



TQF 6

Field Experience Report

Course Title: HHM 4545 Credits: 6 (315 hrs.)

Semester: 1 Academic Year: 2022

Bachelor of Art Program in Hotel Management

(International Program)

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

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Section 1 General Information

1. Code and Course Title: HHM4545 Internship (Student Code: HM62)

2. Credits: 6 (315 hrs)

3. Program: This course of Bachelor of Art, International Program, Suan Sunandha Rajabhat University is categorized in Major Courses.

4. Lecturer: Dr. Nuntana Ladplee Lecturer Room 3rd Floor @ 306,
Tel. 095-953-6924 E-mail: nantana.la@ssru.ac.th

5. Semester/academic year: Semester 1/2022

Section 2 Implementation that Differs from Field Experience Plan

1. Student Preparation (if any)

Student must have a proof of regularly attending English Enrichment classes and also have to attend the Personality Development Program that organized by SSRU.

2. Advisor/supervisor preparation

All supervisors need to attend a meeting in order to arrange tasks and also divided 3 student groups for 2 supervisors (Aj.Nuntana and Aj.Kanyapilai)

3. Field supervisor at workplace preparation (if any)

All supervisors should prepare the question for student's workplace supervisor beforehand and also need to be trained about what questions that should be asked from the head of program before walking into the student's workplace.

4. Changes of field experience (if any)

4.1 Change of activities and/or assignments

Most of students did not submit their activities and assignments through Moodle. They often submitted it through supervisors' e-mail or Line application.

4.2 Change of facilities for students support

There are nothing change for students support's facilities.

4.3 Others (if any) None

Section 3 Result

1. Number of students who register/join field experience: 13 students

2. Number of students at the end of field experience: 13 students

3. Number of students who withdraw: 0 students

4. Variability of scores level (grade)

Student's score as percentage	Grade	Total	Percentage
86 – 100	A	11	84.62
82 – 85	A-	2	15.38
78 – 81	B+	0	0
74 – 77	B	0	0
70 – 73	B-	0	0
66 – 69	C+	0	0
62 – 65	C	0	0
58 – 61	C-	0	0
54 – 57	D+	0	0
50 – 53	D	0	0
46 – 49	D-	0	0
0 – 45	F	0	0
	I	0	0
	W	0	0

5. Factors influenced field experience (if any)

None

Section 4 Problems and Management Impact

1. Management problem from institution and/or workplace/training place

There are some workplaces that did not allow students train in another division. Therefore, some students obtained only a specific knowledge and skills from one division.

2. Impacts towards students' learning

Students' knowledge and skills learnt in workplace are limited only for one division.

3. Solutions to avoid problem and obstacles in the future (if any)

Supervisors may ask for permission from workplace's supervisor to train students in another division.

Section 5 Field Experience Evaluation

1. Result of field experience evaluation from students (please attach the result)

1.1 Significant feedback from the result

<u>Strengths</u>	<u>Weaknesses</u>
Students have experienced workplace environment, which required their knowledge and skills to resolve the problems.	Because of COVID-19, some students got some difficulty to find a workplace and rotate their schedules.

1.2 Lecturer's opinion/field experience supervisor's opinion

Students should adjust themselves with the organizational culture and also be on time.

2. Result of field experience evaluation from employer or field supervisor.

2.1 Significant feedback from the result

<u>Strengths</u>	<u>Weaknesses</u>
Students gain new experience in real hotel working environment	A student had the issue of service mind attitude for hotel work. The hotel supervisor acknowledged and university supervisor already discussed it with him.

2.2 Lecturer's opinion/field experience supervisor's opinion

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Section 6 Improvement Plan

1. Improvement of recent field experience

Supervisors should give a consultation on students' business manners in the workplace before their internship period start.

2. Progression of field experience improvement from the previous evaluation

The college has conducted a workshop about how to adjust behavior with organizational culture in the orientation for internship class. However, some students still tried so hard to adjust themselves which result in the cross-cultural communication.

3. Suggestion for the next semester/academic year

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4. Suggestion of field experience lecturer to responsible program lecturer

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Responsible lecturer/field experience advisor: Ms. Nuntana Ladplee

Signature



Submitted Date 18th December 2022

Responsible program lecturers:

Ms. Nuntana Ladplee

Ms.Kanyapilai Kunchornsirimongkol