

Operational Internship

SAXION
HBS

Manual for company
coaches

Manual company coaches Operational Internship

Hospitality Business School



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Colophon

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Preface

Dear company coach,

We are very pleased that you wish to accompany our student in the processes and tasks within your organisation and guide the student in the process of his/her professional and personal development. We assume that you want to invest time and energy in the educational development of a future professional and that you want to contribute to the process that the student goes through.

This manual describes how the operational internship at Saxion Hospitality Business School (HBS) proceeds, what our expectations are of the parties involved and which exams your intern will deliver.

As a company coach within your company, you are not the only person who supervises the Saxion intern. Every student has also been assigned a Saxion internship coach from the Hospitality Business School. This supervising teacher is the contact person for both you and the student regarding the functioning of the student during the internship. The internship coach will contact you at the beginning of the internship to introduce himself and to discuss the way of communication between the parties.

HBS External Relations is another involved party. This department is responsible for all other activities related to organising and managing internships. The department maintains contacts with the companies and carries out a number of administrative tasks. The department can be reached by email: external.relations.hbs@saxion.nl or telephone: +31 880195458.

Thank you in advance for your contribution to the development of our student!

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Glossary

Account manager	An employee of the HBS who manages business relationships with organisations representing the hospitality industry.
Company coach	A contact person at the internship company who supervises the intern
Internship coach	A lecturer from the Hospitality Business School who supervises the trainee.
Intern	A student of the Saxion HBS during his Operational Internship. For reasons of readability, he/she is always referred to as he/him, even when it concerns she/her.
Operational Internship	A period in the HBS work field of at least 90 working days, during a minimum of 18 weeks. An intern uses this period to carry out operational tasks within the company and to take tests for the studies.
Exam	A report or product that an intern has to hand in to the internship coach. The reports or products are assessed and the intern gets feedback or a grade for it
Blackboard	A Saxion HBS information portal.

1. Introduction

Because Saxion is a University of Applied Sciences, the curriculum focuses strongly on practical education. The practical component of the study programme includes the internship in the second year of study. This instruction describes how the Operational Internship is structured and evaluated within the three study programmes of the Hospitality Business School (HBS): Facility Management (FM), Hotel Management (HM) and Tourism Management (TM).

2. Goals and structure of the internship

The purpose of the Operational Internship is threefold. The student:

- functions in the professional environment;
- applies in practice what has been learned so far;
- learns to be responsible for his own growth.

A trainee performs tasks at an operational or tactical level within an organisation under the supervision of an experienced professional. The focus is on gaining insight into practical situations and applying theoretical knowledge. Because the Operational Internship takes place early in the total study programme, the activities will generally be at an operational level. The student will take three exams and will also be assessed on his professional and personal development.

The internship is set up in such a way that the student

- gains insight into the daily procedures within the organisation, related to their studies;
- works methodically and systematically on multiple assignments;
- collects feedback and feed forward from colleagues, the company coach, relations of the internship organisation, other interns and the internship coach;
- draws conclusions based on the feedback obtained with regard to his own functioning in relation to the described assessment aspects and the self-described learning objectives.

3. How is the student prepared?

Your intern has successfully completed the propaedeutic phase of the study. He has theoretical knowledge of the industry and hospitality performance. Prior to this internship, your intern will have spoken with his study coach, an account manager and with you or someone else within your organisation. The purpose of this preparation is to enable the student to make a conscious choice for a specific internship.

