BACHELOR OF BUSINESS ADMINISTRATION DEGREE

in

TECHNOLOGY MANAGEMENT

Culinary Management

and

Tourism & Resort Marketing

INTERNSHIP MANUAL
INTRODUCTION

Your internship will allow you to work with a variety of people – managers, workers, supervisors – and learn something from each of them. Some of the lessons may be positive, some not-so-positive. Both kinds are valuable.

This Internship Program Manual contains useful information such as a time table, glossary, and sample forms. It’s a reference guide and workbook, but also a work in progress. Feel free to suggest changes or additions.

GENERAL INTERNSHIP INFORMATION

Requirement

Bachelor of Business Administration, Technology Management - Culinary Arts students are required to complete a 600 hour, 12-credit internship during a single 15-week block corresponding to one of the three academic semesters. BBA, Technology Management – Tourism and Resort Marketing majors have the option of a 600 hour, 12-credit internship, or 12 additional credits of course work.

Qualifications

Students must have a minimum overall GPA of 2.0 and must maintain an average GPA in all major field requirements of 2.5 to qualify for an internship. Prior to internship, students must have completed:

1. All of their professional requirements.
2. At least 95 credits.
3. CAHT 380 – Internship Orientation

Stakeholders

A successful internship is the result of cooperation and communication among the three chief stakeholders: the student (the “intern”), the SUNY Cobleskill faculty member charged with overseeing the internship (the “faculty supervisor”), and the representative of the internship site to whom the intern reports (the “site supervisor”).
**Application and Internship Learning Agreement**

There are two important documents that must be completed prior to the commencement of the internship experience. One is the internship application and the other is the Internship Learning Agreement (ILA).

The completed Internship Application Form verifies to the faculty at SUNY Cobleskill that you are academically prepared for the internship experience. The student will complete and submit the Internship Program Application Form the semester prior to the intended internship.

The Internship Learning Agreement is the agreement between you the intern, and the internship site that has been verified by the SUNY Cobleskill faculty as an acceptable educational experience. The ILA is complete only when all required signatures are made.

**Internship Course Sequence**

**CAHT 380** (1 credit): All prospective interns must take CAHT 380 (or acceptable substitute) at least one term before the internship. CAHT 380 is a 1-credit, pre-internship seminar, designed around preparing resumes, identifying suitable internship sites, developing contact strategies and goal-setting. Students, in cooperation with their faculty supervisor and coordinator, complete the Internship Application Form, and develop a draft Internship Learning Agreement based on the student’s objectives and the needs of the internship site.

*A satisfactory grade in CAHT 380 is a prerequisite for registering for CAHT 480 and 485.*

**CAHT 480** (9 credits): Covers the internship itself. Graded satisfactory/unsatisfactory (S/U) based on the breadth and depth of experience gained from the internship as determined by: the site supervisor, the internship objectives, intern self-evaluations and faculty supervisor observations. *A signed Internship Learning Agreement is required before the student is allowed to register for the course.*

**CAHT 485** (3 credits): The paperwork portion of the internship. The intern receives a letter grade based on internship agreement paperwork, written self-evaluations, participation in mid-internship seminar; final oral presentation, and final written report and portfolio.

*The School Secretary/s will register the students for CAHT 480 and 485 after the ILA is signed by all parties.*

*Students will receive an incomplete for CAHT 485 until the intern submits all of the required paperwork.*

**Evaluation requirements**

Evaluation of the success of the internship experience is required and the responsibility of faculty. The goal of the internship is to provide students with an educational opportunity in industry that will allow the student to accomplish the goals stated in this manual.

Students should document their successful learning of the stated goals and objectives of the internship as they complete each specific required training experience at their internship site.
Documentation should be done in a student portfolio where the educational objective is linked to a report, evaluation, or written exercise.

The intern, site supervisor and faculty supervisor will complete evaluations at agreed-upon intervals. An on-site evaluation will be completed by the faculty supervisor at the completion of approximately one-third of the internship.

**Seminars**

Interns will return to campus for a mid-internship seminar, designed to allow interns to exchange ideas and experiences with fellow interns, faculty, and other students. The faculty supervisor will review the logs, evaluations, assignments and reports and provide a mid-term evaluation/grade.

