Below are documents that have been approved by the Texas State University System General Counsel. All documents are to be included in the internship and/or co-op packets distributed to students and employers.

**Student Information:**

✓ Guidelines for Receiving Internship Credit  
✓ Pre-Screening Form  
✓ Learning Agreement  
✓ Student Waiver of Liability  

**Employer Information:**

✓ Learning Agreement  
✓ Employer Waiver of Liability (Unpaid, For Profit only)

All academic departments participating in service learning initiatives must provide the following:

✓ Community Partnership Agreement Letter **  
✓ Student Waiver of Liability**

** Classroom trips supervised by a Lamar University faculty or staff member are exempt from the service learning documents.**

Following the steps below will ensure that all internships, co-ops and service learning packets, as well as opportunities posted through our site, have been reviewed and approved.

**Step 1. Documents must be put on website through The Career and Testing Center.**

**Step 2.** The completed packet must be approved by the Career and Testing Center.

**Step 3.** All un-resolved issues will be sent and approved through the Senior Associate Provost for review and decisions.

**Step 4.** All internships, service learning and co-ops must be registered through Cardinal Connect for university tracking.

Teresa Simpson  
Date: 9/29/11  
Director, Career and Testing Center  

Deidra Mayer  
Date: 9/29/11  
Associate Director, Career Services  

Steve Doblin  
Date: 10/10/14  
Provost and VP Academic Affairs  
HOSPITALITY MGMT 15  
ADMIN

All questions are to be directed to Deidra Mayer, Associate Director for Career Services in the Career and Testing Center at Deidra.Mayer@lamar.edu or call at 409-880-8871.

For more information on legal questions surrounding paid or unpaid internships:  

Update: 02-22-11
LAMAR UNIVERSITY
LEARNING AGREEMENT

PLEASE BE SURE TO READ AND COMPLETE ALL PARTS OF THE AGREEMENT

Student Name ___________________________  Major ___________________________
Employer Name _________________________  Supervisor ________________________

The purpose of this agreement is to assist all parties with understanding mutual obligations involved in the Field Experience program for academic credit. Within the guidelines and provisions below, the parties hereby agree to the following:

1. Student Obligations
   1.1 Student must attend a mandatory Field Experience orientation meeting with Faculty Coordinator prior to the field experience. Student agrees to complete all forms required at the Orientation.
   1.2 Student must meet with the Faculty Coordinator once Field Experience is secured.
   1.3 Upon accepting a Field Experience, the student is expected to fulfill the work experience. This means completing all requirements as specified by the Faculty Coordinator including submitting the Field Experience Portfolio by the deadline set by the Faculty Coordinator.
   1.4 Please see attached General Guidelines for class details for student criteria and responsibilities specific to this Field Experience program.
   1.5 Student should be covered by his/her own insurance or by Employer's insurance.
   1.6 Student agrees to the terms listed in the attached Student's Waiver of Liability.
   1.7 Student agrees to complete a brief evaluation at the completion of the Field Experience.

2. Employer Obligations
   2.1 Employer shall provide Student with a full-time supervisor who will guide, mentor, monitor, and advise Student throughout the Field Experience process.
   2.2 Employer is to provide Student with real “hands on” career-related work experience and give training sufficient enough so that Student has every opportunity to successfully perform his/her duties. Please do not expect Student to perform minor tasks or tasks others wish to avoid.
   2.3 Supervisor will be expected to complete a brief evaluation at the completion of the Field Experience, which will be used to determine Student's final grade.
2.4 Supervisor shall agree to serve as a role model and to contribute his/her experience, knowledge, and leadership abilities to provide Student with an important practical learning experience.
2.5 Employer shall comply with all federal and state employment, safety, and civil rights laws applicable to the position.
2.6 Employer agrees to the terms listed in the attached Employer's Waiver of Liability.

