MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF HOSPITALITY AND TOURISM MANAGEMENT

INTERNSHIP HANDBOOK

酒店與旅遊管理學院 / Faculty of Hospitality and Tourism Management
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INTERNSHIP CORRESPONDENCE TO:

FACULTY OF HOSPITALITY AND TOURISM MANAGEMENT
MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY
ATTENTION: INTERNSHIP COORDINATOR
AVENIDA WAI LONG N°S 100-460
TAIPA, MACAU

FACULTY OF HOSPITALITY AND TOURISM MANAGEMENT
INTERNSHIP PROGRAM

INTRODUCTION

The purpose of this handbook is to provide students with the process for registering for the appropriate internship experiences, facilitate completing the appropriate forms, and describe the internship experience (e.g., assignments) expectations.

Internship is the combination of both theory and practice. Specified academic tasks must be completed while the student is involved in real-life experiences. The combination of theory and practice reflects the focus of the tourism and hospitality program towards:

A. Consulting with professionals associated with tourism agency and hotel management and operations.
B. Providing experiential learning opportunities for students to apply foundational knowledge and techniques; demonstrate the ability to design, implement, and evaluate services and experiences; and display entry-level management/administrative knowledge and skills.
C. Allowing students the opportunity to demonstrate the potential to succeed as professionals at supervisory or higher levels.
D. Maintaining a quality, accredited program which meets program and learning outcomes.

The internship handbook component of the hospitality and tourism programs is a critical aspect of the professional preparation of the students. The handbook component consists of an internship (BITM1321, BHM1944) as a capstone experience.

Addressing Correspondence

Until a University supervisor is assigned, internship students should address their mail, fax cover sheets, and report coversheets to:

Faculty of Hospitality and Tourism Management
Internship Coordinator
Macau University of Science and Technology
Avenida Wai Long
Taipa, Macau

Once a University supervisor has been assigned, it is the responsibility of students to address mail DIRECTLY to their supervisor. Failure to correctly address correspondence may result in missing or delayed papers.

Communicating with University Supervisor

Students should obtain permission to use the various communication channels (phone, email, voice mail, WECHAT, and mail) from their site. Students should not assume that they can just fax or call or use the email system. Please note that all internship students must adhere to the agency's policy in terms of assignments and required evaluation.

Email Attachment

It is a student's responsibility to send the required documents by email attachment to the University supervisor. The University supervisor is asked to acknowledge the receipt of the email attachments in a timely fashion.

Liability Insurance

Students are responsible for arranging for their own professional liability insurance if needed.

BITM1321/BHM1944 - INTERNSHIP

Purpose of the Internship Program

The internship serves several purposes. It furthers students' professional education under the guidance of agency and university supervisors and allows them to apply theory to actual situations. Additionally, the experience provides for intensive self-evaluation as students develop a professional attitude toward their chosen career and improve the ability to successfully handle a wide variety of people and situations. Furthermore, the internship program provides agencies with quality personnel to supplement staff and allows these agencies an opportunity to become involved in the preparation of future professionals. Students will want to save copies of papers and especially the major project. Quality papers and projects are important sources of evidence for a student's career portfolio.

Description of the Internship Program

The internship is a required course designed to give FHTM majors a full-time work experience and must be successfully completed prior to graduation. The internship is the capstone experience of a FHTM student's academic career. Students need to be fully involved in the experience, entirely committed, and fully responsible for completion of the requirements in a timely and professional manner. Failure to do so may result in a student being removed from the experience, receiving an incomplete, being required to complete additional weeks of experiences, or simply having to repeat the entire term.