The seminar experience will also help students with their mastery of public speaking and allow the student an opportunity to evaluate the work they have done against the stated goals and objectives of the internship.
INTERNERSHIP PROGRAM TIME TABLE

Student should complete CAHT 380 at least one semester prior to internship.

Recommended sequence during the semester prior to Internship:

- Student identifies their career goals and possible internship sites.
- Student submits completed Internship Application Form to their faculty advisor, specifying their short and long-term career goals.
- Faculty advisor reviews application and verifies that the student is eligible for the internship.
- If necessary, the faculty advisor will return the application to the student for correction.
- After the faculty advisor signs the application, the application will be reviewed by the department chair and/or dean for final approval.
- The student is primarily responsible for identifying the preferred location for his/her internship site within the established guidelines. Students should obtain information concerning potential internship sites from their coordinator, faculty supervisor, the Center for Student Success or other faculty. The location selected should broaden the student’s work experience. The internship site must be approved by the faculty supervisor prior to any formal agreement. Preference will be given to established hospitality businesses demonstrating good management systems, with an existing formal management training or internship program. Ideally, the manager will have prior experience working with interns. Internship sites whose sole criterion for selection is proximity to home are not acceptable
- Potential Internship sites are approved by the faculty supervisor.
- Student identifies a list of specific learning experiences for the internship that will help achieve internship and career goals.
- Student updates resume and contacts potential supervisors.
- Visits are made to internship sites and interviews with potential supervisors take place either on campus or at the internship site. Discussions should include how the internship site will offer learning experiences that will help the student meet the objectives of the internship program as well as personal and professional goals.
- Student and faculty supervisor select internship site, contact the site supervisor and draw up a draft of the Internship Learning Agreement.
- Faculty supervisor and intern should (if possible) visit the site to review Internship Learning Agreement with the site supervisor. Modify ILA if necessary.
- If the internship is UNPAID (includes those that provide stipend and/or housing in lieu of hourly wage), an Affiliation Agreement must be signed by the site supervisor. The intern cannot start until the Certificate of Insurance is received by the site.
• Internship Learning Agreement is approved and signed by the student, faculty supervisor, and school dean.

• The Internship Learning Agreement is sent to the site supervisor for proper signatures, along with internship agreement, and if needed, the Affiliation Agreement. The signed forms are returned to campus for the signature of the authorized university representative (provost).

• Copies of the signed Internship Learning Agreement are sent to student and site supervisor.

*A signed Internship Learning Agreement is required prior to registering for and beginning the internship.*

**Internship Semester (CAHT 480)**

• Maintain a daily log with dates, times, work assignments, observations, reactions and any other information deemed pertinent by the student, faculty supervisor and site supervisor. A typed copy of this log will be presented with the final report of the internship.

• Submit periodic reports to the faculty supervisor in the number, frequency and format agreed upon by both.

• Complete additional assignments and/or specific on-site projects that may be required to complete goals and objectives listed in the Internship Learning Agreement.

• Attend the mid-internship seminar and others as required

• Site supervisor completes periodic evaluations at agreed upon intervals, and at the completion of the internship.

• Faculty supervisor makes an on-site visit (if possible) during the first five weeks of the semester.

**Internship Reporting (CAHT 485)**

• Present your final report and final evaluation **within four weeks** of internship completion.

• Submit a portfolio that documents the specific learning experience for each outcome stated in the Internship Learning Agreement.

• Use the following as a minimum framework for your **written report** - to be further developed in concert with your faculty supervisor and site supervisor.
These are the required learning outcomes for CAHT 480:

1. To identify specific products and services offered by the internship site:
   a. Describe the products and services offered at the site
   b. Evaluate service policies and procedures

2. To explain the human resource practices at the internship site:
   a. Document and critically evaluate the selection, orientation, training and development, and performance appraisal practices at the site.
   b. Describe and analyze the human resource policies and procedures including employee conduct, attendance, warnings and terminations policies
   c. Describe the supervisory culture at the site.
   d. Describe the leadership style of your supervisor(s) and its degree of alignment with the organization’s leadership culture.
   e. Assess the level of concern with ethical behavior, both personal and organizational.