3. Faculty Internship Coordinator Obligations
3.1 Faculty Coordinator shall monitor Student’s progress and assign a final grade for the Internship.
3.2 Faculty Coordinator shall determine that Student meets all eligible criteria and that the Field Experience opportunities properly supplement Student’s academic work.
3.3 Faculty Coordinator shall allow adequate office time to meet with Student for guidance on assignments and portfolio.
3.4 Faculty Coordinator and/or Career Center Consultant may visit student’s employment site.

All Parties agree to comply with all stipulations and requirements.

________________________________________________________________________
(Student Signature)          (Date)          (Employer Signature)          (Date)

________________________________________________________________________
(Faculty Coordinator Signature)          (Date)
Student's Waiver of Liability

Lamar University does not provide health or liability insurance coverage for Field Experience Students. If health and/or liability insurance coverage are required by the participating business it is the responsibility of the student to provide documentation of coverage.

I, ________________________________ (student name) in consideration of being permitted to participate in this field experience and recognizing the current educational and potential career value and professional experience that I will reap from it. I, on my own behalf of my heirs and estate or any other person claiming through me, hereby voluntarily waive, release, and hold harmless Lamar University, the Texas State University System, their regents, employees, instructors, volunteers, and agents [the released parties] from any loss, claim, liability, or damage arising out of the Field Experience Program. I intend this waiver to include any and all losses I may suffer including personal injury, property damage or death. I voluntarily intend this waiver to be broadly interpreted in favor of the released parties. Further, I intend hereby to waive any and all claims I may have that result from the ordinary negligence of the Released Parties.

I fully understand that by signing this form, I am

a). giving up legal rights and/or remedies, that may be available to me for the ordinary negligence of Lamar University or any of the parties listed above; and

b). accepting and assuming all personal and property risks inherent to the activities of said course(s).

_________________________________  __________________________
Student  Date

Employer's Waiver of Liability

Lamar University does not provide health or liability insurance coverage for Field Experience Students. If health and/or liability insurance coverage are required by the participating business it is the responsibility of the student to provide documentation of coverage.

The Employer, ________________________________ (business name), in consideration of being permitted to participate in this field experience and recognizing the value that business owner will reap from having access to an unpaid intern, providing their labor, will reap from it, hereby agrees not-to-sue Lamar University, the Texas State University System, their regents, employees, instructors, volunteers, and agents [the released parties] and to hold the Released Parties harmless and free from any loss, claim, liability, or damage arising out of the Internship Program pertaining to any and all actions undertaken by ________________________________ (student name) while participating in the Field Experience. Employer voluntarily waives any and all claims resulting from ordinary negligence, on the part of the Released Parties.

The Employer fully understands that by signing this form, the Employer is:

a). giving up legal rights and/or remedies, that may be available to the Employer for the ordinary negligence of Lamar University or any of the parties listed above; and

b). accepting and assuming all personal and property risks inherent to the activities of said course(s).

_________________________________  __________________________
Authorized Signature of Employer  Date
LAMAR UNIVERSITY
DEPARTMENT OF FAMILY AND CONSUMER SCIENCES
COURSE SYLLABUS
FCSC 4367  HOSPITALITY FIELD EXPERIENCE

COURSE TITLE: Hospitality Field Experience (Practicum)

COURSE DESCRIPTION: Cooperative work-study arrangement between business, industry, or selected government or private agencies and the Coordinator of the Hospitality Management/RIFM Program. Regular conferences and/or seminars with the faculty coordinator are required. Field experiences will be formulated with a view toward the student receiving the most comprehensive exposure to the hospitality industry possible within the confines of the specified field location.

PREREQUISITE: Senior standing and/or consent of instructor. Minimum GPA 2.5. Field location must be approved by the Program Coordinator prior to registration. This course may be repeated with varied experience for a maximum of 6 hours credit.

