



# **TQF 4**

## **Internship**

**Hotel Management  
(International Program)  
College of Hospitality Industry Management  
Suan Sunandha Rajabhat University**

**By  
Dr. Nuntana Ladplee**

**TQF 4: Field Experience Specification**

The Field Experience Specification herein includes information about the management of student activities in the course which can be, for example, internship, field trip, or collaborative education. These activities must be planned in accordance with the program specification. The field experience specification also describes the objectives and details of the activities, knowledge training for students, processes and methods of training students in specific skills, criteria and assessment, and field experience report.

**The Field Experience Specification consists of 7 sections**

- Section 1    General Information
- Section 2    Aim and Objectives
- Section 3    Development of Student Learning Outcome
- Section 4    Course Characteristics and Implementation
- Section 5    Planning and Preparation
- Section 6    Student Assessment
- Section 7    Field Experiences Evaluation and Improvement

## **TQF 4: Field Experience Specification**

**Name of Institution** Suan Sunandha Rajabhat University  
**Campus/Faculty/Department** College of Hospitality Industry  
Management, Nakhon Pathom Campus

### **Section 1: General Information**

**1. Course code and course title**

HHM 4516 Internship in Hotel Management (315 hrs.)

**2. Number of credits or number of hours**

At least 315 working hours within four months.

**3. Program and type of course**

Bachelor of Arts Program in Hotel Management (International Program). This field experience is a major required course.

**4. Responsible Faculty Member/Advisor for Field Experience**

Aj Nuntana Ladplee

**5. Semester and Year of Study**

Semester 1/2023 or the students completed requirement courses according to the program plan.

**6. Latest Date of Field Experience Specification Development or Modification**

Revised 15 May, 2023

## **Section 2: Aims and Objectives**

### **1. Aims of Field Experience**

The aims of field experience are:

- To create an opportunity for students to apply knowledge and understanding compiled from the practicum to real world situation.
- To clarify the students' point of view on various business and industries relating to Hotel Management degree program.
- To ensure individual development and applicability of skills and experiences acquired for students future career.

### **2. Objectives of Field Experience Development and Improvement**

Student should have the following competencies:

- Able to integrate all knowledge for use in local or in Hotel Management environment.
- Able to manage self and social responsibility as teamwork, including management of hospitality ethics.
- Able to prepare report on results of the business internship in consultation with responsible advisor.

## **Section 3: Development of Students' Learning Outcome**

### **1. Morals and Ethics**

#### **1.1 Morals and Ethics to be developed**

- (1) Have professional ethics
- (2) Have integrity and honesty
- (3) Have discipline, self and social responsibility
- (4) Respect and follow rules and regulation of institution and society
- (5) Respect other people's right and be a good listener

#### **1.2 Process of Activities**

- (1) Orientation to student about discipline, morals and ethics before the internship.
- (2) Setting internship schedule, scope of work, and how to evaluate performance.
- (3) Continuing monitoring and evaluation student's behavior to follow the rules as well as employees of the organization.

#### **1.3 Evaluation Strategies**

- (1) Self evaluation by using morals and ethics questionnaire.
- (2) Staff mentor evaluate by using observation form
- (3) Responsible advisor interviews colleagues, supervisors, and others concerns including the record.

### **2. Knowledge**

#### **2.1 Knowledge to be acquired**

- (1) Have the ability to use knowledge of theories and concepts.
- (2) Have the ability to relate knowledge of all subjects.

## **2.2 Process of Activities**

- (1) Orientation to student about current theory and knowledge in various areas of Hospitality;
- (2) Participation with the supervisor at work place to arrange the source of information for students to improve knowledge and skills.

## **2.3 Evaluation Strategies**

- (1) Evaluate the ability to integrate theories and knowledge related to working assignments from student report and interviewing.
- (2) Evaluate the work performance of student from internship host, internship supervisor and advisor/inspector by using student assessment rubric.

## **3. Cognitive Skills / Intellectual Skills**

### **3.1 Cognitive Skills / Intellectual Skills to be developed**

- (1) Have the ability to search for knowledge
- (2) Have analytical thinking
- (3) Have academic and professional skills
- (4) Have practical skill

### **3.2 Process of Activities**

- (1) Assign student involve in one or more special projects to analyze problems by using analytical thinking and develop flowcharts to describe causes and provide adequate method to solve problems.
- (2) Conduct research regarding the proper preparation of business industry planning issues.

### **3.3 Evaluation Strategies**

- (1) Evaluate student's presentation
- (2) Evaluate student's discussion
- (3) Evaluate student's report

## **4. Interpersonal Skills and Responsibility**

### **4.1 Interpersonal Skills and Responsibility to be developed**

- (1) Have responsibility for assignment (individual/group)
- (2) Have ability to work in team both as a leader or a follower
- (3) Have ability to express appropriate opinion
- (4) Have ability to develop self responsibility both in academic and professional career

### **4.2 Process of Activities**

- (1) Group communication and building teams.
- (2) Experienced in leading / coordinating complex activities
- (3) Listening for a variety of purposes (for information, empathy, support, criticism, etc.)