3. To utilize the technology available at the internship site and to understand the reports generated:
   a. Describe the type and function of the site’s POS, Property Management or Marketing system.
   b. Describe the number and variety of data “products” (reports, recaps, etc.) the system generates. Does management make best use of them? Why/why not?
   c. Describe how information generated by the site’s computer system is used/audited by the central office.
   d. Describe any IT initiatives underway at the site (e.g. new hardware, software, systems). Why are they being undertaken?
   e. Describe the Customer Relationship Management (CRM) system in place at the site and throughout the organization.

4. To define operating procedures at the internship site:
   a. Describe and evaluate operating policies and procedures
   b. Review any standard operating procedure manuals or documents.
   c. Describe production practices, addressing any controls, standards, role of technology, etc.
   d. Evaluate safety and sanitation practices at the site, addressing compliance with federal, state and local bodies including the USDA, FDA and OSHA. Include any emergency procedures (e.g. fire, bomb threat, etc.)

5. To describe and analyze the marketing programs.
   a. Discuss the organization’s strategic marketing objectives and how those are communicated to employees
   b. Analyze the organization’s integrated marketing communications efforts. Which elements (public relations, sales, advertising, promotions, etc.) seem most important?
   c. Describe any disaster (e.g. food poisoning, on-site murder) public relations plans in place.
• **Oral presentation:**

  1. Prepare a 15-20 minute Power Point presentation. Include:
     a. A brief description of the business
     b. Your responsibilities.
     c. Your goals and objectives and how these goals and objectives were (or were not) met.
     d. Pictures and graphics to support your presentation.

  2. Be prepared to answer questions regarding your internship!

  3. *Professional dress is required!*

**No grades will be submitted to the Registrar until all assignments, reports and evaluations have been accepted by the faculty supervisor.**

**Faculty Supervisor Responsibilities:**

- Certifies prerequisites have been completed
- Oversees the development of the Internship Learning Agreement.
- Assists the intern in developing the Internship Agreement for signatures by appropriate parties
- Determines the type and number of reports and/or assignments to be required of the intern.
- Provides periodic reports of internship progress to those interested
- Makes one required on-site evaluation during the first third of the internship or designates a local evaluator if distance prohibits a visit
- Grades assignments.
- Acts as campus contact person with site supervisor.
- Reviews progress reports and evaluations submitted by intern.
- Submits final grades to coordinator for processing.
Site Supervisor Responsibilities:

As the site supervisor, you represent the cooperating business and directly supervise the intern. Consider yourself an extended member of the Cobleskill faculty! You’ll be investing a considerable amount of teaching and supervisory time with the intern, so an appreciation for experiential education is important. Like any teacher, you’ll also be doing periodic evaluations of your intern.

Following are some of your responsibilities as site supervisor. Meeting these obligations while the student and faculty supervisor meet theirs practically assures a positive experience for all involved:

- Provide input in the development of the experiences required for the student to meet their goals and objectives.

- Approve “Objectives and Activities”

- Sign the “Internship Agreement and Internship Learning Agreement” to signify that you understand and approve of the intern’s stated objectives and you’ve come to a mutual understanding of the specific job expectations at the site.

- Set salary - Set a suitable salary in cooperation with the intern.

- Allow intern to complete academic requirements - Give time for the intern to return to campus for required Internship Seminars and to meet with their faculty supervisor.

- Evaluate the intern: Assist the faculty supervisor in making the final evaluation of the student’s performance by completing and returning the evaluation forms provided. If available, also complete your company’s employee performance evaluation. Please discuss this evaluation with the intern and return to the faculty supervisor.

- A satisfactory/unsatisfactory (S/U) grading system will be used for evaluation of the student’s performance.
Bachelor Degree Internship Program

ELIGIBILITY APPLICATION

Submit this form, completed and signed, to your department chair by October 1st for Spring Internship; March 1st for Summer Internship; or May 1st for Fall Internship. Type or print clearly.

Student Name: ____________________________ Cell #: (___) _____

Campus Address: ____________________________

Home Address: ____________________________

Academic Major: ____________________________ Phone: (___) _____

Term Desired: ____________________________ Preferred Email: ____________________________

Overall GPA: ____________________________ GPA of Major Field Requirements: ____________________________

Are internship course prerequisites completed? YES [ ] NO [ ]

Have you applied to a specific site yet? YES [ ] NO [ ]

If yes, please give name: ____________________________

If no, what type are you seeking? ____________________________

What are your specific career goals, and how do you see an internship helping you achieve these goals?