INSTRUCTOR: Molly J. Dahm, Ph.D.
Office: FCS Bldg, Rm 128
Phone: 880-1744/8663

OFFICE HOURS: By Appointment


OUTCOMES: At the end of this internship experience, students will have:

1. Gained a better understanding of career opportunities through observation and work experience.
2. Analyzed personal aptitudes and advanced towards a readiness for professional employment.
3. Identified special career interests through industry exposure and personal contacts with hospitality professionals.

EVALUATION: Maintain a sectioned practicum notebook including:

1. Complete professional resume to include practicum experience.
2. Identify learning goals, review and evaluate.
3. Learning journal reports should be submitted (in notebook form) to the instructor each week for a total of 10 weeks.
4. Completion of designated sections of hospitality workbook.
5. You must work a total of 300 hours (to be specified by instructor), submitting weekly copies of time sheets.
6. Submit a final critique of your experience (4-5 pages).
7. Submit site supervisor evaluations.
FINAL GRADE:  
60% Performance Evaluation  
Site Supervisor (65%)  
Faculty Supervisor (35%)  
5% Learning Goals, Resume  
20% Journal Reports, Workbook  
15% Critique  
100% TOTAL

SUPERVISION:

A faculty instructor will assist the student in setting up the cooperative work experience at a pre-approved location. The instructor will maintain contact with both the student and the work site to ensure the continuity of the work experience. Weekly meetings will be arranged between the student and the faculty instructor for the purpose of oral review of that week’s experience, submission of written work, and to address concerns of any nature. The faculty instructor may visit the work site (pre-arranged) for the purpose of observing the student.

A work site supervisor or coordinator will be identified to guide the student’s efforts during the practicum experience. Although the student may work with any number of on-site supervisors, this individual will serve as the primary contact for both the student and the faculty instructor. Final evaluation of the student’s work performance will be done by this individual.

MEETINGS:

Periodic meetings will be arranged at a time convenient to both faculty instructor and student. Meetings are MANDATORY. Meetings may be held at the work site and may include the work site coordinator.

ASSIGNMENTS:

Once a work schedule has been arranged, the faculty instructor will assign sections of the field experience workbook for completion and submission. Learning journal entries must be completed at a minimum of once a week. All required assignments should be submitted at the weekly meeting between faculty instructor and student.

PERFORMANCE EVALUATION:

A Performance Evaluation (document attached) should be completed TWICE by the intern’s preceptor: 1) Midway through the internship (app. 125-150 hours), and 2) At the end of the internship. The student is responsible for providing the property internship coordinator with two copies of the performance evaluation. The same preceptor should complete both documents.

Once the first performance evaluation is completed, the student should schedule a meeting to review the document with both the internship preceptor and the faculty coordinator. The last performance evaluation will be submitted with the internship materials.
CRITIQUE:

Two copies of a final critique should be submitted by the student (date to be determined by instructor). The critique should be typed, double-spaced, minimum 4-5 pages in length, and bound. The second copy of the critique will be submitted to the work site coordinator AFTER REVIEW BY THE FACULTY INSTRUCTOR.

The critique should address the pros and cons of 1) the work site (for the purposes of field experience), 2) the actual work experience, 3) the practicum itself, and 4) suggestions for the future. The purpose of the critique is to review the overall experience. Commentary should be made in a positive, constructive manner.

EXPECTATIONS:

The purpose of the hospitality practicum is to provide a positive learning experience for the student AND the designated business. Students are expected to be timely, enthusiastic, and professional, representing the very best of what Lamar and the Hospitality Program have to offer. Communication between the student, the faculty instructor, and the work site coordinator is the critical element to the success of this program.

SPECIAL ARRANGEMENTS FOR STUDENTS:

It is the policy of Lamar University to accommodate students with disabilities, pursuant to federal and state law, and the University's commitment to equal educational opportunities. Any student with a disability who needs accommodations, e.g. seating placement or arrangements for examinations, notes, etc., should inform the instructor at the beginning of the course. The instructor is also available to assist with accommodations.
The hospitality field experience taking place in a hotel, resort, or casino is intended to provide the student with comprehensive lodging, food and beverage, and broad administrative experience to include exposure to the functions of sales and marketing, human resources management, and accounting. A special department unique to the property (such as casino operations) should receive equal attention.

