



# *The University of Mississippi*

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## **NHM 484**

### ***Guide for Internship***

Important documents, including this guide, can be found on the Hospitality Management website:

<http://nhm.olemiss.edu/bshm/internships/>

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#### **Contact Information**

Internship Director: Candis Couch Varnell

Phone: (662) 915- 1848 • Fax: (662) 915-7039

E-mail: [cvarnell@olemiss.edu](mailto:cvarnell@olemiss.edu)

Department of Nutrition and Hospitality Management  
223 Lenoir Hall, Sorority Row  
University, MS 38677

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These guidelines are designed to smoothly guide you through the process of registering for and successfully completing NHM 484. Included are specific directions, guidelines, policies, a checklist and a FAQ's/quick reference section. Be sure to read through this manual thoroughly and refer to it often.

If any questions arise that are not answered by the information presented here, please contact your advisor or the internship director.

### **Internship Goals**

The purpose of the Internship is to provide students an opportunity to develop applied competence in hospitality management through structured on-the-job learning experiences in commercial and/or institutional establishments. Students who complete the Internship will:

- a. Develop the ability to learn from a total job environment, utilizing available resources to develop technical, human, and conceptual competence in managing hospitality operations;
- b. Develop the ability to work within an ongoing business enterprise, meeting performance standards set for regular employees and management;
- c. Demonstrate individual performance in task areas related to management of a hospitality operation;
- d. Demonstrate professionalism and accountability in meeting all commitments necessary to be successful in managing a specific area of hospitality operations;
- e. Make consistent contributions to the work commitments of the hospitality operation in which the learning experience occurs.

### **Prerequisites for NHM 484**

Read below to determine if you have fulfilled the pre-requisites you must have successfully completed before you are eligible to register for NHM 484.

1. Are you a Junior or Senior?
2. Have you taken and passed the following courses?
  - NHM 211/213
  - NHM 310
3. Have you completed and passed at least three of the following classes?
  - NHM 360
  - NHM 361
  - NHM 363
  - NHM 441
  - NHM 464
  - NHM 467
4. You have a minimum of 2.0 GPA.

5. 200 Pre-Internship hours documented by providing a completed *Pre-Internship Documentation* found on the Hospitality Management Internship website.

6. Can you commit to one full semester of working 400 hours?

7. Approval of your academic advisor.

Your advisor will verify your pre-requisites and your 200-hour Pre-Internship hours as well as offer valuable insight as to when and where to complete your internship to maximize your career options. Your advisor will sign a blue ADD slip indicating you are ready to register for the Internship. You will submit that ADD slip to the Internship Director.

### **Description**

This course is a supervised internship in ONE appropriate hospitality setting earning three credit hours, and is required of all students whose major is in Hospitality Management. The Internship Director must pre-approve the hospitality operation.

A minimum of 400\* hours during the semester must be spent in a commercial and/or institutional foodservice operation, lodging operation, and/or other facility related to the area of hospitality management. In many instances, the supervisor and/or manager of the establishment will determine the student's hours of work.

\* If greater, internship employer requirements supersede those outlined in this syllabus.

### **Internship Objectives**

At the end of the Internship, the student will be able to:

1. Develop a budget for some department or program of the company (e.g., event, restaurant, snack bar, housekeeping, etc.)
2. Create a one-week employee schedule for the business or department.
3. Attend a manager's meeting and provide detailed observational notes.
4. Analyze and critique the company's presence on social media.
5. Create behavioral and situational interview questions to be used for interviewing an open position in your company.
6. Demonstrate proficiency of using at least 1 (one) technology system.

7. Attend and provide detailed notes from a meeting in which equipment or operational systems are discussed.
8. Work in a team to accomplish a project.

### **POLICIES**

NHM 484 Internship Policies can be found on the website:

<http://nhm.olemiss.edu/bshm/internships/>

Read these carefully.

### **RESPONSIBILITIES**

INTERNSHIP STUDENT will:

- a. Meet with your academic advisor to discuss the internship requirements.
- b. Attend a group-advising meeting to learn about the internship.
- c. Speak with your advisor or a representative from the Career Center to review your resume, to practice interviewing skills, and to learn of potential internship possibilities.
- d. Seek and obtain an employment opportunity for this internship that is interesting to you and different from your pre-internship hours.
- e. Have completed the 200-hour Pre-Internship Documentation.
- f. Submit all completed documentation to the Internship director for NHM 484 no later than the day before the first day of classes for the semester.
- g. Work for 400 hours for one service operation, without interruption.
- h. Complete and submit the Portfolio, including signed evaluations.

INTERNSHIP DIRECTOR will:

- A. Approve all internship positions.

- B. Ensure that effective communication occurs between the student and the Internship supervisor to alleviate any barriers or problems that might arise.
- C. Visit with the student & hospitality operation via email, telephone, or on site at least once during the internship\*.
- D. Assign grade by evaluating completion of activities on Portfolio and employer evaluation.

\*It should be noted that students assigned to operations outside the Oxford city area may be supervised via email, phone, or technology such as Skype.

### **200-Hour Pre-Requisite for NHM 484**

#### Pre-Internship Hours & Documentation

You must accumulate and document a total of 200 Pre-Internship hours of work and/or volunteer experience in hospitality related activities **before** you can register for NHM 484. This will total 600 hours of work experience prior to receiving your Bachelor's degree.

Your pre-internship hours can be accumulated through just one 200-hour job or multiple jobs and volunteer events. You can gain valuable experiences while you are in Oxford during the semesters, but can also complete hours outside of Oxford.

To document your pre-internship hours, you are required to complete the *Pre-Internship Documentation*, attach ALL documentation, and keep this record in your advising file. The *Pre-Internship Documentation* can be found on the Hospitality Management Internship website <http://nhm.olemiss.edu/bshm/nhm484/>.

Ideas for local opportunities are available from your advisor, faculty or the NHM Internship Director.

### **Finding an Internship for NHM 484**

Deciding when and where to do your internship calls for serious consideration. Not knowing what you want to do or where you want to be makes this process much harder. The following are some things to consider as to what is important to you:

- Is the type of internship and work experience the most important consideration?
- Is the company you work for the most important to you?
- Is location the most important factor to you?
- Do you want to get paid?
- Will you need to be taking other classes as you work? \*

\*This is important as you:

- 1) Should not take more than 9 hours of UM course work while registered for NHM 484 as you will average close to 30 hours of work per week;
- 2) Cannot take classes at another school while registered for NHM 484. That is considered dual enrollment and is not allowed.

### **Where to do your Internship**

The planning process for your internship should begin during NHM 215 *Introduction to Hospitality Management*, where you will be exposed to many career opportunities in the industry. Some internships can be very competitive so as you begin researching opportunities be sure you look for the specific requirements companies have. Finding an internship placement is ultimately your responsibility; however there are multiple resources for you to use when searching for one. Here are few ideas to get you started:

- Visit the University of Mississippi's Career Center. To learn all about what they can do for you visit their website at: <http://career.olemiss.edu/>.
- Research opportunities on [HCareers.com](http://HCareers.com).
- Interact with alumni on the Ole Miss Hospitality Alumni and Student Group Facebook Page <http://www.facebook.com/groups/210543539003243/>
- Meet with your advisor and/or the internship director to explore leads they may have and to share with them your career goals and aspirations.

### **When to do the Internship**

The 400-hour requirement means that you will need to be doing your internship during a semester where you will take no more than nine hours above the Internship. Students most often choose to complete their internships the summer between their junior and senior years or the summer after they complete all other coursework. You can still walk in May commencement even if you still need to complete the internship during the full summer session following graduation. You will, however, not receive your diploma until August.

## **Registering for NHM 484**

### **NHM 484 CHECKLIST**

Steps to take when preparing to register for the Internship.