Students who have successfully completed the course prerequisites are eligible to be registered for an internship. **The internship must be at one site and maximum of 800 total hours for BITM and BHM students.**

Objectives of the Internship Program

The internship should provide the following opportunities:

A. Learn first-hand what it means to be a full-time Hospitality and Tourism professional.
B. Observe, practice, and apply theory to specific situations by comparing, evaluating, adapting, and adopting what has been seen in practice to what has been previously experienced in theory.
C. Engage in intensive self- evaluation by looking at strengths and limitations in light of practical work situations.
D. Transition from undergraduate student to professional worker.
E. Reinforce and expand upon an understanding of a variety of programming and leadership techniques and their theoretical backgrounds.
F. Develop leadership and skills in the creative use of community resources for a more meaningful tourism program.
G. Develop better communication skills, both oral and written.
H. Gain basic knowledge of the organization and administration of the various types of tourism and hospitality entities.
I. Understand principles of interdepartmental relationships.
J. Acquire the ability to work with people individually or in groups.

Internship Application Procedure and Flowchart

For the course code BITM1321 / BHM1944 (INTERSHIP)

1. Students will be registered by the COES system in fourth academic year.
2. Students fill out the internship confirmation form after accepting an internship offer;
3. Program Director reviews and approves the internship confirmation form;
4. Upon the internship confirmation form is approved, administrative office inputs the information to the spreadsheet;
5. During the add/drop period, Program Director checks the spreadsheet in order to find the students who haven't submitted the forms or the forms are incomplete, and determine whether their course need to be dropped or not.
6. Students must complete the internship confirmation form; otherwise their course will be dropped during the add/drop period

Agency Selection

Selection of an agency as a field site is based on the following procedures and criteria. Agencies not meeting all requirements may discuss those differences with the internship Program Director.

BITM 1321 (Internship and Report) allows students to work at all departments in hotels, theme park, travel agencies, tourism-related areas, MICE industry, casinos or entertainment. For other agency, the pre-approval from the internship Program Director is required.

BHM1944 (Advanced Internship and Report) requires students to work at all departments in hotels and/or food and beverage operations. For other agency, the pre-approval from the internship Program Director is required.

A. Procedures for Selection
   1. For approval, agencies must indicate that a contribution to professional hospitality and tourism education is important to the agency and that there is management approval for using the agency as an internship site.
   2. Agencies should submit the following information:
      a. Description of facilities including program brochures
      b. Job descriptions and application forms for student interns
      c. Indication of any stipends available (i.e. housing, meals, travel allowances)

B. Criteria for Selection
   1. Describe in the application the organization's professional philosophy in terms of quality, programs and services.
   2. Have staff qualified through both education and experience to supervise student interns.
   3. Have written administrative procedures including adequate financial support, personnel policies, and a staff development program.
   4. Provides a tourism/hospitality service for its clients.

Site Placement Selection

It is the student's responsibility to adhere to the term due dates. It is the responsibility of the student to secure an internship site and to schedule an interview or telephone conversation to discuss the details of the position with the potential agency supervisor. Approval as an internship site is based on the level of the student's internship responsibilities, the length of work time at each responsibility, and the qualification as tourism organization, hotels or hospitality and tourism functions.

Responsibilities of the Agency

A. Interview and select student interns in conjunction with the internship Program Director.
B. If necessary, submit an application to be approved as an internship site.
C. Supervise and aid the student in their professional growth through constructive and objective criticism, and encourage self-evaluation by the intern.
D. Consider the intern as part of the regular staff and encourage high work standards.
E. Prepare staff for the arrival of the intern. Let personnel know they will need to assist in the professional development of the intern.
F. Develop a work scheme with the student for areas that should be covered (budgeting, personnel management, fiscal control, maintenance, evaluations and meetings with student).
G. Complete midterm and final evaluations.
H. Include the student in regular staff meetings.
J. Designate work assignments to benefit the student and the agency.
K. Conduct an exit interview with the student and provide any recommendations for improvement

