

Unit 19 – Internship (THM2010)

Competences: – at the end of the module/unit the learner will have acquired the responsibility and autonomy to:

- a) Assist in the preparation and administration of basic research tools used by hotels to measure guest satisfaction
- b) Perform assigned tasks in different departments at the workplace
- c) perform at the workplace (tourism/hospitality) under supervision.
- d) apply the knowledge and skills acquired during the taught programme at the workplace;
- e) Deal with guests in a professional manner so as to effectively represent oneself and the organisation) step into the real work life and assimilate an organisational culture.

Knowledge – at the end of the module/unit the learner will have been exposed to the following: (This can be a list of knowledge/content items)

- a) A knowledge of the business expectations in the tourism and hospitality industries.
- b) An appreciation of the multi-faceted nature of businesses in the tourism and hospitality industries.
- c) An awareness of a real world (tourism and hospitality industry) situational experience.
- d) An understanding of the proper approach to practical tasks within the different departments.
- e
- e) A knowledge of workplace standard operating procedures
- f) A recognition of ethical standards in business and ethical requirements in the workplace

Skills – at the end of the module/unit the learner will have mastered the following skills:

Applying knowledge and understanding

The learner will be able to:

- a) Apply the appropriate skills to answer phones correctly
- b) Follow standard procedures to process payments
- c) Place adverts in local media as per instructions given by a supervisor
- d) Prepare quotes for services for verification by departmental supervisor
- e) Provide assistance within Operations and Sales Departments as needed;
- f) Provide assistance to the Concierge and Guest Services Manager

- g) Complete various office and administrative duties within expected timeframes
- h) Prepare and distribute guest satisfaction questionnaires as per workplace operating procedures
- i) assist Managers with all aspects of the guest check in and check out process and other functions of the front office department
- j) Demonstrate good service provision in a food and beverage outlet under the supervision of the restaurant manager or other experienced food and beverage staff

Judgment Skills and Critical Abilities

The learner will be able to:

- a) adjust and respond to different work situations;
- b) appreciate cross-cultural sensitivities;
- c) develop relationship-building capabilities;
- d) Identify the needs of different guests according to cultural background
- e) Identify pertinent knowledge and skills gaps that might need clarification from the mentor or supervisor.
- f) develop relationship-building capabilities
- g) develop greater personal insights.

Additional Module-Specific Communication Skills, if required.

The learner will be able to:

- a) develop self-efficacy in communicating with mentors, staff members and guests;
- b) develop self-efficacy in intercultural communication.
- c) Write a journal of the experience gained and the knowledge and skills learnt during the internship period
- d) Discuss key issues with the internship mentor so as to enhance own knowledge and skills