

COURSE OUTLINE

Internship
Course title

TH 223
Dept. & Course No.

I. COURSE DESCRIPTION: This course provides the students with practical training in the tourism and hospitality industry. With the assistance of an instructor-coordinator, the student is assigned to work under a supervisor in a private firm in order to learn actual experience.

II. SEMESTER CREDITS: 4

III. CONTACT HOURS PER WEEK:	<u>0</u>	<u>12</u>	<u>12</u>
	Lecture	Lab	Total

IV. PREREQUISITE: Program completion evaluation

V. STUDENT LEARNING OUTCOMES:

IV. COURSE CONTENT

Upon the completion of the training, the student will be able, with 65% accuracy, to:

1. Demonstrate proper employee behaviors and work habits

A. Behavior/Work Habits

1. Punctuality
2. Attitude
3. Dependability
4. Honesty
5. Personal Hygiene
6. Interpersonal Relations

2. Perform tourism and hospitality food and beverage industry tasks as assigned by the site supervisor.

B. Task Application

VII. MATERIALS AND EQUIPMENT:

Will be provided by the site supervisor where applicable

VIII. TEXTS AND REFERENCES: None

IX. METHOD OF INSTRUCTION:

Students will perform assigned tourism and hospitality food and beverage industry tasks under the supervision and training of a designated site supervisor.

X. METHOD OF EVALUATION:

The student will be evaluated based on the internship training rating sheet.

The transmutation of percent to letter grade is as follows:

90-100%.....	A
80-89%.....	B
70-79%.....	C
65-69%.....	D
0-64%.....	F

Palau Community College
Course Learning Outcomes
TH 223 Internship – F & B

During the course experience, the **course learning outcomes** (CLO) will be assessed through the use of signature assignments. A rating scale will be used to determine the students' proficiency level of each CLO using specifically aligned assignments. The numerical rating of 4,3,2 and 1 are not intended to represent the traditional school grading system of A, B, C, D and F. The descriptions associated with each of the numbers focus on the level of student performance for each of the course learning outcome listed below.

Course Learning Outcome 1: Demonstrate proper employee behaviors and work habits.

Punctuality	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Attitude	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Dependability	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Honesty	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Personal Hygiene	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Interpersonal Relations	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)

Course Learning Outcome 2: Perform tourism and hospitality food and beverage industry tasks as assigned by a site supervisor.

Task/Activity Name	Rating Scale			
1.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
2.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
3.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
4.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
5.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)

**Palau Community College
Internship Training Rating Sheet**

Student's Name: _____ Major: _____ Position: _____
 Employer: _____ Phone: _____
 Evaluator: _____ Duration of Training: (From) _____ (To) _____

Employer's evaluation of student's internship training performance:

Rating Scale: 4 – Excellent (A) 3 – Above Average (B) 2 – Average (C) 1 – Below Average (D) 0 – Poor (F)

Behavior/Work Habit	4	3	2	1	0	Comments (Strengths or areas that need improvements)
1. Punctuality						
2. Attitude						
3. Dependability						
4. Honesty						
5. Personal Hygiene						
6. Interpersonal Relations						
Task/Activity Name (List all tasks/activities performed by the student during the internship period with your rating. Comments should be provided for each task.)	4	3	2	1	0	Comments (Strengths or areas that need improvements)
1.						
2.						
3.						
4.						
5.						

Final Grade: _____

Evaluator: _____
 Signature and Date

**PALAU COMMUNITY COLLEGE
INTERNSHIP TRAINING PROGRAM
PROGRAM EXPECTATIONS**

Site Supervisor (Evaluator): The site supervisor acts as the lead instructor. As such, it is his/her responsibility to assign tasks that are related to the student's major and to supervise as necessary such tasks. The level of supervision will depend on the task and the student's proficiency in that area. Tasks are to be recorded on the Internship Rating Sheet and the student will be rated according to the proficiency level he/she performed at during the time the student worked on such task. Comments should be provided for each completed task. Should there be any problems/concerns with the performance of the student intern, the site supervisor should contact and meet with the internship coordinator as soon as possible. A final grade will be given by the site supervisor based on the task ratings that the student earned through his or her performance of said tasks.