Responsibilities of the University Supervisor

A. Represent the University in all official arrangements with cooperating agencies in the conduct of the on or off-campus internship program.
B. Supervise arrangements for and give final approval of all internship assignments.
C. Host two workshops for the student interns and explain the internship procedure in details. At least, one face-to-face meeting is required.
D. Meet with the student intern and agency supervisor according to location. In general, 50% of the internship sites should be visited.
E. Evaluate student intern reports and discuss these reports with the student as necessary. Respond to student intern's enquiries and assignment submission in a timely fashion.
F. Complete midterm and final intern evaluations.
G. Evaluate the student intern's experience in cooperation with the agency supervisor. It is the responsibility of the university supervisor to assign the intern's final grade.
H. Serve as a resource person for both the agency supervisor and the student.
I. Study, evaluate, and exchange ideas directed toward improvement of the internship program
J. Work closely with the internship program director in case of emergency for the student intern.

Internship Course Assignments

A. Basic Information

1. Submit all forms, reports, and paperwork according to the due date designated by the University supervisor. Students are to inform their supervisors of the assignments selected from the internship Handbook

B. Assignments Guideline

1. **Job Analysis** (maximum of seven pages, double spaced, 12 size font)
    1) General description of agency, including organizational chart
    2) Statement of duties -- time schedule, activities
        a) Nature and description of customers served
        b) List and description of facilities, special equipment – brief
        c) Agency emergency procedures (e.g., fire, medical, weather)
        d) Sick day policy – to whom do you report?
        e) Chain of Command – administrative structure summarized
        f) Is there a company directory available for interns and other
        g) Dress codes – required?
        h) Sexual harassment policy – is there a guideline?
    3) Risk Management plan -- is it covered in your orientation?
    4) Orientation or training program for new employees

2. **Biweekly Logs**. Please have the agency supervisor verify the documentation of hours by initialing each log. This is a type of journal that allows the student to reflect on the experience as it relates to him/her professionally and personally. Areas that may be addressed are programs, co-workers, clientele, actual experiences, immediate and long-range objectives, new skills learned, etc.

3. **Analysis of the Organization** (**Students must choose ONE assignment from the following two assignments):**

    Major Assignment

    1) **Service Analysis of own agency by using the blueprinting technique:** 5-10 double spaced, typed pages. Analyze the organization service concept through blueprinting technique. Apply each step to the organization's service concept. The objective is to apply the steps of the blueprinting technique to a case study. The steps to blueprinting are the following:
        a) Study sequence of service elements
        b) Identity the Client's experience as a simplified flowchart that is above the line of visibility
        c) Study the features of the service delivery system
        d) Flowchart the features of service delivery
            i. Line of visibility and below the line of visibility
            ii. Show the elements and processes connecting the flowchart which are required to make the service available
            iii. Fail points – where service can/is failing
        e) Analyze the potential crisis or fail points
        f) *Extra credit* step is to assess the costs of the weaknesses.
        g) Evaluate opportunities for improvement.

In the narrative include the following: a) analyze the potential crisis or fail points by describing each fail point in a narrative that corresponds with the fail point identifiers indicated on the flowchart, b) Identify possible management solutions to **each** potential fail point to improve the service quality.

2) **Administrative Analysis of Internship Agency**: 5-10 double spaced, typed pages. Critically evaluate a specific administrative function of the agency and outline a plan to improve its effectiveness and produce service quality. Consider such functions to evaluate as management-flow charts, personnel development such as hiring, training, and employee evaluation, financing, volunteers, budgeting and public relations.

4. **Major Project -** The major project is to be chosen based on consultation with the agency supervisor. The project should in some way benefit the internship agency. Choose **ONE** of the major projects below.

1) **Marketing Analysis**. 5-10 double spaced, typed pages. Use the traditional P mix (e.g., price, product, promotion, distribution) in which the student is located and critically analyze an administrative function such as provision of service quality, in-depth analysis on the delivery of customer service, marketing plan, and facility layout. Then outline a plan to improve its effectiveness. This 4-5-page report should also include, but is not limited to, the internship agency name, interviewee, title, address, mission of organization, questions you asked the answer (briefly), marketing methods for each department of the agency, and overall marketing strategies of internship agency. Include brochures that assist in explaining the analysis of the agency.

