

INTERNSHIP HANDBOOK: STUDENT COPY



Michael A. Leven School of
Culinary Sustainability and Hospitality

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INTRODUCTION

The application of classroom learning to professional practice is a crucial element in the education of students who are preparing for careers in culinary sustainability and hospitality services. The Michael A. Leven School of Culinary Sustainability and Hospitality program at Kennesaw State University (the “Leven School”) is committed to a process which will provide students with practical learning experiences under the direct supervision of well qualified and experienced business organizations (referred to also as “host employers”) and the ongoing tutorial supervision of a Leven School faculty member.

Practical participation is included in many of the Leven School academic offerings, and three separate requirements are specifically structured as experiential learning opportunities. These three separate requirements are:

Work Experience (CSH 4000)

This experience requires individual involvement with the industry. Culinary Sustainability Hospitality (“CSH”) majors must complete a minimum of 400 hours of directly applicable experience (e.g., summer jobs, full-time or part-time employment) prior to enrolling in the CSH 4000 course. Students may use one or more field experiences to meet this 400-hour requirement.

Volunteer Experience (CSH 4010)

In addition, every student is required to finish a minimum of 200 hours providing degree-focused volunteer (non-paid) service hours through VKSU. Giving back to the community is an important factor in understanding service and the impact we can have on our community. When students have completed the required 200 volunteer hours they should register for CSH 4010 for approval of their hours.

Internship Experience (CSH 3398)

The Culinary Services Management course, known also as the Internship (“Internship”), requires direct observation and supervised professional participation in a public or not for profit, organization.

The Internship is a work experience that generally encompasses a minimum of 10 hours per week over 15 consecutive weeks for 3 hours of course credit. CSH students are required to successfully complete a supervised, on-site Internship experience with culinary and hospitality service organizations approved by the CSH department once the student has completed at least sixty (60) credit hours of study. Emphasis is placed on application of knowledge and skills to actual job roles and responsibility.

This handbook has been prepared to assist students, faculty members, administrators in understanding the aims, objectives, principles, policies, and requirements for the Internship.

INTERNSHIP DESCRIPTION

General Information

Generally, the Internship experience is a full semester of 15 consecutive weeks in length (8 weeks during a summer semester). If a student works less than 10 hours in a given week during the fall or spring semester, the remaining hours must be made up prior to completion of the Internship (i.e., overtime or extension of completion date) or the Internship grade will be significantly impacted. Except in the event of a summer semester Internship, work hours in excess of 10 hours per week will be infrequent if ever, and may not be used to reduce the total number of weeks of the Internship.

Summer Internships generally run the length of the semester, that being an 8-week semester. Student interns are expected to complete the 150 required Internship hours within such semester.

Each Internship, whether spring, summer or fall, will be coordinated by the host employer and the faculty member responsible for overseeing the Internship and reviewed on a case-by-case basis to enable the 150-hour requirement to be met. In addition to the 150 required Internship hours with a host employer within the semester, students are also required to attend classes on campus that are a vital component of the course learning objectives and requirements.

The primary purpose of the Internship is to enable each student to meet his or her education objectives through participation in a well-planned and organized practical experience. The Internship, therefore, is an individualized program of study. Students are encouraged to seek and select Internship organizations that offer a diversity of leadership and administrative opportunities in areas that correspond to their own professional goals.

Internship Organizations

Organization selection as a host employer is approved by the Internship faculty member after consultation with the student. Students are strongly encouraged to locate a placement that meets the criteria for Internship sites as soon as possible, but no later than one month prior to the beginning of the semester in which the student will complete the Internship. To qualify as an Internship site, the organization should meet the following criteria:

1. Have a sound professional business philosophy that is applied in the organization's programs and services.
2. Meet professional association standards for their field, including appropriate national or state regulations and/or certifications.
3. Express a willingness and commitment to provide the student intern with a high quality Internship by:
 - a. Assigning the student intern to a host employer on-site supervisor with appropriate training and experience who will supervise and mentor the intern student for the duration of the Internship experience;
 - b. Providing the assigned on-site supervisor with appropriate time for the express purpose of supervising and mentoring the intern student;
 - c. Supplying the student intern with the organization's materials appropriate to the Internship including orientation, guidelines, safety rules and regulations, together with a prearranged schedule of assignments;
 - d. Providing a training program to meet the learning objectives of the student, the organization and the Leven School curriculum;
 - e. Outlining and approving specific goals and objectives for the student intern prior to the start of the Internship;
 - f. Providing reasonable opportunities for the student intern to gain exposure in as many phases of your operation as possible (rotating through different units);
 - g. Agreeing to provide an evaluation of student involvement and performance at mid-term and at the completion of the Internship; and
 - h. Agreeing to provide compensation in the form of part-time minimum wage (or greater) for the student intern's work, except in the case of a non -profit organization (Must be pre-approved by course instructor).
4. If an organization uses a contract that must be agreed upon by Kennesaw State University, the organization is expected to initiate that process at the earliest possible time. Students are unable to confirm or begin an Internship until such contract has been negotiated and executed.