Student: I have reviewed my Banner Web degree evaluation and am eligible to apply for a Bachelor Degree Internship.

Student Intern Signature: ____________________________ Date: ______________

Faculty Advisor: I have reviewed the degree evaluation with my advisee and concur that she/he has met departmental course prerequisites and all other qualifications and is, therefore, eligible to be considered for the Bachelor Degree Internship for the semester requested.

Faculty Advisor Signature: ____________________________ Date: ______________

Department Chair: I certify that the above named student has met departmental course prerequisites and all other qualifications and is, therefore, eligible to be considered for the Bachelor Degree Internship for the semester requested.

Department Chair Signature: ____________________________ Date: ______________
Bachelor Degree Internship Program
CAHT480 INTERNSHIP LEARNING AGREEMENT (ILA)
Between
__________________________    and ______________________________________
(Student)                                                                 (Business/ Agency)
Prerequisite: Internship Eligibility Application must be approved (attach copy).

This document must be completed (TYPED) by the student, signed by all parties, and returned to the academic department prior to the start date of the internship. The school secretaries enroll students in the appropriate internship course.

This agreement may be terminated for just cause by any of the persons signing this agreement, and each agrees to give a two week notice, where circumstances permit, to all other parties prior to termination.

Dates of Internship: ___________________ to ___________________.  ___ PAID ___ UNPAID*
(month/day/year)                      (month/day/year)

If this is a paid internship please indicate: hourly wage $______ or stipend* amount ______ per/_____

*NOTE: Unpaid internships and those with stipends require an Affiliation Agreement

Important Reminders:
1. The faculty supervisor or the faculty member designated to approve internships in the department from which one is seeking credit is the ONLY person who can give initial approval of an internship for academic credit.

2. To ensure proper internship credit, the Internship Learning Agreement (ILA) MUST be completed and signed by the student, faculty supervisor, and site supervisor. It is the student’s responsibility to obtain the site supervisor’s signature after the faculty supervisor’s signature has been obtained. The faculty supervisor then attaches the Eligibility Application to the ILA and returns it to the school secretary of the department granting credit. The school secretary obtains signatures from first the dean, and then the VPAA. Upon receipt of the VPAA signature, the school secretary will register the student for the internship.

3. DEADLINES for submission of Internship Learning Agreement: Dec. 1 for spring semester internship; May 1 for summer; Aug. 1 for fall semester.

NOTE: If a student secures an internship after these deadlines have passed, he/she needs to immediately contact the faculty supervisor to seek approval for the internship. If deadlines are passed, a late fee may be applied.

Internship Student Learning Outcomes CAHT480:
• To identify specific products and services offered by the internship site.
• To explain the human resource practices at the internship site.
• To utilize the technology available at the internship site and to understand the reports generated.
• To define operating procedures at the internship site.
• To describe and analyze the marketing programs.
Internship Objectives and Activities:
List objectives of the internship and specific activities to be completed. Indicate approximate amount of time to be devoted to each activity. Be as specific as possible. (The faculty supervisor will provide guidance in initial preparation of this section with input from the site supervisor.)
STUDENT INTERN

Student Name: ____________________________________________
Phone: ____________________________ Anticipated Date of Graduation: __________
Email: ____________________________
Home Address: ____________________________________________
Major: ____________________________ Degree: ____________________________
Term/year* in which you are seeking credit: ____________________________
* Term must match time period in which most or all of internship is underway.

INTERN RESPONSIBILITIES:
As a student seeking credit for an internship experience, I agree to:

• Obtain approval from my faculty supervisor or the faculty member designated to approve internships in the department granting the credit for the proposed internship and site;
• Work with my faculty supervisor to complete the Internship Learning Agreement, obtain appropriate signatures, and submit by the deadline;
• Satisfy all financial obligations for the internship including tuition and fees;
• Perform to the best of my ability those tasks assigned by my site supervisor which are related to my learning objectives and to the responsibilities of this position;
• Abide by SUNY Cobleskill Student Conduct Code and academic policies, and follow all the rules, regulations and normal requirements of the internship site;
• Complete the academic requirements outlined in this ILA under the guidance of my faculty supervisor;
• Notify the faculty and site supervisors of any changes I need to make in this agreement or of any problems that may develop during the on-the-job experience;
• Complete both the periodic and final evaluation forms in a timely manner;
• Return to campus for a final internship presentation and reporting.

