

**MACAU UNIVERSITY OF SCIENCE AND TECHNOLOGY  
FACULTY OF HOSPITALITY AND TOURISM  
MANAGEMENT**

**INTERSHIP HANDBOOK  
For  
Master of Hotel Management (MHM)**

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# **Content**

## **INTRODUCTION**

**Addressing Correspondence**

**Communicating with University Supervisor**

**Evaluation of Supervisor**

**Email Attachment**

**Liability Insurance**

**Purpose of the Internship Program**

**Description of the Internship Program**

**Objectives of the Internship Program**

**Internship Application Procedure and Flowchart**

**Internship Institution Selection**

**Site Placement Selection**

**Responsibilities of the Internship Institution**

**Responsibilities of the University Supervisor**

**Internship Course Assignments**

**Internship grading**

**PROGRAM DIRECTORS**

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**FACULTY OF HOSPITALITY AND TOURISM MANAGEMENT**  
**INTERSHIP PROGRAM**

**INTRODUCTION**

A.

B.

C.

D.

**Addressing Correspondence**

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## **Purpose of the Internship Program**

### **Description of the Internship Program**

This course will complete the adaptation and improvement of the students from theoretical learning to practical operation through the internship work in hotel industry and the two-ways guidance by both internship institutions and school supervisors. students will be able to apply what they have learned to practice and discover and solve problems in practice by learning and practicing the basic skills of the hotel industry and basic knowledge of customer service.

**The internship must be at one site and maximum of 600 hours.**

### **Objectives of the Internship Program**

A.

B.

C.

D.

E.

F.

G.

H.

I.

J.

**Internship Application Procedure and Flowchart**

1.

2.

3.

4.

5.

6.

**Internship Institution Selection**

## **Site Placement Selection**

### **Responsibilities of the Internship Institution**

A.

B.

C.

D.

E.

F.

G.

H.

I.

### **Responsibilities of the University Supervisor**

A.

B.

C.

D.

E.

F.

G.



H.

I.

J.

### **Internship Course Assignments**

A.

1.

B.

**1. Job Analysis (1-2 pages, double spaced, 12 size font)**

1)

2)

a)

b)

c)

d)

e)

f)

g)

3)

**2. Analysis of the organization (1-2 double spaced, 12 size font typed pages)**

3.

- 5)
- 6)
- 7)
- 8)
- 9)
- 10)
- 11)
- 12)
- 13)
- 14)
- 15)
- 16)

**4. Evaluations**

- 1)
- 2)

**5. Internship Site Final Evaluation Form**

**6. Arrange Site Visit**

**7. Submission of Assignment.**

**8. Biweekly Contact.**

**Internship grading**

**Mid-term Report**

- |  |           |
|--|-----------|
| <b>1. Job Analysis</b>                           | <b>5</b>  |
| <b>2. Biweekly contact record</b>                | <b>10</b> |
| <b>3. Analysis of the internship institution</b> | <b>15</b> |

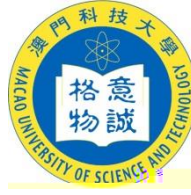
**Final Report**

- |   |           |
|---|-----------|
| <b>4. Major Project</b>                             | <b>20</b> |
| <b>5. Format (Following the standard)</b>           | <b>10</b> |
| <b>6. Appendix</b>                                  |           |
| <b>a) Internship Confirmation Form</b>              |           |
| <b>b) Student Evaluation of Internship</b>          |           |
| <b>c) Student's Photo with uniform in workplace</b> |           |
| <b>7. Participation</b>                             | <b>5</b>  |

**Hotel Evaluation**

- |                                   |           |
|-----------------------------------|-----------|
| <b>8. Internship Rating Sheet</b> | <b>35</b> |
|-----------------------------------|-----------|

**Total Mark      100**



## Internship Student Rating Sheet (Final Evaluation)

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1. ( ) / **INFORMATION OF THE INTERN:**

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2. / **ORGANIZATION INFORMATION**

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4. / COMMENTS/RECOMMENDATIONS

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