2) **Event Plan (execution may or may not be possible before the due date):** 5-10 double spaced, typed pages. This paper will allow the student to evaluate a special event program for which he/she is totally responsible. Enclose all pertinent materials. The paper should include the following components:

a) Goals of the organization in hosting the event and event objectives.
b) Themes of the event and why the theme was selected.
c) The benefits the participants will receive from the event.
d) Profile of the event participants.
e) Describe the forecasting tools for the number of participants.
f) Describe the event plan through Frames that address each stage of the actual event and address each of the following six program elements in each frame (e.g., interacting people, physical setting, leisure objects, rules, relationships, and animation).
g) Staffing requirements for each frame with instructions and directions for the staff to follow for each frame.
h) Detailed Budget including all costs and revenues. If possible, list the supplies and equipment for each frame.

i) Emergency Plan in case of bad weather or problems with the facility.
j) Scheduling Tasks - basic timeline for organizing the program.
k) Registration Procedures - Describe the forms of registration for the program.
l) Risk Management Concerns - prioritize the highest three (3) risks associated with the entire program and explain the risk management strategies.
m) Promotion Plan - target market and news release and program flyer.
n) An evaluation form for participants.
o) Self-analysis or with the intern supervisor, describe the strengths and weaknesses of the event. (The final project is an event plan that could be handed to any event planner without any experience and he/she could organize the event).

3) **SWOT (strengths, weaknesses, opportunities and threats) analysis** 5-10 double spaced, typed pages.
   a) **Step 1**: Describe the mission, goals and service concept of an organization
   b) **Step 2**: Provide detailed description and analysis with supporting evidence for each of the strengths, weaknesses, opportunities, and threats. Provide detailed description and analysis with supporting evidence for each of the strengths, weaknesses, opportunities
      i. Describe the internal attributes to the organization that refers to the strengths and weaknesses that are internal elements that may impact the organization's performance. This analysis is relative to the competition so identify the competing organizations. Analyze the organizational structure, marketing plan, funding, service experience, etc.
      ii. Describe the external forces that may impact the success of the destination or organization which are divided into opportunities and threats. These external forces are common to other organizations with a similar service. (Examples: each would need further explanation, research, and description) are technology, government regulations, changes in market, customers' preferences, globalization attributes, and competition.) Further assess opportunities based on benefits to the organization and threats based on impact to the organization.

   c) **Step 3:** Based on the analysis and written narrative of SWOT, develop a plan to capitalize on the opportunities and strengths and address the threats and weaknesses.

4) **Analysis of service development and service quality of the internship organization.** 5-10 double spaced, typed pages. Student's internship organization will be analyzed in each of the following areas (student can select one area of his/her organization to analyze).

a) Explain the organization's service concept. The service concept is a picture or statement that encapsulates the nature of the service business and captures the value, form and function, experience, and outcomes associated with the service concept. Describe each of the following components of the service concept:

i. **Form and function**: The overall shape of the service, how it is created, and how it operates.

ii. **Experience**: The experience as perceived by the customers.

iii. **Value:** Why are the customers willing to pay money for this service?

iv. **Outcomes:** The benefits the service concept provides the customer and the organization. Please use specific details of the organization to describe each component.

b) Analyze the Technical Components of the service such as the tangibles that compose quality and functional aspects such as service personnel and atmosphere.

i. Describe the organization's important technical attributes and functional aspects of the customer's satisfaction.

ii. Utilize any of the organization's evaluation information (if available).

c) Describe the organizations procedures to evaluate service quality such as the use of comments cards, and surveys of quality (SERVQUAL including) or interviews. Include examples if possible.

d) What are the strengths and weaknesses of the organization's service quality based on the service concept, technical and function features, and evaluation procedures for service quality?

e) Based on the analysis of service quality and guest satisfaction, how would the student improve quality or sustain quality at the internship organization? Please indicate specific areas of the organization where the resources should be used to improve quality.