Student Signature: ____________________________ Date: __________

FACULTY SUPERVISOR

(This section must be completed and signed by the faculty supervisor or designated departmental representative)

Faculty Supervisor Name: ____________________________________________
Title/Department: ____________________________________________
Primary Contact Phone: ____________________________
Office Phone: __________
Email: ____________________________
Department/Office: ____________________________________________
FACULTY SUPERVISOR RESPONSIBILITIES:

Academic Criteria: See the department’s Internship Syllabus/Course Description for specific academic requirements.

As a Faculty Internship supervisor, I agree to

- Keep in contact with the student (a minimum of 3 substantive contacts during internship) to provide guidance, support and evaluation;
- Visit the internship site (if possible) and contact the site supervisor at least four times during the semester to discuss the student’s performance (using the most appropriate means of communication);
- Assess the student’s learning based upon internship duties, a daily journal or log, communication with the site supervisor, the site supervisor’s evaluation, completed activities required by the department including specified hours at the site, and the final student paper or other assignments. Submit appropriate paperwork for final credit and grades.

Faculty Supervisor Signature: ___________________________ Date: __________

INTERNSHIP SITE SUPERVISOR

(This section must be completed and signed by the site supervisor or appropriate site representative)

SUNY Cobleskill greatly appreciates you hosting our intern. Your role is integral to the student’s internship experience and success.

Site Supervisor Name: __________________________________________________________

Business/Agency Name: _________________________________________________________

Address: _______________________________ Phone: __________________________

Title/Dept.: _______________________________ Email: __________________________

Fax: __________________________

SITE SUPERVISOR RESPONSIBILITIES:

As a site supervisor for this internship, I agree to:

- Clearly discuss the requirements of the internship with the student intern;
- Work with the student to complete on-site goals, duties and learning objectives;
- Provide ongoing supervision and feedback to the student on his/her performance;
- Communicate with the faculty supervisor and meet with him/her during the site visit;
- Complete both the periodic and final evaluation forms in a timely manner.

Site Supervisor Signature: ___________________________ Date: __________

For College Use Only:

As authorized representatives of the State University of New York, College of Agriculture & Technology at Cobleskill, I approve the above agreement between listed parties.

Dean Signature: ___________________________ Date: __________

VP for Academic Affairs Signature: ___________________________ Date: __________
Bachelor of Business Administration Degree
Internship Program

ACADEMIC REQUIREMENTS AND EVALUATIONS

This form and the Internship Learning Agreement are to be attached to the Bachelor of Business Administration Internship Learning Agreement. The complete signed set of forms (3) is to be submitted to the Intern’s Faculty Supervisor and/or coordinator prior to the start of the internship.

I. Assignments

Required assignments to be completed during the internship include a daily notebook-style log of activities, and periodic written and/or oral reports. All reports are to be submitted to the Faculty Supervisor.

A. Daily Log
   Frequency of Submissions (weekly, etc.) ________________________________
   Date of First Submission ____________________________________________

B. Mid-Internship Report & Portfolio
   Due at Mid-Internship Seminar: Date ________________________________

C. Final Internship Report & Portfolio
   Due at Final Seminar: Date ________________________________
   Report will be (check one): oral □ written □ both □
   Report will include visuals: Yes □ No □

D. Other Reports as agreed by Intern and Faculty Supervisor:
   __________________________________________________________________

I understand the academic requirements and reports that I am required to submit in fulfillment of the Internship for the Bachelor of Business Administration Degree in Technology Management.

_________________________________________ ______________________________
(Signature of Intern) Date

Approved:

_________________________________________ ____________________________
(Signature of Faculty Supervisor) Date
Bachelor Degree Internship Program
STUDENT EVALUATION FORM - PERIODIC

Student: ___________________________  Internship Site: _______________________  Date: _____________

Introduction: The purpose of this assessment is to allow you, the student intern, an opportunity to provide constructive feedback on your internship experience. We would appreciate your honest and objective comments about your internship experience. Please circle the appropriate rating using the 4 (high) to 1 (low) scale. Additional comments are invited whenever appropriate.