### **4.3 Evaluation Strategies**

- (1) Coordinating between the host internship and SSRU to evaluate student for improvement..
- (2) Using peer evaluation at work place.

## **5. Numerical Analysis, Communication and Information Technology Skills**

### **5.1 Numerical Analysis, Communication and Information Technology skills to be developed**

- (1) Have statistical and mathematical skills
- (2) Have communication skills both oral and written
- (3) Have ability to choose appropriate media of presentation
- (4) Have ability to search for data and sources
- (5) Have to use IT to follow the progress
- (6) Have to use correct Thai language and appropriate English language

## **5.2 Process of Activities**

- (1) Search for information and data from academic resources and IT.
- (2) Construct mathematical graphic presentations (in various media)

## **5.3 Evaluation Strategies**

- (1) Evaluate student's presentation
- (2) Evaluate student's discussion
- (3) Evaluate student's report

# **Section 4: Course Characteristics and Implementation**

## **1. General Description of Field Experience or Course Description**

Applied knowledge and skill in hotel management or restaurant business experience through work integrated learning and Internship, students obtain real world experiences which will permit them to develop their careers in restaurant business, requires 315 hours of acceptable training in hotel or restaurant business.

## **2. Student activities**

The main activities of a field experience are:

- Integration of all knowledge for use in the internship on professional experience in Hotel Management;
- Use of techniques and strategies for hotel management;
- Use of creative problem solving to improve self potentiality.



### 3. Student Report or Assignment

<b>Reports or Assignments</b>	<b>Submission Due</b>
Write weekly report	Every week of the internship (submit to supervisor or advisor for field experience through email/Other application)
Report any problems arise or sickness	- Sick leave less than 3 days, submit a leave form to supervisor and SSRU at the first day returning to work. - Sick leave more than 3 days, submit a leave form with a medical certificate to supervisor and SSRU at the first day returning to work - Submit any problems / obstacles to the work through email.
Report Benefits and experiences	Submit monthly through email

### 4. Follow-up Student Learning Outcome from Field Experience

The activities used for follow-up student learning outcome both while training and post training are:

- (1) Using follow-up form
- (2) Using interview follow-up
- (3) Using follow-up letter.

## **5. Duties and Responsibilities of Field Supervisors in the Work Place.**

- (1) Role to evaluate the effectiveness and efficiency of internship student;
- (2) Role to control the student behavior to comply to the host's rules and regulations;
- (3) Role to train working skills for internship student.

## **6. Duties and responsibilities of Advisors/Inspectors**

- (1) Role to monitor and evaluate the student's work performance, self development, adaptability and learning capacity.
- (2) Role to be a person resource for student to consult and get information.

## **7. Preparation for student support**

- (1) Orientation by the program prior to the internship;
- (2) Study tour or institutional visit to the internship workplace;
- (3) Handbook and Forms (Leave Form, Student Record Form, Student Evaluation Form, Rubric Assessment Criteria
- (4) SSRU contacts the required internship workplace and sends an official letter to the workplace at least one month before the internship program begin;
- (5) Email and Website

## **8. Facilities and Support from the Workplace**

- (1) The internship workplace under MOU with SSRU supports accommodation and / or transportation.
- (2) The internship workplace is expected to provide documents for student practice. Document may include research or trade/professional journal articles, policy manuals, and electronic sources.
- (3) The internship workplace is expected to provide internship supervisor.
- (4) The supervisor assigns, monitors and evaluates tasks and projects for student's experiences.

## **Section 5: Planning and Preparation**

### **1. Selection of Field Experience Venues**

Field experience advisor selects the internship workplaces based on willingness to train students and provide the students' learning pathway.

- (1) Students will improve competencies and skills.
- (2) Students will experience real world work situations.
- (3) Students have the opportunity to improve their English language skills.
- (4) Hosting partner will have extra quality human resource.
- (5) Students have opportunity to improve knowledge about other cultures and languages.
- (6) Improves employability for students.

## **2. Student Preparation**

- (1) To explore industries that often employ graduates from his / her major.
- (2) To create a professional resume and have it reviewed by field experience advisor /career counselor.
- (3) To practice interviewing according to resume.
- (4) To expand personal network through Student Organization / Professional Association / Career Counseling.

## **3. Advisors/Supervisors Preparation.**

The internship advisor / supervisor has a very important function to prepare:

### **Phase 1** Before the Internship Period:

- To prepare a good introduction to the company and a smooth start at the workplace, it will be a big stimulus for the students' motivation.