A quality project is important for a high grade in the student's internship. In addition, a quality project will provide evidence of the student's work for future employers. Students should save a copy of their project to add to their portfolio.

5. **Evaluations. Final evaluation**

6. **Internship/Fieldwork/Program Evaluation Form**

7. **Arrange Site Visit** with University supervisor (if located within China which is the approximate distance that University supervisors may travel)

8. **Submission of Assignments.** Assignments should be submitted electronically via email or MOODLE to the internship teacher. Documents requiring signatures must be scanned and submitted. Papers may be submitted as attachments in PDF format. Individual supervisors may require different submission methods. All papers and the project must be typed or computer generated. All written work will be held to the same standards as if on campus.

9. **Biweekly Records.** Students fill in the work hours and provide feedback on the tasks completed according to the content of the biweekly log template provided. Students are required to maintain regular contact with their University supervisor through Phone calls, email, or WeChat to the supervisor.

Internship Grading

Students are required to hand in all course work on the due dates designated by the University supervisor. Papers and reports are evaluated by the University supervisor. Both the agency supervisor and University supervisor conduct the midterm and final evaluations. The University supervisor has the responsibility to assign all grades.

Mid-term Report		
	1. Job Analysis	50
	2. Biweekly Logs	200
	3. Analysis of the Organization	100
Final Report		
	4. Major Project	200
	5. Format (Following the standard)	100
	6. Appendix	50
	● 6-1 Internship Confirmation Form	
	● 6-2 Student Evaluation of Internship	
	● 6-3 Student's Photo with uniform in workplace	
	7. Professionalism	100
	8. Recommended Company	100
Agency Evaluation		
	9. Final Internship Rating Sheet	300
	Total Mark	1200

The Total Mark will be converted to 100%.

酒店與旅遊管理學院學士學位課程
Faculty of Hospitality and Tourism Management Bachelor Degree Program

實習確認表 (*只由學生填寫*)
Internship Confirmation Form (*Fill by student only*)

如申請實習課程，學生必須填寫此表,並提交給FHTM辦公室.並由課程主任先行評估

To apply for an Internship course, students must complete this form and submit to the FHTM Administrative Office. This form will be first assessed by the Program Director for approval

請選擇課程代號/Please select your Program Code:

☐國際旅遊管理BITM **(800小時/hours)** ☐酒店管理BHM **(800小時/hours)**

學生姓名/Student Name: _____ 學生編號/Student ID: _____
個人電話/Phone No.: _____ 電子郵箱/E-mail Address: _____
地址/Address: _____

實習公司資料/Information of Internship Company
公司名稱/Company Name: _____
公司地址/Company Address: _____
公司電話/Company Phone No: _____
主管姓名/Name of Responsible Personnel: _____
主管職稱/Title of Responsible Personnel: _____
聯絡電話及電郵/Contact Phone No. & Email: _____

開始日/Start Date: _____ (DD/MM/YYYY) 結束日/End Date: _____ (DD/MM/YYYY)
總週數/Approximate Weeks: _____ 職稱/Position: _____

實習類型/Internship Type:

BITM: Hotel☐ MICE☐ Retail☐ Entertainment☐ F&B☐ Others_____	BHM: Hotel ☐ F&B Operation☐ Others_____

是否有兼讀課程?/Will you take other subjects during the internship? ☐是 ☐否
如有，請填寫課程內容/ If any, please fill in the course content.
*僅適用於澳門/珠海實習。Only applicable to internships in Macau/Zhuhai.