1. **Rate the quality of your internship experiences, to date:**
   - The match between the job description provided and the actual internship experience
   - The orientation to the job and organization
   - The site supervisor’s arrangement of a mutually agreed-upon work schedule
   - The training provided
   - The learning experience you have received from your site supervisor
   - The consistency of your internship tasks with your abilities
   - The interactions with coworkers
   - The professional and educational value of your internship


2. Explain the main duties you have performed and responsibilities you have had during this period of your internship.

3. What positive experiences can you share regarding your internship?

4. Has this internship site been a good choice for you? Explain.

5. Do you feel your internship was weak in any particular area? If so, please provide details.

6. Did you encounter any problems with your internship? Please provide details.

7. What can you do to improve the remainder of your internship? Please explain.

8. Have you had adequate contact with your faculty supervisor? Please explain.

9. Do you wish to have a meeting or conversation with your faculty supervisor in the immediate future? ☐ Yes ☐ No

_________________________  ___________________________
Student Signature                  Date

Thank you for taking the time to complete this evaluation. Please mail, email or fax form to:
State University of New York College of Agriculture and Technology, Cobleskill, NY 12043

Faculty Supervisor’s Name and Contact Info:
Email:
Fax:
Bachelor Degree Internship Program
STUDENT EVALUATION FORM - FINAL

Student: _______________________________  Internship Site: ____________________________  Date: _____________

Introduction: The purpose of this assessment is to allow the student intern to provide constructive feedback on his/her internship experience. The form should be completed by the student intern. We would appreciate honest and objective comments about the internship experience. Please circle the appropriate rating using the 1 (low) to 4 (high) scale. Additional comments are invited whenever appropriate.


A. Professional Competencies/Program Objectives

Rate the quality of the learning experience in the following areas:

1. Identification of specific products and services offered by the internship site 4 3 2 1 NA
2. Ability to explain the human resource practices at the internship site 4 3 2 1 NA
3. Utilization of the technology available at the internship site and understanding of the reports generated 4 3 2 1 NA
4. Operating procedures at the internship site 4 3 2 1 NA
5. Describing and analyzing the marketing programs 4 3 2 1 NA
6. Demonstrating the technical skills needed for successful employment in the food service industry 4 3 2 1 NA

Comments:

B. Rate the quality of:

The orientation to the job and organization 4 3 2 1 NA
The training provided. 4 3 2 1 NA
The adequacy of resources available to accomplish projects. 4 3 2 1 NA
The interactions with coworkers 4 3 2 1 NA
The job description provided 4 3 2 1 NA
The receptiveness to your contributions and opinions 4 3 2 1 NA
The regular constructive feedback from your site supervisor on your progress 4 3 2 1 NA
The learning experience received from your site supervisor 4 3 2 1 NA
The work assignments’ educational value 4 3 2 1 NA
The site supervisor’s arrangement of a mutually agreed-upon work schedule 4 3 2 1 NA
The internship experience in relation to your academic discipline and/or career goals 4 3 2 1 NA
Opportunities for you to develop problem solving abilities. 4 3 2 1 NA
The opportunities for you to work as a part of a team. 4 3 2 1 NA
The opportunities for you to better understand organizational structure and behavior. 4 3 2 1 NA

C. Were the responsibilities assigned consistent with your abilities? Yes No

If no, please explain:

D. Rank the quality of your internship experience:
E. INTERNSHIP PROGRAM EVALUATION
Answer the following with an “X” in the appropriate area. Comments are encouraged.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Uncertain</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Did you have a positive experience with the internship program?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Did your internship fulfill your expectations?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Were you able to complete your objectives and activities listed in the ILA?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Were you able to maintain an open line of communication with your site supervisor?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Do you feel you were able to maintain an open line of communication with your faculty supervisor?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Did your internship provide enough structure?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Would you recommend this internship site to other students?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Did your site supervisor provide any information or advice regarding career choices or future employment opportunities?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments:

Student Signature ___________________________ Date ______________

State University of New York College of Agriculture and Technology at Cobleskill thanks you for participating in this internship program. We appreciate the time and effort you have contributed to the success of your internship. We hope it was a positive and learning experience for you and will help you in your future career.