### **Phase 2** During the Internship:

- To prepare the contact person in case of problems, suggest and guide the learning process at workplace (by giving feedback and demonstrating) to increase the students' competencies..

### **Phase 3** At the End of / After the Internship:

- To prepare the process of assessing the student's competencies and evaluating the internship project as a learning process.

## **4. Field Supervisor Preparation.**

The field supervisor has a role as teacher and trainer and be able to:.

- (1) Provide organization orientation to student.
- (2) Assist student in the preparation of a learning contract that requires the selection of appropriate task assignments.

- (3) Provide the process of evaluation student's performance through written evaluation and verbal feedback.
- (4) Notify the responsible faculty of any concerns or problems related to student performance by using various media (meeting, telephone, email, letter, etc.).

## 5. Risk Management

Program lecturers convened to prevent the risk of student internship:

- (1) The lecturers research and evaluate all areas of potential liability and risk.
- (2) The lecturers develop a policy manual specifies the responsibilities and roles of the institution, students, and hosting for “ ... injury, loss, claims or damages arising from negligent operation and other problems arising during work. ”

## Section 6: Student Assessment

### 1. Assessment Criteria

Assessment of student's learning achievement from the Host is categorized in 5 dimensions by 1 – 4 scores as criteria for evaluation:

<b>Dimensions</b>	<b>Scores</b>
1. Behavior to the Establishment	1 means Poor
2. Behavior to Others	2 means Fair
3. Self Behavior	3 means Good
4. Responsibility	4 means Very Good
5. Communication Skills	

The SSRU CHM supervisor / advisor / inspector compiles all scores for evaluating the student's grading. The Grading Criteria are as follows:

<b>Student's Score (%)</b>	<b>Grade</b>	<b>Result/Remark</b>
86.00 – 100	A	4.00
82.00 – 85.00	A <sup>-</sup>	3.75
78.00 – 81.00	B <sup>+</sup>	3.50
74.00 – 77.00	B	3.00
70.00 – 73.00	B <sup>-</sup>	2.75
66.00 – 69.00	C <sup>+</sup>	2.50
62.00 – 65.00	C	2.00
58.00 – 61.00	C <sup>-</sup>	1.75
54.00 – 57.00	D <sup>+</sup>	1.50
50.00 – 53.00	D	1.00
46.00 – 49.00	D <sup>-</sup>	0.75
0.00 – 45.00	F	0
-	I	Incomplete
-	W	Withdraw

## **2. Student Assessment procedure**

- (1) The staff mentor / internship supervisor of workplace evaluates by using the criteria of Cooperative Education Program.
- (2) The internship advisor summarizes the result of evaluation and report to SSRU CHM Dean.

## **3. Field Supervisors' Responsibility for Student Assessment**

The field experience supervisor evaluates student's performance during training and the end of training by using Forms for Evaluation

#### **4. Responsible Faculty Member's Responsibility for student assessment**

SSRU CHM advisor has to evaluate student's performance by using the host supervisor's report and student's internship reports which express the application of student's knowledge to actual practice.

#### **5. Conclusion of Discrepancy of Assessment Results**

The Head of the Program Coordinator and the host enterprise discuss about the difference of evaluation results (if any) and determine the conclusion.

## **Section 7: Field Experiences Evaluation and Improvement**

### **1. Process for Field Experience by All Concerned**

#### **1.1 Students**

Student evaluates the field experience by using provided questionnaire.

#### **1.2 Field Supervisors or Entrepreneurs**

The field supervisor records assignment result and evaluate the field experience program by using provided questionnaire and randomly oral evaluation.

#### **1.3 Advisor /Lecturer Responsible for Field Experience**

The internship advisor records student's performance after consultation in Report form training of field experience..

#### **1.4 Others, e.g., New Graduates**

The new graduates present experiences received from the internship workplace to internship students about benefits and obstacles to practice for future career on the Orientation or Midterm evaluation meeting.

## **2. Process for Evaluation Review and Improvement Plan**

### **2.1 Developing a Learning Contract**

- The student and SSRU work together to plan all aspects of the internship and complete a Learning Contract, which includes discipline-specific learning objectives and relevant learning outcome measures.

- The learning objectives describe what the student hopes to learn from the overall experience, especially as it pertains to their course of studies.

- The learning outcome measures are vital for assessing learning and attainment of the learning objectives.

### **2.2 Reviewing Direction and Support**

- SSRU role is primarily to serve student experience, answering question, and encouraging students in necessary ways.

- The internship students contact with SSRU advisor for ongoing guidance and support (by email, in person, etc.) for assistance.

- Feedback received from the internship supervisor should be noted as one of SSRU CHM supporting idea to improve the plan.