Student Intern: The student's responsibility as an intern is to successfully perform the necessary number of hours needed to complete the course requirement. As such, this student should have the attitude that this is his/her opportunity to practice his/her program learned skills in a work environment. He/she should perform the assigned tasks to the best of his/her ability, ask questions when necessary and seek assistance when needed. Should there be any problems/concerns with the site supervisor, the student intern should contact and meet with the internship coordinator as soon as possible.

Internship Coordinator: The internship coordinator is the liaison officer between the student and the site supervisor. It is his/her responsibility to place the student in an appropriate site location that best fits the student's program. In addition, the internship coordinator will conduct at least four (4) site visits during the internship duration. Any problems/concerns from either the site supervisor or student intern will be handled by the internship coordinator. In addition, the internship coordinator will be responsible for the assessments of both the course and the student. Assessment and grading will be based on the site supervisor's ratings and comments. The internship coordinator will submit both the final grade and the course assessment to the proper personnel.

INTERNSHIP SUGGESTED TASK LIST FOOD AND BEVERAGE

1. Personal Hygiene and Good Grooming

- a. Personal hygiene and good grooming are practiced along with health requirement "Health and Medical Certificate "

2. Sanitation and Safety Practices

- a. Sanitary food handling practices are implemented in line with sanitation regulation.
 - 1. apron/laboratory gown
 - 2. gloves
 - 3. safety shoes
 - 4. caps/hairnet
- b. Safety measure are observed according to the rules and regulations of the Establishment.
 - 1. label all chemicals
 - 2. installation of safety signage
 - 3. first aid procedure are applied when needed with the coordination of concerned personnel to meet the standard operating procedure.

3. Clean and Maintain Dining Room and Kitchen premises

- a. Chemicals and equipment appropriate for cleaning and sanitizing kitchen premises are use
- b. Practice occupational health and safety requirements for spraying, bending, lifting, carrying and using equipment in kitchen and dining premises.
- c. Handle waste and linen according to the establishment regulation.
- d. Clean, sanitize and store cleaning equipment.

4. Organize and Prepare Food

- a. Enumerate the uses and characteristics of basic food products and types of menus
- b. Practice "Mise en Place"
- c. Identify appropriate tools, equipment and ingredients to be used.
- d. Prepare food requisition for all ingredients needed for approval.

5. Receive and Store Supplies

- a. Receive delivery of food supplies.
- b. Apply FIFO for storing supplies
- c. Apply principles of stock control and classify food items for storage segregation

6. Prepare and Cook the following:

- a. Stocks
- b. Sauces
- c. Soups
- d. Appetizer & Salad (hot and cold)
- e. Sandwiches (hot and Cold)
- f. Vegetables
- g. Fruits
- h. Egg and Starch Dishes
- i. Poultry and Game Dishes
- j. Meat Dishes
- k. Seafood Dishes
- l. Hot and Cold Dessert
- m. Pastries

7. Present Food

- a. Food presentation is properly garnish using appropriate garniture and in the right temperature.

8. Prepare Dining/Restaurant Area for Services

- a. Dining/Restaurant area are checked for cleanliness prior to service
- b. Environment are prepare and adjusted to ensure comfort and ambience to customer
- c. Set up furniture in accordance with the industry requirements
- d. Equipment is checked prior to service
- e. Menu variation and special are verified

9. Prepare and Set Tables

- a. Tables and chairs are set prior to service
- b. Dressed tables according to establishment standard
- c. Cleanliness and condition of tables and chairs are check prior to service

10. Welcome Customer

- a. Check customer reservation
- b. Escort and set guest
- c. Present menu and drink.

11. Take and Process Orders

- a. Take orders
- b. Recommend and suggests items
- c. Answer customer questions

12. Serve and Clear Food and Drink

- a. Food and beverage selections are picked up from the service area, checked for presentation and deliver them to the customer safely
- b. Flow of service and meal delivery is monitored according to the restaurant procedures
- c. Any delays or deficiencies must inform the customer promptly
- d. Serve food and beverage courteously
- e. Offer additional items in the menu book and serve at the appropriate times
- f. Tables are cleared of crockery, cutlery and glassware at the appropriate time and with minimal disruption to the customer
- g. Accounts are organized, presented and processed.
- h. Bid goodbye to the customer courteously
- i. Re-set tables for table reservations

13. Close Down Restaurant and Dining Room Area

- a. Equipment are clean and stored for the next service
- b. Dining room area is cleared and cleaned.
- c. Re-set tables correctly for the next day service
- d. Review services and evaluate with colleagues, identifying possible improvements.