss in some detail the outline of what you will be doing during your internship. We want to ensure that all parties know what is expected of them; getting off to a good start is crucial.
Internship Requirements

1. **Internship Registration:** Students must register for the internship with their CCSU program advisor. **You cannot enroll for this course online**, so make sure you meet with your advisor before the beginning of the semester to make sure you have filled out the appropriate paperwork.

2. **Course Hour Requirement:** The internship carries three semester hours of credit which means that you should spend at least 140 hours at the agency during the semester (about 10 to 12 hours a week).* This should be considered a minimum time requirement and is usually associated with unpaid internships; paid internships are often part-time or full-time positions and time requirements can vary according to the student and the agency’s needs. This is not an independent study project and you are expected to conduct the internship in the agency. Your supervisor at the agency is responsible for monitoring your hours. If you are doing your internship in a hotel and have the opportunity to rotate around within the company, please feel free to take advantage of this even if it extends your internship period out several months. After all the point of this internship is permanent employment.

3. **Internship Summary Contract:** This 1-2 page document should summarize the schedule, duties, and projects(s) of the internship. The student and the agency supervisor should work on this together and then present it to the advisor for approval. Both the student and supervisor should sign this and it will be included in the student’s final report.

4. **Project Report:** This is a written report which is submitted to your advisor for review and is one factor used in determining your grade. The format is up to you and in some cases it may be identical to some reports issued by the agency. In most cases, your work will be included in some larger project of the agency and a separate report which lays out what you did, why you did it, and what you found, will be necessary. Your supervisor will be able to suggest suitable projects. Please turn in an original and one copy since your advisor will keep the project after discussing it with you. Keep it as short as possible without being incomplete because this will represent a sample portfolio of your work that you can show to prospective employers. Keep in mind when you are preparing it that a sloppy, hand-written research project is not going to make a good impression in an interview. You should be able to produce a neat, well-designed document using a word processor and laser printer by now.

5. **Agency/Company Report:** The project demonstrates how well you met one purpose of the internship. The other purpose is to acquaint you with the workings of an agency/company and agency/company report is linked to that.

This report will have two parts. In the first part you are to discuss the agency. Some, but not all, of the questions you should address here are: organization; routine activities; staff responsibilities; sources of funding and budgeting; sources of information. This section should not exceed 4-5 typewritten double spaced pages.

In the second part you need to summarize the various activities and duties you performed. For example if you worked on marketing materials for a while, describe your work and then attach copies of all relevant documents such as brochures, xerox copies of appropriate pages from airline/accommodation guides, etc. The entire agency report should not be a major burden and should be kept under ten pages (not including the attached documents).

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* Semesters normally are 14 weeks long.
BOTH THE PROJECT AND AGENCY/COMPANY REPORT ARE DUE ON OR BEFORE THE LAST DAY OF CLASSES UNLESS OTHER ARRANGEMENTS ARE MADE WITH THE ADVISOR.

6. **Supervisor Evaluation:** Lastly, you are responsible for seeing that your direct supervisor sends a letter to your advisor about your performance in the internship. There is no particular format for this, but it should be a complete, fair evaluation of your work. If the supervisor wishes, he or she may suggest a grade for the course which will be considered by your advisor.

7. **Journal:** The student is expected to maintain a daily or weekly journal (dependant on length of internship) of their activities during their internship. This informal document should act as a basis for the other reports.

8. **The Internship Final Report:** At the end of the internship, the student is required to assemble a report which includes the internship summary contract, the journal, the agency report, the project report, and the supervisor evaluation. This report should include a title page, table of contents and any examples of the student’s work. The presentation of this report is very important since this report can be sued by the student as an example of his/her work. Your advisor has copies of previous reports for you to examine.