I. 課程名稱/Course Title ①_____②_____③_____
II. 科目編號/Course Code ①_____②_____③_____
如有特殊情況，請在此說明/For special circumstances, please provide details below:

_____

*為保證實習質量，原則上，兼讀課程不超過兩天；如實習僅安排在週一至週五，兼讀課程則不超過一天。
*To ensure the quality of the internship, in principle, above subjects should not exceed two days. If the internship is scheduled only from Monday to Friday, concurrent courses should not exceed one day per week.

實習單位是否同意同學兼讀課程/ Does the internship unit allow students to take other subjects during the internship?
☐是/YES ☐否/NO ☐不適用/N/A

學生簽名及日期/Student Signature and Date: _____

(請在此處加蓋部門或公司印章，確認此表內容 / Department or Company Chop)

課程主任批示/Program Director's Approval: Approved ☐ Denied ☐ PD's Comments: _____

此表一經提交，未經課程主任批准，實習公司及內容將不能更改。
Upon the approval by Program Director, no internship side change is allowed.

Internship Biweekly Log #_____

Student:_____

Agency:_____

Dates: From_____To_____

Work Hours for two weeks

Day of Week	Mon: Total Hours Worked	Tues: Total Hours Worked	Wed: Total Hours Worked	Thurs: Total Hours Worked	Fri: Total Hours Worked	Sat: Total Hours Worked	Sun: Total Hours Worked	Total Hours
Week 1 of biweekly								
Week 2 of biweekly								

Supervisor's initials to verify hours_____

Write or type a brief description of the kinds of activities and tasks you experienced.

What are some new skills you learned or experiences you were exposed to?

Reflect on your professional fit. How to effectively apply the knowledge learned in school in the workplace?

INTERNSHIP/FIELDWORK/PROGRAM EVALUATION
COMPLETED BY STUDENT

Student Name_____ Date_____

Agency_____

Supervisor_____

Summarize

1. Was your background and preparation adequate for this assignment and how did it correlate between the conceptual theories learned and the practical experience obtained?

2. By the end of the internship experience, did you feel that your responsibilities and workload were comparable to those of a beginning professional?

3. Were you conscious of a well-planned program for student interns at this agency?

4. In summary, what recommended changes would you make in the fieldwork program?

5. Overall, what would you rate this fieldwork program on a **grade oriented scale from A-F**, and why? (If you need additional space, please continue on another page.)

6. In terms of the overall quality of the professional preparation program of the Tourism Major at FHTM please rate from 1 (Low) to 5 (High) how well each one of the following was accomplished.

	LOWEST 1	2	3	4	HIGHEST 5
Understanding of the conceptual foundations of hospitality and tourism for diverse populations and destinations.					
Understanding of and ability to implement principles and procedures related to operation and care of resources, areas, and facilities.					
Understanding of various techniques of financing, budgeting, and fiscal accountability.					
Understanding of and ability to implement public relations marketing, and promotion strategies.					
Ability to utilize effectively the tools of communication, including technical writing, speech, and audio-visual techniques.					
Ability to utilize computers for basic functions, including word processing, spreadsheets, specialized programs related to hospitality and tourism services.					
Knowledge of the legal foundations and responsibilities of hospitality and tourism service agencies, and of the legislative process and the impact of policy formation on hospitality and tourism behaviors and service in all levels of government, local organizations, and business enterprise.					
Understanding of legal concepts, including contracts, property, and torts, as applied to hospitality and tourism service agencies.					
Understanding of the principles of risk management planning, and the ability to participate in the development and implementation of a risk management plan.					
Previous experience in hospitality and tourism sectors.					
Internship, essentially a full-time continuing experience in a hospitality and tourism services assignment.					
Understanding of the psychological, sociological, and physiological significance of tourism from an historical perspective for diverse populations and destinations.					
Understanding of the technological, economic, and political impact of tourism and hospitality in contemporary society.					
Understanding of the significance of tourism and hospitality throughout the life cycle relative to the individual's attitudes, values, behaviors, and use of resources.					
Knowledge of the interrelationship between tourist/customer behavior and the natural environment.					
Understanding of environmental ethics, the relationship of environmental ethics to the philosophy of planning, design and development, and the potential impact of planning, design and development upon the environment.					
Understanding of the history and development of the customer and tourist services profession.					
Understanding of contemporary professional issues and how they impact the delivery of hospitality and tourist services.					
Understanding of the concept of a profession and professional organization as related to hospitality and tourism sectors.					
Understanding of ethical principles and professionalism as applied to all professional practices, attitudes and behaviors in tourism and services delivery for the tourist.					

