

East Carolina University  
*School of Hospitality Leadership*

Hospitality Management Internship  
Mentor's Guide  
HMGT 3990



# Introduction to Hospitality Management Internship for Mentors

Thank you for supporting the Hospitality Management program at East Carolina University by agreeing to serve as a mentor (supervisor) for one of our students as he or she completes the internship requirements. The focus of the experience should be learning about the skills and abilities that are required to be a successful hospitality manager. It is expected that the intern will work in a paid position in a lodging, food and beverage, or convention/special events operation and that he or she will be involved in management experiences. It is expected that the intern will work in (or learn about) three different areas in the operation and will participate in management level meetings and decisions.

For example, in a lodging operation, the intern might supervise the front desk, supervise housekeeping employees, and participate in the night audit. In a foodservice operation, the intern might supervise a back of the house shift, a front of the house shift, and purchase food and supplies. An intern in a catering/special events position should be involved in all components of planning and producing an event. In all internships, the intern should be attending all meetings that involve the management position he or she is filling. While the intern might need to perform some hourly level tasks as an orientation to the operation, it is expected that a majority of the hours in the internship will be spent in a position that involves supervising the work of others.

## Mentor Role

Your role as a mentor is important to the success of the internship experience for the student. We appreciate the time you spend orienting and supervising the intern's work. While there is only one final evaluation that is required, it is assumed that you will give feedback to the intern to help him or her work at the level your organization expects.

## Hours

The intern will need to document a minimum of 400 hours of work experience for 3 s.h. credits. Acceptable documentation may be any of the following: pay stubs or timecards, log of hours signed by you, email from your work email address, or letter documenting hours worked from you. It is expected that the intern will work regular shifts as established by your operation. The intern may also be required to work holidays and weekends. It is not expected that the internship hours follow the university calendar (e.g., you may schedule the intern to work during Spring Break).

## Professional Expectations

During the internship, it is expected that the intern will conduct himself or herself in the most professional manner. It is expected that the intern will be on time for appointments and scheduled work assignments. The intern should always be appropriately dressed, following the dress code of your operation. It may be appropriate to review your expectations for professional performance during an orientation session. It has been suggested that the intern discuss any questions with you.

## Job Description

The intern is required to write a job description that describes the responsibilities, tasks, and skills that are required for his or her position. Your operation may have a written job description that the intern can use. The intern may contact you for assistance with this assignment. The intern will then divide the responsibilities for the position into three categories: Technical, Human, and Conceptual. Technical responsibilities are those that are needed to do the actual production of the work of the organization. Some examples are operating computer systems to check in guests, prepare work schedules for shift, balance cash drawers at end of shift. Human responsibilities are human relations activities that include communication and supervising others. Conceptual responsibilities are those related to working with abstract ideas and concepts and include strategic planning, budgeting, market development, and project planning. These responsibilities will be used on the evaluation form that you complete.

## Evaluations

The intern will complete a self evaluation at the mid point and the end of the internship experience. He or she may contact you for assistance or feedback as these forms are completed. This manual includes the evaluation form for you to use at the end of the internship to evaluate the intern's performance. The intern will have the technical responsibilities, human responsibilities, and conceptual responsibilities that are required for the evaluation.

To complete the evaluation, you will enter the technical responsibilities from the intern's job description in the blanks on the form. Rate the intern's performance for each responsibility using a 5-point scale where 1 = Doesn't meet expectations of the position, 2 = Below expectations, 3 = Meets the expectations of the position, 4 = Somewhat above expectations, and 5 = Exceeds expectations of the position. Then evaluate the intern's overall performance of the technical responsibilities for the position using the same 5-point scale. Repeat with the human and conceptual responsibilities. The next section asks you to rate the intern's performance on components of professionalism and an overall professionalism rating. Use the same 5-point scale for these items. The final section of the form asks you to summarize the intern's strengths and weaknesses.

Please complete the evaluation when the intern has completed 400 hours of the internship and review it with the intern. Once signed (or composed via professional email), the evaluation should be given to the student or sent to the instructor so that it is received by April 25, 2011.

## Other Assignments

Other assignments that the intern will be completing during the summer include a lengthy written study of student leadership practices, (due March 18, 2011), and a professional paper that reports on the internship experience (due April 25, 2011).

## Instructor

Please feel free to contact the instructor with any concerns during the semester. Contact information:

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*Thanks again for your contribution to our students' learning experiences in hospitality management.*

## HMGT 3990 Hospitality Management Internship Final Mentor Evaluation Form

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

Please complete this form when the intern has completed approximately 400 hours of management experience. The intern has identified responsibilities in a job description that should be added in each of the sections. Use the 5-point scale to evaluate how well the intern has performed each type of skill, where 1 = Doesn't meet expectations of the position; 3 = Meets the expectations of the position; and 5 = Exceeds the expectations of the position. Please review your evaluation with the intern and send to the instructor.

	Doesn't Meet Expectations		Meets Expectations		Exceeds Expectations
<b>Technical Responsibilities</b>					
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
<b>Overall</b>	1	2	3	4	5

	Doesn't Meet Expectations		Meets Expectations		Exceeds Expectations
<b>Human Responsibilities</b>					
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
<b>Overall</b>	1	2	3	4	5

	Doesn't Meet Expectations		Meets Expectations		Exceeds Expectations
<b>Conceptual Responsibilities</b>					
_____	1	2	3	4	5
_____	1	2	3	4	5
_____	1	2	3	4	5
<b>Overall</b>	1	2	3	4	5

	Doesn't Meet Expectations		Meets Expectations		Exceeds Expectations
<b>Professionalism</b>					
Attendance	1	2	3	4	5
Enthusiasm	1	2	3	4	5
Flexibility	1	2	3	4	5
Initiative	1	2	3	4	5
Maturity	1	2	3	4	5
Reliability	1	2	3	4	5
Attitude	1	2	3	4	5
<b>Overall</b>	1	2	3	4	5

**Summary of Strengths**

**Summary of Weaknesses and Recommendations for Improvement**

\_\_\_\_\_ Intern Signature

Date \_\_\_\_\_

\_\_\_\_\_ Mentor Signature

Date \_\_\_\_\_