Qualified organizations wishing to participate in the Leven School Internship program are encouraged to submit brochures, Internship policies/procedures, and other descriptive materials to the faculty member instructor on record for the program.

Cooperative agreements between the Leven School and participating organizations are initiated by the Leven School using the Internship Joint Agreement Form Appendix B. After a student selects an organization and it is approved by the faculty member, an Internship Joint Agreement form is sent to the organization (if none is on file) by the student. Once this form (or comparable contractual agreement) is signed by both the organization and the Leven School or Kennesaw State University personnel, as applicable, a cooperative agreement is established and the organization is eligible to accept the Leven School Internship students.

Students generally are not allowed to complete an Internship with an organization for whom they have been employed or are currently employed. If the Internship responsibilities differ significantly from the previous work opportunities, a student may submit a letter of exception to the faculty member (with written support from the organization) with details defining the differences. The faculty member will make the final decision regarding approval.

Faculty Member Supervisor

Kennesaw State University will designate one Leven School faculty member to monitor the experience of each Internship student. Generally, the faculty member supervisor will contact the student by telephone, email and D2L (internal web design program utilized for the course) to provide feedback on written assignments and receive periodic updates on the Internship process. The host employer supervisor is encouraged to contact the faculty member supervisor as needs arise (and vice versa).

The faculty member supervisor will visit (or make arrangements for a departmental representative to visit) Internship organizations located in Georgia. In general, organizations located outside of Georgia will not be visited. The faculty supervisor will also ensure that the students are staying on track to complete the 150 hours within the semester time frame.

Organization Supervisor

Each Internship organization will designate one professional staff member to serve as the student's host employer supervisor. This individual is responsible for working with the student to develop and implement a systematic program designed to help the student meet his or her Internship goals. In addition, the host employer supervisor will review and sign all written reports/papers submitted by the student, evaluate the student's special project, and complete a mid-term and final evaluation (see Appendix forms) on the student's performance during the Internship.

The host employer supervisor is, in effect, the student's "teacher" and mentor throughout the Internship process, and the quality of his or her supervision is critical to the success of the Internship experience. It is expected that weekly

conferences will be scheduled between the student and the host employer supervisor to discuss written reports, evaluate the student's progress, and plan future assignments and activities. These conferences should also provide an opportunity to answer the student's questions and to discuss issues and trends related to the field of study.

Internship Student

The Internship is a course of study with both an experiential and academic component. The experiential component is the Internship hours with the host employer. The academic component consists of classes held on campus held by the faculty member supervisor for purposes of specific learning objectives and corresponding academic experience. The Internship student, therefore, has the responsibility to conduct him or herself in a professional manner throughout the Internship process, and to document his or her experience through submission of written reports and assignments to the faculty member supervisor.

Length of the Internship

Generally, the Internship experience is 15 (8 weeks in summer) consecutive weeks in length. It is expected that the experiential component will involve a minimum of 10 hours (generally 20 hours in summer) per week during the supervised work experience. In general, student preparation of written reports and papers required by the Leven School are not to be included as part of the workweek; however organization visitations, special project development, evaluation conferences, etc., should be included within the 150 total hours for the course.

If a student works less than 10 hours (generally, 20 hours in summer) in a given week, the remaining hours must be made up prior to completion of the Internship (i.e., overtime or extension of completion date), otherwise the student's grade will be negatively impacted. Work hours in excess of 10 (generally, 20 hours in summer) hours per week may not be used to reduce the total number of weeks of Internship.

Holiday and Sickness Policy

Students are given credit for official organization holidays (or closings due to inclement weather unless projects can be completed online by distance learning), providing this does not result in missing more than one workday in a given week. If more than one workday is missed in a week due to holidays, the student is expected to make up the additional days/hours prior to the completion of Internship.

In case of illness or need for personal leave, students are expected to notify their host employer supervisor according to established organization procedures. Students are entitled to one sick day (or personal leave day) during their Internship, without the necessity to make up the working time that is missed. Additional work days/hours missed due to illness, observance of religious holidays, or other matters of personal necessity, are expected to be made up prior to completion of the Internship.

