

St Teresa International University
Faculty of Business Administration
Tourism and Hotel Program

Internship Report

I. Title Page

The title page of the report will include:

- a. Name and logo of the school
- b. Name of the internee, number and session
- c. Submission date of the internship report
- d. Name internship provider

II. Acknowledgment

In this section, the trainee will acknowledge the help and support of all the people who helped her in the journey towards the completion of the internship and internship report.

III. Dedication (Optional)

In this section, a trainee who wishes to dedicate this work to someone may write the dedication note under this section of your internship report.

IV. Executive Summary

In this section, called the micro image of the report where it previews every section of the report in a short form. It should help the reader to get a quick glance at the report before reading it in detail. Everything important that the trainee has done, discovered and concluded should be part of this section but brief and concise manner.

V. Table of contents

List the important headings and sub-headings in the report with page numbers. Also make a separate list of tables and figures in the table of contents if you have used any.

Chapter 1 – Introduction to Internship Provider

1.1. Overview of the organization

- a. Brief history
- b. Introduction of the organization
- c. Organizational chart (Company and Departmental)
- d. Policy of the organization
- e. Contact information
- f. Products and services

1.2. Internship program

- a. Application procedure – date of application and acceptance
- b. Starting and ending dates of your internship
- c. Work schedule
- d. Internship Objectives (conceptual, human relations and technical)

Chapter 2 – Transformative Training Experience

2.1 Training Program

- Department. A brief description of the operations/activities performed by the department(s) you worked in (For example Front Office, Food and Beverage, Sales and Marketing). What does your department do?
- Job title. What is the title of your position? (e.g. Trainee, Reservation, Linen Attendant)
- Job assignment. A detailed description of the assigned task(s)
- Job responsibilities. A detailed list of the responsibilities assigned to you.
- Learning outcome. The results of your training. Are they aligned to the industry needs? In what way does it align to the industry?

2.2 Issue Identification and Solution/s

In this section, the student must identify operational issues according to **a) moral and ethics, b) cognitive, c) knowledge, d) interpersonal and responsibility, and e) numerical and information literacy**, which can be improved (based on your section assignment). This will help the evaluator assess the overall learning experience through your personal observation, and involvement or even to guests' comments and opinions.

- Identified areas for improvement (e.g. faster, less waste, shorter procedure, efficient)
- Consequences
- Solution

2.3 Learning Experiences. In this part, the trainee must outline his/her experiences and challenges while working in the company.

2.3.1 On working in the organization

2.3.2 On customer service

2.3.3 On job assignment

2.3.4 On working with others

Chapter 3– Evaluation, Conclusions and Recommendations

This section is a summary of the overall experiences of the internship. A student must provide information and evidence in this chapter based on your personal observation, learning, and experiences obtained throughout your internship.

3.1 Self-evaluation

Legend:	5	<i>consistently executed</i>
	4	<i>highly executed</i>
	3	<i>moderately executed</i>
	2	<i>slightly executed</i>
	1	<i>not executed</i>

3.1.1 Moral and Ethics

- Ability to demonstrate self-minded attitude and self-discipline in preparing for work and overcoming unfamiliar tasks.
- Ability to demonstrate self-discipline in terms of attendance, punctuality and adherence to the organization rules and regulation.

	5	4	3	2	1
	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐

- c. Ability to demonstrate personal integrity in terms of trustworthiness and honesty. ☐ ☐ ☐ ☐ ☐
- d. Ability to demonstrate professional ethics of acceptance in criticism for self-development. ☐ ☐ ☐ ☐ ☐
- e. Ability to seek additional responsibility and executes tasks accurately and effectively. ☐ ☐ ☐ ☐ ☐

Knowledge and Understanding

- a. Ability to understand and apply technical knowledge to execute or improve the given task **5 4 3 2 1**
☐ ☐ ☐ ☐ ☐
- b. Ability to demonstrate thorough understanding of content applicable in work place procedures to apply in a day to day performance. ☐ ☐ ☐ ☐ ☐

3.1.3 Cognitive

- a. Ability to demonstrate higher order thinking skills in resolving the work place situation and difficult assignment. **5 4 3 2 1**
☐ ☐ ☐ ☐ ☐
- b. Ability to learn new knowledge and creativity at work and complete the task with meeting standards. ☐ ☐ ☐ ☐ ☐
- c. Ability to give response to customers/guest/client with applying organizational policy and sound understanding of the problems and effective decision-making. ☐ ☐ ☐ ☐ ☐

3.1.4 Interpersonal Skills and Responsibility

- a. Ability to show the highest regard of the colleague with polite, considerate, firmness. **5 4 3 2 1**
☐ ☐ ☐ ☐ ☐
- b. Ability to show readiness to adopt change promptly. ☐ ☐ ☐ ☐ ☐
- c. Ability to show concern to leaders or other members to accomplish the task effectively ☐ ☐ ☐ ☐ ☐
- d. Ability to communicate effectively both in oral and written. ☐ ☐ ☐ ☐ ☐

3.1.5 Numeracy

- a. Ability to analyze the data and or quantitative techniques in resolving issues. **5 4 3 2 1**
☐ ☐ ☐ ☐ ☐
- b. Ability to perform in the IT-based task (MS Office) ☐ ☐ ☐ ☐ ☐

3.2 Conclusion

In this part, the trainee is required to briefly describe the conclusion of internship based on your self-evaluation.

- How does your internship contribute to your academic advancement?
- How does your internship contribute to your personal and professional growth?
- How does this internship prepare your future endeavors?
- How do you value the overall results of the internship?

3.3 Recommendation

In this part, the trainee is encouraged to recommend to the Faculty of Business Administration / Tourism and Hotel Department for the improvement of the delivery of instruction and or training of the students.

Appendices

In this section, students will provide the following:

1. Pictures with caption
2. Photocopy of Certificate of Completion
3. Photocopy of Daily Time Record (Certified by the Authorized Hotel Personnel)
4. Photocopy of Evaluation
5. Weekly Report
6. Documentation (Video Presentation: This is the only group requirement)
7. TOEIC Practices
8. TOEIC Final Score

Requirements:

Font size 12, Times New Roman

Left 1.5 inches

Right 1 inch

Note: Reports must be submitted on or before 9 February 2024.

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Head, Tourism and Hotel Program

Faculty of Business Administration

St Teresa International University

LO Moral and Ethics:

LO1. Self-actualization to discipline: show consistency between self-discipline and good social standards

LO Knowledge:

LO2. Professional Knowledge: Articulate business theories and practices that are systematic, global and up-to-date

LO Cognitive:

LO3. Problem solving: Analyze the causes of problems or conflicts so as to prevent or resolve the issues appropriately

LO4. Knowledge application: apply theoretical and practical knowledge appropriately in field work practicum or actual jobs

LO Interpersonal Skills and Responsibility:

LO5. Cooperation and Efficiency: Accomplish group assignments or tasks efficiently

LO6. Leadership: show creativity to lead or follow teams and facilitate problem-solving

Self-advancement: show responsibility to advance oneself in knowledge and professional

LO Numerical and Informational Literacy:

LO7. Communication Proficiency: Communicate effectively using methods and skills suitable for variety of problems or audiences