	LOWEST 1	2	3	4	HIGHEST 5
Understanding of the importance of and resources for professional development.					
Understanding of and ability to use diverse community, institutional, natural, cultural and human service resources to promote and enhance the hospitality and tourist experience.					
Understanding of the roles and interrelationships of diverse tourist service delivery systems, including such specialties as hospitality, tourism and the economic development.					
Knowledge of the responsibility of the tourist service profession to make available opportunities for leisure and travel experiences for all populations of travelers and customers.					
Ability to promote, advocate, interpret, and articulate the impacts of the tourist service systems for all populations of travelers, host community, and tourism partnerships.					
Knowledge of the role and content of tourism and hospitality services and events.					
Ability to organize and conduct events and services in a variety of settings.					
Understanding of and the ability to facilitate the concept of travel lifestyle for continued individual development and expression throughout the human life span.					
Understanding of and the ability to use various leadership techniques and strategies to enhance the individual's tourism and hospitality experiences for all populations.					
Understanding of the concept and use of hospitality and tourism resources to facilitate participant involvement.					
Understanding of and the ability to analyze events, services, and resources in relationship to participation requirements.					
Understanding of procedures and techniques for assessment of hospitality and travel needs.					
Understanding of principles and procedures for planning tourism services and events and assessing and evaluating, resources, areas, and facilities, and the associated environmental impacts.					
Knowledge of principles and procedures for proper social, cultural and environmental design of hospitality and tourism services, areas, and facilities.					
Knowledge of the purpose, basic procedures and interpretation, and application of research and evaluation methodology related to hospitality and tourist services.					
Ability to apply computer and statistical techniques to destination management, assessment, planning, and evaluation processes.					
Understanding of principles and procedures for evaluation of hospitality and tourist events and services.					
Ability to formulate, plan for implementation, and evaluate extent to which objectives for quality services and events have been met.					
Knowledge of marketing techniques and strategies.					
Understanding of the concepts of organizational behavior, accountability, interpersonal relations, and decision-making strategies.					
Understanding of and ability to apply personnel management techniques, including job analysis, recruitment, selection, training, motivation, career development and evaluation of staff and volunteers.					

Please indicate your future plans. Check mark an answer and add your comments.

a) ____ I have a full-time job

Please provide title of your position _____

Name of the organization and address _____

_____

b) ____ Job finding resources used in your research _____

c) ____ This internship was my last requirement and I will be looking for a full-time career position. Please indicate the title of the career position that you are pursuing _____

d) ____ I will be attending graduate school after my internship

What subject will you study in your graduate program (e.g. hotel management)?

_____

What is the name of the college or university you will attend? _____

_____

e) ____ Other – Please Explain

Please feel free to make any additional comments concerning the professional preparation curriculum of the Hospitality and Tourism Majors.

Signature of Student_____Date_____

澳　　門　　科　　技　　大　　學
MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY

期終實習狀況評估表
Internship Student Rating Sheet
(Final Evaluation)

Program to be checked by student /課程由學生選擇

☐國際旅遊管理BITM　　☐酒店管理BHM

尊敬的實習主管:

非常感謝 貴機構給予澳門科技大學酒店與旅遊管理學院學士學位學生實習機會。是次實習培訓已經結束，校方希望能獲得 閣下對實習的評價以助本校改善將來實習的 安排，請細閱及回答下列問題。

多謝 閣下的支持和寶貴的時間!