Thank you for taking the time to complete this evaluation. Please mail, email or fax this form to:

State University of New York College of Agriculture and Technology at Cobleskill
Cobleskill, NY 12043

Faculty Supervisor’s Name and Contact Info:
Email: ___________________________
Fax: ___________________________
Bachelor Degree Internship Program
SITE SUPERVISOR EVALUATION FORM – PERIODIC for CAHT 480

Student: ___________________________  Business/Agency: ______________________________________________

**Introduction**: The purpose of this assessment is to provide the student intern with constructive feedback on his/her internship experience. The form should be completed by the internship site supervisor or the individual who has the closest supervision of work assignments. Honest and objective comments regarding the student’s performance are appreciated. Please circle the appropriate rating using the 1 (low) to 4 (high) scale. Additional comments are invited whenever appropriate.

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Exceptional</td>
<td>Always demonstrates this ability; consistently exceeds expectations</td>
</tr>
<tr>
<td>3. Very Good</td>
<td>Consistently meets expectations; sometimes exceeds expectations</td>
</tr>
<tr>
<td>2. Satisfactory</td>
<td>Demonstrates basic competency; generally meets expectations</td>
</tr>
<tr>
<td>1. Unsatisfactory</td>
<td>Does not demonstrate competency; does not meet expectations</td>
</tr>
</tbody>
</table>

**A. Professional Competencies/Program Objectives:**

1. Able to identify specific products and services
2. Is able to explain human resource practices
3. Utilizes technology available and understands the reports generated
4. Understands operating procedures
5. Is able to describe and analyze marketing programs
6. Demonstrates the technical skills needed for successful employment in the food service industry

<table>
<thead>
<tr>
<th></th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
</tbody>
</table>

Comments:

**B. Work Habits**

1. Reports to work prepared and as scheduled
2. Exhibits a positive and professional attitude
3. Demonstrates appropriate appearance and dress
4. Shows good judgment
5. Shows initiative

<table>
<thead>
<tr>
<th></th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
</tbody>
</table>

Comments:

**B. Communication Skills**

1. Understands and follows instructions
2. Communicates ideas and concepts clearly in writing
3. Demonstrates effective verbal communication skills
4. Listens to others in an active and attentive manner
5. Asks questions as necessary to ensure proper job performance

<table>
<thead>
<tr>
<th></th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NA</td>
</tr>
</tbody>
</table>

Comments:

**C. Interpersonal Skills**
1. Relates to co-workers effectively 4 3 2 1 NA
2. Manages and resolves conflict in an effective manner 4 3 2 1 NA
3. Supports and contributes to a team atmosphere 4 3 2 1 NA
4. Expresses emotions in a manner appropriate for work 4 3 2 1 NA
5. Interacts effectively and appropriately with supervisor 4 3 2 1 NA
6. Accepts constructive criticism and suggestions 4 3 2 1 NA

Comments:

D. Professional & Career Development Skills
1. Seeks to understand personal strengths and weaknesses 4 3 2 1 NA
2. Exhibits self-motivation 4 3 2 1 NA
3. Demonstrates ability to set appropriate priorities 4 3 2 1 NA
4. Demonstrates good time management skills 4 3 2 1 NA
5. Demonstrates intellectual curiosity 4 3 2 1 NA

Comments:

E. Overall performance of this intern:
Exceptional Very Good Satisfactory Unsatisfactory

Comments:

Indicate areas where student needs to improve performance:

List activities that would enhance improvement in these areas:

I have discussed this evaluation with the intern. _____ YES _____ NO

If no, may we share this information with student? _____ YES _____ NO

Please make any suggestions or comments regarding this internship:

__________________________      Date: ____________________________
Site Supervisor’s Signature

Site Supervisor’s Name: ____________________________ Date: ____________________________

Internship Site: ____________________________ Telephone: ____________________________

Email Address: ____________________________________________

Thank you for taking the time to complete this evaluation. Please mail, email or fax form to:

Faculty Supervisor: ____________________________ Telephone: ______________ FAX: (518) 255-XXXX

Email: ______________________________________

State University of New York College of Agriculture and Technology, Cobleskill, NY 12043

If you choose to send this back electronically, please send as an attachment from your email account.
Bachelor Degree Internship Program
SITE SUPERVISOR EVALUATION FORM – FINAL

Student: ____________________  Business/Agency: _____________________________________

Introduction: The purpose of this assessment is to provide the student intern with constructive feedback on his/her internship experience. The form should be completed by the internship site supervisor or the individual who has the closest supervision of work assignments. Honest and objective comments regarding the student’s performance are appreciated. Please circle the appropriate rating using the 1 (low) to 4 (high) scale. Additional comments are invited whenever appropriate.