The student’s experience should be segmented into the following broad categories:

I. LODGING OPERATIONS
   Front Desk, Reservations, Guest Services, and PBX
   Housekeeping and Laundry
   Engineering and Security
   Entertainment and Recreation Services

II. FOOD & BEVERAGE OPERATIONS
    Restaurants (FOH)
    Culinary (BOH), Purchasing
    Bars and Beverage Service
    Banquets and Room Service

III. ADMINISTRATIVE
     Sales and Marketing (Rooms, Meeting Space)
     Accounting
     Human Resources
     General Management
FCSC 4367 HOSPITALITY INTERNSHIP
Practicum Hours and Critique

Student Name: ID Date

Practicum Hours
Student must complete 300 hours of internship experience in the format arranged with the instructor prior to starting the internship. Student will present documentation of hours worked either through pay stubs or work hour records.

Number of Hours completed
Instructor Initials

Written Critique
Student will submit a written critique (6 page minimum length) to address the following:

_____ (15 pts) Discuss the positive aspects of the internship location.

_____ (15 pts) Discuss the things about the internship location that could be improved (minimum 3 different areas).

_____ (15 pts) Discuss your suggestions for how to improve the areas of the internship location you cited as being deficient.

_____ (15 pts) Discuss the positive aspects of the internship experience.

_____ (15 pts) Discuss the things about the internship experience that could be improved (minimum 3 different things).

_____ (15 pts) Discuss your suggestions for how to improve the areas of the internship experience you cited as being deficient.

_____ (10 pts) Write clearly and concisely in critique format. Be sure each aspect of the critique is thoroughly discussed. Be sure to submit two copies (one for the internship site), and be prepared to make revisions as necessary.

_____ Total Score

OVERALL

Performance Evaluation (60%)
Site Supervisor (65%)
Faculty Supervisor (35%) 6.9/7.0
Learning Goals, Resume (5%)
Journal Reports, Workbook (20%)
Critique (15%)
TOTAL
HOSPITALITY MANAGEMENT/CULINARY PROGRAM
FCSC 4367 INTERNSHIP PROGRAM EVALUATION

Student’s Name __________________________ Location of Field Experience __________________________ Date filed work begun ____________ Date completed ____________

Please evaluate the progress made by the Intern during the period of their internship with your organization. For each job characteristic, circle the number that indicates level of performance.

Performance Level

<table>
<thead>
<tr>
<th>7 = Excellent</th>
<th>6 = Good</th>
<th>5 = Above Average</th>
<th>4 = Average</th>
<th>3 = Below Average</th>
<th>2 = Poor</th>
<th>1 = Unsatisfactory</th>
<th>N/A = Not Applicable</th>
</tr>
</thead>
</table>

**Personal Appearance and Manner**
- Well groomed/appropriate for work environment 7 6 5 4 3 2 1 NA
- Courteous to customers/employees/managers 7 6 5 4 3 2 1 NA
- Positive approach to work and internship experience 7 6 5 4 3 2 1 NA
- Level of maturity 7 6 5 4 3 2 1 NA

**Personal Attributes**
- Attitude 7 6 5 4 3 2 1 NA
- Punctuality 7 6 5 4 3 2 1 NA
- Preparedness 7 6 5 4 3 2 1 NA
- Enthusiasm 7 6 5 4 3 2 1 NA
- Confidence 7 6 5 4 3 2 1 NA
- Assertiveness 7 6 5 4 3 2 1 NA
- Effort 7 6 5 4 3 2 1 NA
- Energy 7 6 5 4 3 2 1 NA