Early Start or Late Completion Policy

Except in unusual circumstances, the Internship is to be completed during a given semester (or combined summer sessions, including intercession). Specifically, all work-related hours credited to the Internship experience are to be completed between the first and last day of classes (or last day of exams during summer only). If the student selects an Internship organization that requires an early start or late completion, all work-related hours that are not during the scheduled semester (or summer sessions) will not be part of the Internship experience. The faculty supervisor should be consulted before such arrangements are made. Early start and/or late completions are considered to be voluntary arrangements between the student and the organization. These voluntary hours will not count toward voluntary hours needed to graduate from the CSH program.

Insurance Policy

Kennesaw State University does not provide insurance coverage for students on the Internship; however, students are encouraged to have their own personal medical and personal liability insurance during their Internship experience.

If the Internship organization requires a student to have medical, liability or other insurance coverage, the organization is expected to communicate this requirement in writing to the student. The student is expected to submit proof of the required coverage to the organization prior to the start of the Internship experience. The Leven School considers all such arrangements to be between the student and the Internship host employer.

PREPARATION FOR THE INTERNSHIP

Prerequisites

1. Students should have completed at least sixty (60) credit hours of study of their academic curriculum program before seeking an Internship program.
2. Student's letter of intent (see Internship Organization Designation Form Appendix A).
3. Resume (approved by the Department of Career Planning & Development at KSU).
4. Students shall strive to possess an adjusted **Grade Point Average of 2.5** at the time of the Internship. If the student does not possess the appropriate grade point average, he/she will meet with the Leven School department

chair prior to registering for the course.

5. Students will be required to provide bi-weekly reports of their Internship experience. These reports are a required part of the CSH course and should be presented at the times requested by the Internship faculty member. Failure to do so will lead to a reduction of grade.
6. Students wishing to take the Internship course will make their intentions known to the Leven School faculty member supervisor one semester prior to the experience and will be held accountable at that time to present all criteria previously mentioned in steps 1 through 4 above.
7. Register and pay all tuition and fees for CSH 3398.

Organization Search and Selection

Students are encouraged to locate an internship site that meets their educational goals, and the previously stated site criteria. The faculty supervisor can assist students having difficulty obtaining and selecting an Internship site.

After discussing tentative plans for the Internship with the faculty member, each student is expected to:

1. Call potential organizations to identify the appropriate contact person(s) and determine the availability of Internship positions during the semester in question.
2. Mail a cover letter, resume and list of Internship goals to the contact person for each potential Internship organization. The cover letter, resume and goal statements must have been approved by the faculty member instructor of CSH 3398 prior to mailing.
3. Call to arrange for an interview with each potential Internship organization. Although the student is strongly encouraged to visit several organizations, only one interview is required. If an on-site interview is not possible due to financial or logistical considerations, a telephone or Skype interview may be conducted.
4. Select his or her Internship organization, confirm selection by telephone and follow-up written correspondence with the host employer, and notify the Internship faculty member of this selection using the Internship Organization Designation Form Appendix A.

Immediately notify all other potential organization supervisors (those interviewed for the Internship) that he or she has accepted placement with another organization and thank them for their consideration.

Joint Agreement between the Organization and the Leven School

In order for a student to be placed with an organization for the Internship, a Joint Agreement Form Appendix B (or other contractual arrangement) must be on file with the Leven School Office. This agreement is signed by both the Leven School and organization personnel, and specifies the minimum obligations of each party. Upon submission of the Internship Organization Designation Form by the student, the Internship faculty member will determine if the organization has a Joint Agreement Form (or contract) on file, and:

- a. If so, confirm selection by written correspondence with the organization supervisor, or
- b. If not, initiate action to approve the organization for placement by having the student send a Joint Agreement Form and supporting materials to the organization supervisor.

APPENDIX A

INTERNSHIP ORGANIZATION DESIGNATION FORM

Submission of this form to the Internship faculty member constitutes official notification of the student's intention to do his or her Internship at the organization specified below. Any change in the student's Internship organization or semester of enrollment must be made in consultation with the Internship faculty member and the host employer supervisor.