4. Exceptional Always demonstrates this ability; consistently exceeds expectations
3. Very Good Consistently meets; sometimes exceeds expectations
2. Satisfactory Demonstrates basic competency; generally meets expectations
1. Unsatisfactory Does not demonstrate competency; does not meet expectations

A. Professional Competencies/Program Objectives

<table>
<thead>
<tr>
<th></th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Able to identify specific products and services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Is able to explain human resource practices</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Utilizes technology available and understands the reports generated</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Understands operating procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Is able to describe and analyze marketing programs</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Demonstrates the technical skills needed for successful employment in the food service industry</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments:

B. Work Habits

<table>
<thead>
<tr>
<th></th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Reports to work prepared and as scheduled</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Exhibits a positive and professional attitude</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Demonstrates appropriate appearance and dress</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Shows good judgment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Shows initiative</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments:

C. Communication Skills

<table>
<thead>
<tr>
<th></th>
<th>4</th>
<th>3</th>
<th>2</th>
<th>1</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>Understands and follows instructions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Communicates ideas and concepts clearly in writing</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Demonstrates effective verbal communication skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Listens to others in an active and attentive manner</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Asks questions as necessary to ensure proper job performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments:
### D. Interpersonal Skills

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>7.</td>
<td>Relates to co-workers effectively</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>8.</td>
<td>Manages and resolves conflict in an effective manner</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>9.</td>
<td>Supports and contributes to a team atmosphere</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>10.</td>
<td>Controls emotions in a manner appropriate for work</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>11.</td>
<td>Interacts effectively and appropriately with supervisor</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>12.</td>
<td>Accepts constructive criticism and advice</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

Comments:

### E. Professional & Career Development Skills

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>Seeks to understand personal strengths and weaknesses</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>7.</td>
<td>Self-motivated</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>8.</td>
<td>Demonstrates ability to set appropriate priorities</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>9.</td>
<td>Demonstrates good time management skills</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>10.</td>
<td>Demonstrates intellectual curiosity</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

Comments:

### F. Overall performance of student intern:

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceptional</td>
<td>Very Good</td>
<td>Satisfactory</td>
<td>Unsatisfactory</td>
</tr>
</tbody>
</table>

Comments:

I have discussed this evaluation with the intern. _____ YES _____ NO

Comments:

If you had a position available would you consider hiring this student? _____ YES _____ NO

Were you and your intern able to follow the objectives and activities listed in the Internship Learning Agreement? _____ YES _____ NO

**INTERNSHIP PROGRAM EVALUATION**

Please answer the following with an “X” in the appropriate area. Comments are encouraged.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>Uncertain</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Did you have a positive experience with the internship program?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Would you like to participate in the internship program again?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Were you able to maintain an open line of communication with your intern’s faculty supervisor?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Did you receive adequate information regarding the program to make you an effective site supervisor?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Comments:
How would you rate the internship program? Check one.

☐ Excellent  ☐ Very Good  ☐ Average  ☐ Minimal  ☐ Unacceptable

Please make any suggestions or comments regarding the internship program.

_________________________________________  ____________________________
Site Supervisor’s Signature                  Date

State University of New York College of Agriculture and Technology at Cobleskill thanks you for participating in this internship program. We appreciate the time and effort you have contributed to its success and to the success of your intern. We hope it was a positive and learning experience for you as well as your intern.

Site Supervisor’s Name: __________________________      Date: ____________________________

Title/Position: ____________________________      Telephone: ____________________________

Mailing Address: _____________________________________________________________________________

Email Address: ________________________________________________________

Thank you for taking the time to complete this evaluation. Please mail, email or fax form to:

Faculty Supervisor: ____________________________ Telephone: ______________  FAX: (518) 255-XXXX

Email: _______________________________________

State University of New York College of Agriculture and Technology at Cobleskill, Cobleskill, NY 12043

If you choose to send this back electronically, please send as an attachment from your email account.