**Attitude**
- Ability to accept criticism 7 6 5 4 3 2 1 NA
- Willingness to do tasks assigned 7 6 5 4 3 2 1 NA
- Adherence to rules/policies 7 6 5 4 3 2 1 NA
- Knowledge of systems/procedures 7 6 5 4 3 2 1 NA
- Desire to attain goals/objectives of internship 7 6 5 4 3 2 1 NA
- Willing to take initiative 7 6 5 4 3 2 1 NA
- Ability to find alternative solutions 7 6 5 4 3 2 1 NA
- Job interest 7 6 5 4 3 2 1 NA

**Customer/Employee Interactions**
- Interest in customer needs 7 6 5 4 3 2 1 NA
- Interest in customer satisfaction 7 6 5 4 3 2 1 NA
- Response to customer 7 6 5 4 3 2 1 NA
- Response time to customer requests 7 6 5 4 3 2 1 NA
- Sincerity with customers/employees 7 6 5 4 3 2 1 NA
- Integrity with customers/employees 7 6 5 4 3 2 1 NA
- Relationship with coworkers 7 6 5 4 3 2 1 NA
- Relationship with supervisors 7 6 5 4 3 2 1 NA
- Flexibility 7 6 5 4 3 2 1 NA
- Cooperation 7 6 5 4 3 2 1 NA

Update: 08-31-11
<table>
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<tr>
<th>Overall service orientation</th>
<th>7 6 5 4 3 2 1 NA</th>
</tr>
</thead>
</table>

**General Quality Of Work**
- Ability to grasp and carry out instructions on time 7 6 5 4 3 2 1 NA
- Ability to learn new tasks quickly 7 6 5 4 3 2 1 NA
- Attention to detail 7 6 5 4 3 2 1 NA
- Accuracy in work duties 7 6 5 4 3 2 1 NA
- Dependability on follow-through 7 6 5 4 3 2 1 NA
- Reliability 7 6 5 4 3 2 1 NA
- Consistency of work quality 7 6 5 4 3 2 1 NA
- Ability to work under pressure 7 6 5 4 3 2 1 NA
- Handling of extra duties 7 6 5 4 3 2 1 NA
- Productivity 7 6 5 4 3 2 1 NA
- Systems understanding/knowledge 7 6 5 4 3 2 1 NA
- Product understanding/knowledge 7 6 5 4 3 2 1 NA
- Overall job knowledge 7 6 5 4 3 2 1 NA

**Management Qualities**
- Self-motivation 7 6 5 4 3 2 1 NA
- Organized 7 6 5 4 3 2 1 NA
- Problem-solver 7 6 5 4 3 2 1 NA
- Creativity 7 6 5 4 3 2 1 NA
- Professionalism 7 6 5 4 3 2 1 NA
- Positive interpersonal interaction 7 6 5 4 3 2 1 NA
- Team player 7 6 5 4 3 2 1 NA
- Leadership 7 6 5 4 3 2 1 NA
- Ability to apply knowledge 7 6 5 4 3 2 1 NA
- Articulate/Communication skills 7 6 5 4 3 2 1 NA
- Consistently high quality standards 7 6 5 4 3 2 1 NA

**OVERALL RATING:** Based on the Performance Scale above (1-7), this Intern’s potential for success would be ________
Please provide any comments you believe will provide additional insight into the Intern’s performance.

**General comments/Evaluation:**

**Outstanding abilities or qualities exhibited:**

**Areas requiring development to improve job performance:**

Would you hire the Intern to work for you if an opening existed?  
[ ] Yes  [ ] No

---

**Supervisor Name (PLEASE PRINT)**  
---

**Title**  
---

**Supervisor Signature**  
---

**Date**

Thank you for the opportunity you and your organization have provided to this Intern. Practical exposure and experience in the industry are highly valued. We appreciate your willingness to work with the students in our Hospitality Management/Culinary programs.

**Dr. Molly J. Dahm, Program Director**  
**Charles Duit, CEC, AAC, CDM**

Update: 08-31-11