

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

INTERSHIP HANDBOOK

For

Master of Hotel Management (MHM)

酒店與旅遊管理學院/Faculty of Hospitality and Tourism Management

澳門科技大學/Macau University of Science and Technology

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FACULTY OF HOSPITALITY AND TOURISM MANAGEMENT

MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY

ATTENTION: INTERNSHIP COORDINATOR

AVENNIDA WAI LONG

TAIPA, MACAU

FACULTY OF HOSPITALITY AND TOURISM MANAGEMENT

INTERSHIP PROGRAM

INTRODUCTION

The purpose of this handbook is to provide students with the process for registering for the appropriate internship experience, 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 hotel program towards:

- A. Consulting with professionals associated with hospitality 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.
- 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 (MBHZ05) as a capstone experience.

Addressing Correspondence

Until a university supervisor is assigned, internship students should address their mail, fax cover sheets, and report cover sheets 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. Student 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 hotel's policy in terms of assignments and required evaluation.

Evaluation of Supervisor

Must be completed by each student and forwarded with other forms at the end of the term for the internship experience. Students should indicate their assigned supervisor on the form.

Email Attachment

It is 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.

MBHZ05 - INTERNSHIP

Purpose of the Internship Program

The internship serves several purposes. It furthers students' professional education under the guidance of hotel 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

This course will complete the adaptation and improvement of the students from theoretical learning to practical operation through the internship work in hotel industry and the two-ways guidance by both internship institutions and school supervisors. students will be able to apply what they have learned to practice and discover and solve problems in practice by learning and practicing the basic skills of the hotel industry and basic knowledge of customer service.

The internship must be at one site and maximum of 600 hours.

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 postgraduate student to professional worker.
- E. Reinforce and expand upon an understanding of 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 program.
- G. Develop better communication skills, both oral and written.
- H. Gain 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 MBHZ05,

1. Students will be registered by the COES system in the second semester of first 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.

Internship Institution Selection

Selection of an internship institution 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.

MBHZ05 (Internship and Report) allows students to work at all departments in hotels, food and beverage operations, travel agencies, OTA, tourism-related areas, MICE industry, casinos or entertainment, tourism administrative management institutions. For other institutions, 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 institution and that there is management approval for using the institution 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.

Site Placement Selection

It's 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 institution 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 Internship Institution

- A. Interview and select student interns accompany with the internship program director.
- B. Supervise and aid the student in their professional growth through constructive and objective criticism and encourage self-evaluation by the intern.
- C. Consider the intern as part of the regular staff and encourage high work standards.
- D. Prepare staff for the arrival of the intern. Let personnel know they will need to assist in the professional development of the intern.
- E. Develop a work scheme with the student for areas that should be covered (budgeting, personnel management, fiscal control, maintenance, evaluations and meetings with student).
- F. Complete evaluations.
- G. Include the student in regular staff meetings.
- H. Designate work assignments to benefit the student and the hotel.
- I. Conduct an interview with the student when they finished their internship, and provide any recommendations for future 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. At least two face-to-face meetings are required to explain the internship procedure and tutoring students' assignments.
- D. Meet with at least 50% of the student intern and institution supervisor according to location.
- 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 intern evaluations.
- G. Evaluate the student intern's experience in cooperation with the institution 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 institution 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 emergencies during the student internship.

Internship Course Assignments

A. Basic information

- 1. Submit all forms, reports, and paperwork in English or Chinese 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 (1-2 pages, double spaced, 12 size font)

- 1) General description of intern institution, including organizational chart
- 2) Statement of duties -----such as the below points but not limited
 - a) Nature and description of your own duty
 - b) List and description of facilities, special equipment – brief
 - c) Emergency procedures (e.g., fire, medical, weather, public emergent events)
 - d) Vacation policy – types and to whom do you apply for?
 - e) Chain of Command – administrative structure summarized
 - f) Dress codes – required?
 - g) Sexual harassment policy – is there a guideline?
- 3) Orientation or training program for internships.

2. Analysis of the organization (1-2 double spaced, 12 size font typed pages)

Critically evaluate a specific administrative function of the institution and outline a plan to improve its effectiveness, product, and service quality. Consider such functions to evaluate as management-flow charts, personnel development such as hiring, training, performance evaluation and promotion, financing, volunteers, budgeting, public relations, and social responsibility.

- 3. **Major Project** – The major project is to be chosen based on the student's own internship job and the consultation with the institution supervisor. The project should in some way benefit the internship institution. Choose **ONE** of the topics below and write a report in **6-10 double spaced, typed pages**.

- 1) 4P mix marketing in tourism destination.
- 2) Service quality management.
- 3) Branding management
- 4) Host-guest relationship

- 5) Revenue management
- 6) Food safety
- 7) Food waste in hospitality industry
- 8) Restaurant operation model
- 9) Employee performance management
- 10) Organizational behavior
- 11) Event design and management
- 12) Online sales management
- 13) VR/AR tourism attraction
- 14) Theme Park risk management
- 15) Consumer experience quality
- 16) Other relevant topics (should be pre-approved by university supervisor and program director)

Report should also include, but is not limited to, the data sources, analysis method and process, original interview record, full questionnaire. A quality project is important for a high grade in the student's internship. Students are encouraged to collect useful information and materials for the preparation of their master's degree thesis in the internship.

4. **Evaluations.** These should include:
 - 1) Midterm evaluation when the student finishes 300 hours internship
 - 2) Final evaluation when the student completes 600 hours internship
5. **Internship Site Final Evaluation Form**
6. **Arrange Site Visit** with University supervisor (if located within China which is the approximate distance that University supervisors may travel).
7. **Submission of Assignment.** Assignments should be submitted electronically via email or MOODLE to the assigned University Supervisor. 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 assignments must be typed or computer generated. All written work will be held to the same standards as if on campus.
8. **Biweekly Contact.** Student are required to maintain regular contact with their university supervisor through Phone calls, email, or WECHAT to the supervisor in every 14 days. Individual supervisors may require different contact methods.

Internship grading

Student are required to hand in all course work on the due dates designated by the University supervisor. Assignment is evaluated by the University supervisor. The Institution supervisor should give final evaluation in 7 days after the internship.

University supervisors conduct the midterm and final evaluations and has the responsibility to assign all grades, including midterm and final evaluations.

Mid-term Report

- | | |
|--|-----------|
| 1. Job Analysis | 5 |
| 2. Biweekly contact record | 10 |
| 3. Analysis of the internship institution | 15 |

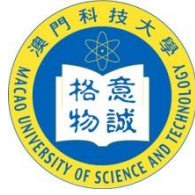
Final Report

- | | |
|---|-----------|
| 4. Major Project | 20 |
| 5. Format (Following the standard) | 10 |
| 6. Appendix | |
| a) Internship Confirmation Form | |
| b) Student Evaluation of Internship | |
| c) Student's Photo with uniform in workplace | |
| 7. Participation | 5 |

Hotel Evaluation

- | | |
|-----------------------------------|-----------|
| 8. Internship Rating Sheet | 35 |
|-----------------------------------|-----------|

Total Mark 100



澳 門 科 技 大 學
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期終實習狀況評估表
Internship Student Rating Sheet
(Final Evaluation)

尊敬的實習主管：

非常感謝貴機構給予澳門科技大學酒店管理碩士學位學生的實習機會。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

10 = 非常好/Very Good 8 = 好/Good 6 = 標準/Average
 4 = 低於標準/Below Average 2 = 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. 10 8 6 4 2 N/A

A. 工作態度表現

Attitudes/Behaviors

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?

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

日期：
Date: