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**Ramon Llull University, IQS School of Management - Barcelona  
Catholic University of the Sacred Heart - Milan  
Franklin University Switzerland - Lugano  
Forum-Nexus Program  
Undergraduate Division**

**Course Syllabus**

**HSPM 310-INTP  
Internship in Hospitality Management**

**Course Description**

An internship is an applied academic experience conducted under faculty supervision. It provides students the opportunity to build upon, apply, and assess the concepts developed through their classroom curriculum and to further their professional growth through meaningful real-world job experience.

Internships give students a head start in their careers, showing future employers they have initiative and experience and are ready for the workforce. Internships also help focus career interests and offer exposure to potential career paths that the classroom environment cannot.

The Forum-Nexus Internship Program provides students with an opportunity to work for Forum-Nexus Study Abroad and earn 3 credits for their experience. The internship involves 150 hours and is completed in Europe, as part of the itinerary of the Forum-Nexus Ultimate Summer in Europe program. Part of the 150 hours may be completed before or after the program.

Designed for students interested in hospitality management or the tourism industry, this internship provides students with the opportunity to observe hotel environments, travel and tourism advertising and marketing, and cultural hospitality norms in five countries. As part of their internship, the Forum-Nexus Hospitality Management Intern will be responsible for reporting on trends and behaviors that they observe in each country. Students will have the opportunity to assist the Forum-Nexus program in hotel check-in/check-out procedures, events such as the opening ceremony/orientation and farewell ceremony, celebrating student birthdays, and other applicable program-related tasks and activities.

The **specific tasks** to be performed include:

- Studying and reporting on hospitality management practices in England, France, the Netherlands, Germany, Switzerland, Italy, and Greece
- Interviewing management personnel at the Forum-Nexus hotels in England, France, the Netherlands, Germany, Italy, and Greece
- Assisting in the check in and check out procedures throughout the program
- Coordinating birthday celebrations throughout the program
- Managing (along with Forum-Nexus staff members) the transportation of large groups of students to and from classes, professional visits, cultural visits, and between cities during the program
- Assisting in the planning and execution of the opening ceremony/orientation program

- Planning and executing the farewell ceremony
- Writing, reporting on, and assessing the professional visits in the program, including visits to corporations and international organizations

### **Course Requirements**

The internship course will not meet as a regular class; however, the following course requirements must be met to earn course credit:

1. Perform job requirements in a professional manner.
2. Maintain regular and prompt attendance, as agreed upon with supervisor.
3. Submit regular reports reflecting on the experiences as an intern and documenting the various activities, tasks and knowledge gained.
4. Maintain an internship journal that facilitates retention of specific events and provides a basis for retrospection.
5. Spend time as appropriate with the assigned faculty member and site supervisor(s).
6. Write and submit a paper at the end of the program in which you assess the internship experience, discuss items learned, and relate observations and experiences to concepts learned in class. The emphasis should be on observation, analysis, and evaluation of the experience, organization, and industry rather than on a detailed description of tasks and duties. If you worked in a team, you might discuss the team dynamics and how this affected job performance. The paper should include a 2-page Executive Summary that describes the highlights of your internship experience. The papers should be approximately 7 pages, including the Executive Summary. Proper grammar and composition are required, as the ability to communicate effectively is critical in business.
7. Obtain a performance evaluation from your immediate supervisor.
8. An internship is a professional experience and students will be held to a professional standard with respect to organization, content, and writing of both the weekly reports and the final paper.
9. Failure to complete the internship and/or required submissions will result in a fail (F) for the final grade. A student's grade will be based upon the following:
  - a. Performance evaluation completed by the supervisor
  - b. Activity journal submissions
  - c. Executive summary and final paper
10. A site supervisor will be assigned to each intern. The supervisor's role is to:
  - a. Provide daily supervision.
  - b. Assign and train students in their job tasks and responsibilities.
  - c. Complete a written evaluation of the intern's performance at the end of the internship.
11. The internship involves 150 hours and is completed in Europe, as part of the itinerary of the Forum-Nexus Ultimate Summer in Europe program. Part of the 150 hours may be completed before or after the program.
12. By successfully completing the internship and its requirements the student will earn 3 academic credits.

### **Components of Final Grade**

Successful completion of assigned duties	40%
Activity journal submissions	30%
Final paper	20%
Participation in performance evaluation	10%

## **Grading Scale**

93-100 %	A
90-92.9 %	A-
87-89.9 %	B+
83-86.9 %	B
80-82.9 %	B-
77-79.9 %	C+
73-76.9 %	C
70-72.9%	C-
67-69.9 %	D+
63-66.9 %	D
60-62.9 %	D-
Below 60 %	F

## **Academic Integrity**

Ramon Llull University, the Catholic University of the Sacred Heart, and Franklin University Switzerland place a high value on the integrity, appropriate conduct and academic honesty of all students. Students are expected to maintain high standards of academic integrity at all times. Any instance of academic dishonesty, including plagiarism, will result in a grade of F for the course.