Dear Internship Supervisor

Thank you very much for providing the internship opportunities to the students at the Faculty of Hospitality and Tourism Management (FHTM), Macau University of Science and Technology (MUST). We would like to seek your feedback to the student intern. Your evaluation will help us improve quality of the internship program.

Thank you for your time and support!

1. 實習生資料（由學生填寫）/ INFORMATION OF THE INTERN:

實習生姓名:
Student Name: _____

學生編號:
Student Number: _____

專業方向:
Specialization: _____

參加實習的期間:
Period of Placement: 由 _____年 ___月 ____日 至 _____年 ___月 ____日
From Year Month Day to Year Month Day

2. 機構資料 / ORGANIZATION INFORMATION

機構名稱:
Organization: _____

部門名稱:
Department: _____

直屬主管:
Immediate Supervisor: _____

主管職稱:
Supervisor's Title: _____

聯絡電話:
Telephone Number: _____

傳真:
Fax Number: _____

電郵:
E-mail: _____

3. 評價/EVALUATION

5 = 非常好/ Excellent　　4 = 好/Good　　3 = 標準/Average
2 = 低於標準/Below Average　　1 = 欠佳/Poor　　N/A = 不適用/Not Applicable

請在下列適當的空格內畫上對號。

Please tick as appropriate in the space provided below.

		0	*1*	*2*	*3*	*4*	*5*	*N/A*
A.	***工作態度表現 Attitudes/Behaviours***							
1)	獨立工作的能力 Ability To Work Independently							
2)	適應能力 Adaptability							
3)	創新能力 Creativity / Innovation							
4)	對待同事的態度 Attitude towards Colleagues							
5)	對待顧客的態度 Attitude towards Customers							
6)	可靠性 Dependability / Reliability							
7)	熱心投入 Enthusiasm							
8)	主動性 Initiative							
9)	守時 Punctuality							
10)	樂意接受批評建議 Willingness To Accept Criticism /							
11)	樂意與別人合作 Willingness To Cooperate with Others							
B.	***工作專業所需之知識/技能 Adequate Job Knowledge/Skills To Carry Out Work Effectively***							
12)	人際溝通技巧 Communication Skills							
13)	顧客服務技巧 Customer Service Skills							
14)	操作器材/設施/工具技能 Equipment/Facilities/Tools Handling							
15)	演繹技巧 Presentation Skills							
16)	管理知識/潛能 Supervisory/Management							
17)	技術知識/技能 Technical Knowledge/Skills							
C.	***工作績效/表現 Work Achievement/Performance***							
18)	準確度 Accuracy							
19)	工作效率 Productivity							
20)	工作質量 Quality of Work							

評估主管簽名及公司蓋章
Authorized Signature with Company's Chop

日期
Date

4. 意見/建議 **COMMENTS/RECOMMENDATIONS**

i. 請列出實習生之長處及短處。

Kindly identify both the strengths and weaknesses of the intern.

長處/Strengths:

_____

_____

短處/Weaknesses:

_____

_____

ii. 當實習生完成課程時， 閣下會否推薦此學生被 貴公司聘用。如否，為什麼?

Will you recommend this student to be recruited by your Company upon completion of his/her studies? If not, why?

_____

_____

iii. 閣下會否認為實習生合適及具備從事旅遊/博彩/會展/酒店/物流/翻譯行業的條件及潛能?

Would you consider this intern fit and having the potential for a future career in the Tourism / Gaming/MICE/Hospitality/Logistic/Translation Industry?

_____

_____

iv. 請閣下對本實習課程提供改善建議/意見，例如實習課程能怎樣對閣下機構提供幫助?

Would you please provide any improvement comment for our internship program, such as how our program can help for your organization growth?

_____

_____

v. 其他意見/Any other comments?

_____

_____

_____ _____

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Authorized Signature with Company's Chop

日期
Date