PLEASE PRINT:

Name of Student: _____

Leven School Address:

Michael A. Leven School of Culinary Sustainability and Hospitality
Prillaman Hall
Room 2301 MD 4106
520 Parliament Garden Way
Kennesaw, Georgia 30144

University Phone: (470) 578-6276

Internship Organization: _____

Department (if applicable): _____

Organization Address: _____

City: _____ State _____ Zip Code _____

Organization Main Phone Number: () _____ Fax: () _____

Host Employer Supervisor: _____

Title: _____

Host Employer Supervisor's Phone Number or Extension: () _____

Host Employer Supervisor's Email Address: _____

Semester/Year for the Internship: Fall Spring Summer

Credits for the Internship: 3

Tentative Starting Date: _____

Ending Date: _____

Is there a Joint Agreement form on file for the above Organization? Yes No

This is to certify that I have completed an interview with appropriate personnel from the above organization, and they have accepted me for placement during the semester specified above.

Signature of Student: _____ Date: _____

Signature of Internship Faculty Member: _____ Date: _____

APPENDIX B

**Michael A. Leven School of Culinary Sustainability and Hospitality
INTERNSHIP JOINT AGREEMENT**

Kennesaw State University, Kennesaw
University College
Michael A. Leven School of Culinary Sustainable and Hospitality
520 Parliament Garden Way, Room 2301
Kennesaw, Georgia 30144
(470) 578-6276

ORGANIZATION – INTERNSHIP JOINT AGREEMENT *(Please print clearly)*

Student: _____

-AND-

(To be completed by Organization)

Organization Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone Number: _____ Fax: _____

Supervisor: _____

Start Date: _____ End Date: _____

(Host employer supervisors must notify the Internship faculty member immediately if any changes are made to the Internship start date after submitting the Joint Agreement to the Leven School)

Work hours per week: _____

Major Duties Assigned: _____

The primary purpose of the Internship is to enable each student to meet their educational objectives through participation in a well-planned and organized practical experience. Due to the variation in settings, work assignments, Internship level and academic credit, no single set of objectives can serve all placements;

therefore, the CSH Internship faculty member, in cooperation with the host employer supervisor and student, will plan a comprehensive practical experience that meets the educational needs of the student and the requirements of the Leven School curriculum.

ORGANIZATION RESPONSIBILITIES

The Organization agrees to:

1. Maintain a sound professional business philosophy that is applied in the organization's programs and services.
2. Maintain professional association standards for its field, including appropriate national or state regulations and/or certifications.
3. Provide the student intern with a high quality Internship by:
 - a. Assigning the student intern to a host employer on-site supervisor with appropriate training and experience who will supervise and mentor the intern student for the duration of the Internship experience;
 - b. Providing the assigned on-site supervisor with appropriate time for the express purpose of supervising and mentoring the intern student;
 - c. Supplying the student intern with the organization's materials appropriate to the Internship including orientation, guidelines, safety rules and regulations, together with a prearranged schedule of assignments;
 - d. Providing a training program to meet the learning objectives of the student, the Organization and the Leven School curriculum;
 - e. Outlining and approving specific goals and objectives for the student intern prior to the start of the Internship;
 - f. Providing reasonable opportunities for the student intern to gain exposure in as many phases of the organization's operation as possible (rotating through different units);
 - g. Agreeing to provide an evaluation of student involvement and performance at mid-term and at the completion of the Internship; and
 - h. Agreeing to provide compensation in the form of part-time minimum wage (or greater) for the student intern's work; the amount of such compensation to be agreed upon by the Organization and the student intern.

ORGANIZATION – INSURANCE

The Leven School does not provide insurance coverage for students on the Internship; however, students are encouraged to have their own personal medical and personal liability insurance during their Internship experience.

If the Organization requires a student to have medical, liability or other insurance coverage, the Organization is expected to communicate this requirement in writing to the student in advance of agreeing to be the host employer for the student's Internship. The student is expected to submit proof of the required coverage to the Organization prior to the start of the Internship experience. The Leven School considers all such arrangements to be between the student and the Organization.

INTERNSHIP ASSIGNMENTS

The Leven School CSH majors are required to submit a number of written assignments and forms during the Internship experience. These include:

Initial Report: Within the first week of the Internship, the student must complete and submit an Initial Report.

Bi-Weekly Reports: Throughout the entire length of the Internship, the student is required to submit bi-weekly reports to his or her faculty member supervisor.

Note: Students must receive an orientation to the other programs, departments and disciplines within their Internship organization. This cross training must be documented in the bi-weekly reports.

Organization Description: Each student is expected to gain a thorough understanding of his or her Internship Organization. The Organization description assignment allows the student to demonstrate this understanding, and provides a written document that is placed in the Organization's Internship file.