1. Complete the “Pre-Internship Documentation” found on the NHM webpage: “NHM 484 Hospitality Management Internship.” This is the proper documentation for your 200 pre-internship hours. Read carefully and follow directions.
2. Submit the completed “Pre-Internship Documentation” to your academic advisor for approval. The documentation will be kept in your advising folder. After verifying the 200 hours, your adviser will then fill out and sign a Blue ADD slip, indicating their approval.
3. Print “Forms to Complete Prior to Internship.” Return to the Internship Director pages 1-3 stapled to your blue ADD slip by 5:00 p.m. the day before the first day of classes of the semester you are interning.
4. Internship Director will approve the internship.\* You will then be added to the class through the office; you will not register yourself.
5. Once you are registered in NHM 484, you will find the Syllabus, Portfolio instructions, and other class documents in BlackBoard, under Content.

**\* All Internship positions must be pre-approved by the Internship Director.**

## **Assessment of Course**

### I. Supervisor

1. An electronic survey will be sent to your supervisor who will evaluate your performance. The grade you receive is calculated with the other grading criteria in

the Portfolio.

## II. Portfolio

1. An in-depth collection of one's actual work and accomplishments will be compiled. The Portfolio should be a representation of actual projects, reports, papers, and reviews of work experiences during your internship. Additionally, any tangible activity can be part of a portfolio. It needs to be in a presentable form – neat and visually attractive. A portfolio may include creative materials developed. Examples would be projects, demonstrations of your computer literacy, brochures, pamphlets, videos, etc. The Portfolio will be submitted electronically to the Internship Director.

### FAQs

- How many hours is the internship?
  - 400 hours to be completed during the semester in which you are registered.
- When do I do the internship?
  - You may start the semester after all your prerequisites are met. This usually is the summer between your junior and senior year or the summer after all your other coursework is completed.
- If I do the internship the summer after I complete my senior year, can I still walk in the May graduation ceremonies?
  - Yes you may participate in the graduation ceremonies but you will not receive your diploma until the end of the summer term in August.
- How do I know that I am eligible to do an internship?
  - There is a checklist of prerequisites provided on page 8 of this manual. You will need to meet with your advisor to determine eligibility and obtain a blue ADD slip. There are pre-internship hour requirements, course prerequisites, and academic standing requirements.
- Where do I do my internship?
  - You may do your internship at a location of your choice; however, all internships must be pre-approved by the Internship Director.

- Does NHM help me find an internship?
  - There are several resources available to you to assist in finding an internship. The Internship Director, any faculty and/or your advisor can help guide you but ultimately it is your responsibility to secure an internship.
  
- What if I can't find a place to do my internship?
  - There are many options for your internship. If you are having trouble finding a location, you should meet with your advisor or the Internship Director. Planning should begin early and you must have a clear plan before you register.
  
- How do I know that my choice of location will be approved? Is there a list of internship sites that are already approved?
  - You will need to briefly meet with the Internship Director during registration to get approval before you will be added to NHM 484. There is a list of local internships that are approved that you can get from the Internship Director.
  
- What if I can't finish my internship before the end of the term?
  - It is imperative that you plan your work hours ahead of time so this is not an issue. However, if you have a valid reason for not being able to complete the hours (prolonged illness or injury, family emergency, etc.) then you need to contact the Internship Director to discuss a plan of action.
  
- Can I receive pay during my internship?
  - Internships can be paid or unpaid and you are strongly encouraged to find one that does pay. However, the decision is up to the organization/company with which you do your internship.
  
- Can I do my internship back in my hometown and live at home?
  - Yes you can. Just remember that you may NOT take classes at a local university and be registered for NHM 484 at the same time, but you may be registered for a UM online course.
  
- Will my internship lead to permanent employment upon graduation?

- It definitely can. The internship is a great opportunity for you to get to know the employer and for them to get to know you. Once your internship is over then it is possible they would make you a permanent offer.
- Can I do a full time schedule of UM courses while doing my internship?
  - It is not realistic to take any more than 9 additional credit hours of coursework while completing your internship. You should plan to average 27-30 hours of work a week to finish the 400 hours in 15 weeks.