Special Project and Special Project Report: Each Internship student, in cooperation with his or her host employer supervisor, is expected to design and complete a special project of significance and lasting value to the organization. The nature and scope of the special project should be consistent with the student's educational background and career goals.

Mid-Internship and Final Evaluations: The host employer supervisor is expected to conduct formative evaluations of the student's performance at least twice during the Internship.

CSH Intern Student Evaluation: The evaluation should give students an opportunity to discuss, analyze and provide insight into their various CSH educational experiences.

EXPECTATIONS OF HOST EMPLOYER SUPERVISOR

Before placement, complete all required paperwork that stipulates the student's Internship position, work responsibilities, start date and end date, along with the designated expected work hours.

Appoint a knowledgeable host employer supervisor to work with and mentor the student. Provide a variety of learning opportunities that will help the student gain valuable knowledge and skills. The CSH 3398 course learning objectives are:

By the end of the semester, every student who performs the necessary preparatory work, attends class, and successfully completes the course assessments will be able to:

- 1. Discuss the philosophies of service leadership and their relationships to a variety of work environments.*
- 2. Recognize cultural awareness training needs critical to succeed in today's global hospitality industry.*
- 3. Define leadership and explain the importance of leadership skills in the workplace; leading with integrity, leading by example, understanding self-leadership and how these qualities can affect those around you.*
- 4. Lead effective teams, demonstrating teamwork and how to be a good team player.*
- 5. Explain the implications of current actions and decisions on future abilities to exercise influence.*
- 6. Define the roles and responsibilities of culinary food service and hospitality managers.*
- 7. Critically evaluate workplace culture and its impact on successful operations.*

The host employer supervisor, in conjunction with the student are required to sign all Internship paperwork (initial report, bi-weekly reports, etc.) before it can be submitted to the Internship faculty member.

Complete and submit a mid-Internship report to the Internship faculty member concerning the student's progress.

After Internship completion, complete and submit a final evaluation to the Internship faculty member.

The host employer supervisor should meet with the students as often as possible to discuss the student's progress.

Immediately call the Internship faculty member if the performance or behavior of the student is unsatisfactory and/or detrimental to the organization and/or the Level School CSH program.

EXPECTATIONS OF THE LEVEN SCHOOL

Before placement, the Internship faculty member will provide each student the appropriate documents (Internship Joint Agreement, etc.) to allow the student the opportunity to complete their Internship at the Organization.

During this period the Internship faculty member will email the student periodically in order to monitor his/her progress. The faculty member will also be contacting the host employer supervisor to make certain that the student's performance is meeting the organization's expectations. If at any time the organization or the host employer supervisor has any concerns or questions, please contact the Internship faculty member.

EXPECTATIONS OF THE STUDENT INTERN

Before placement, the student must meet with the Internship faculty member to decide on a potential Internship organization, review Internship work experiences activities and requirements, and due dates for submitting all required paperwork.

Report to the Internship organization on the date specified by the organization.

As a representative and ambassador of Kennesaw State University and the Leven School, be professional at all times, during working and non-working hours.

Become acquainted with the overall structure of the Organization, as well as its staff members.

Be professionally dressed at all times in accordance with the Organization's dress code.

Meet with your host employer supervisor immediately upon arrival at the Organization to discuss your goals for the Internship.

Meet with your host employer supervisor periodically throughout the Internship to discuss your progress.

Submit all required paperwork on time and with the proper signatures.

Complete and submit Final Evaluation and Leven School Intern Student Evaluation Form at the conclusion of your Internship.

SIGNATURES

STUDENT

I have read the Leven School Internship Handbook, Internship Joint Agreement, and agree to fulfill the stipulated requirements.

Student Name – Print

Student’s Telephone Number

Student Signature

Student’s E-mail Address

Date

ORGANIZATION

The organization agrees to follow the policies and procedures regarding the Internship as outlined in the Leven School Internship Handbook, a copy of which has been provided to the Organization by the student intern. Your signature also acknowledges that you agree to support the student with their current Leven School Internship requirements.

Host Employer Supervisor – Print

Organization Telephone Number

Host Employer Supervisor – Signature

Host Employer Supervisor’s Email Address

Date

LEVEN SCHOOL PROGRAM

Cooperate with Organization personnel in identifying and selecting students for the Internship. Assist in the Internship process by periodic consultation with the Organization personnel and by close supervision of the students who are assigned to the Organization for the Internship.

Leven School Internship Faculty Member – Print

Leven School Internship Faculty Member – Signature

Date