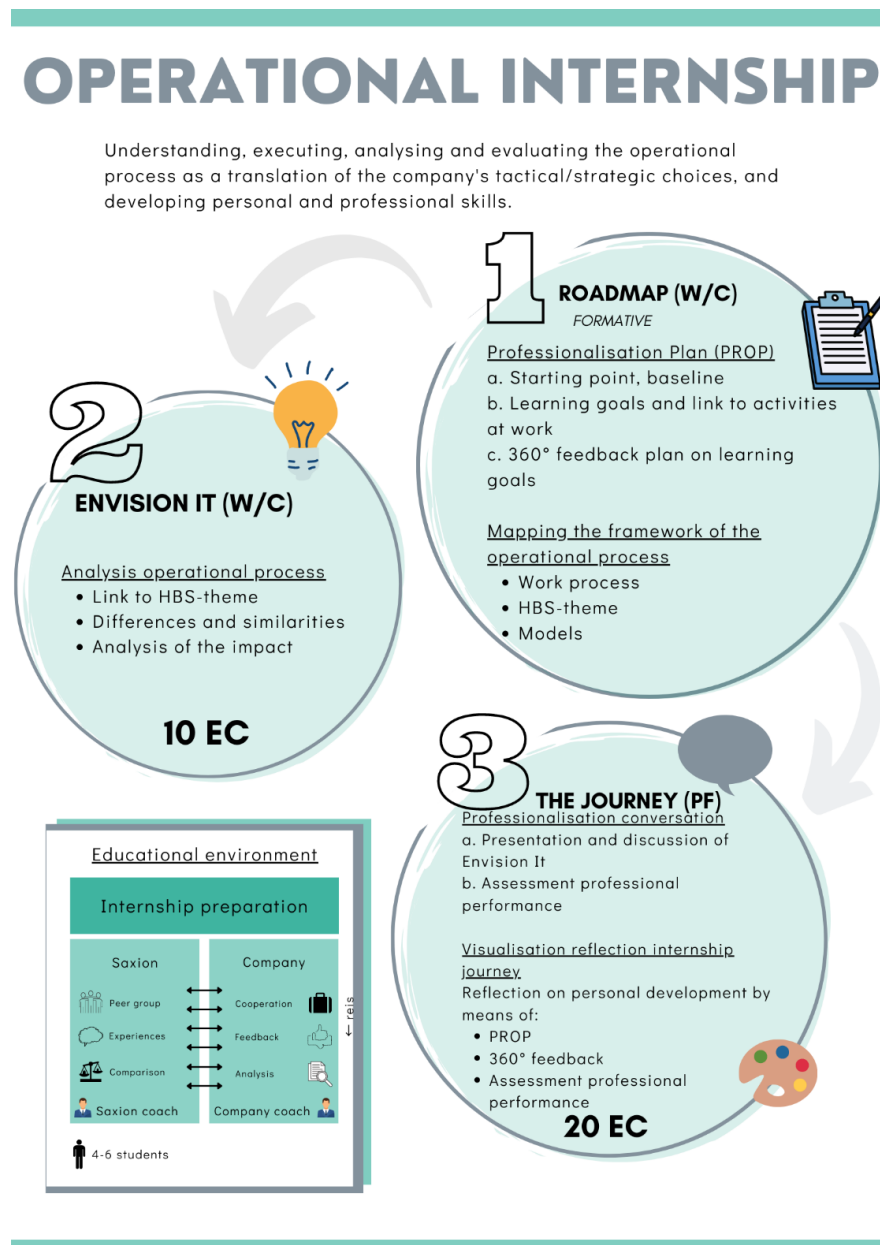
4. The contents of the exams

In addition to carrying out the internship tasks, the student must complete three exams. The first exam (The Roadmap) serves as a plan of approach for the next two exams. The student receives feedback on this from the internship coach but does not receive a grade. The second exam (Envision It) is an analysis of the possible effects of a chosen trend on a department or process within your organisation. The third exam (The Journey) consists of three components:

1. A reflection report;
2. A presentation of the developed learning goals and the findings of Envision It;
3. A final interview with you, the student and the internship coach.

Figure 4.1 shows an infographic with an overview of the three exams.

Figure 4.1: Visualisation coherence exams of the Operational Internship



5. The student and his development

At the beginning of the internship period, the student will set four learning goals, at least one personal and one professional goal. The student will discuss these learning objectives with you. It is the intention that the student actively seeks ways to develop himself and work on the learning goals in consultation with the internship company.

To stimulate this, the student participates in online peer group sessions of approximately 45 minutes that take place six times in total, possibly during working hours. It is important that the student is given space to attend these sessions. In addition, the student is expected to collect 360° feedback from various stakeholders such as you, the peer group and colleagues.

6. The role of the company coach

You make a very important contribution to the development and evaluation of the student. This is aimed at professional and personal functioning.

Your role includes guiding the student, ensuring physical and emotional safety and facilitating the learning process. As a company coach, you recognise and stimulate spontaneous learning opportunities for the student.

As a company coach:

- you offer the intern opportunities to participate in projects that stimulate the student's involvement and curiosity;
- allow the intern to take (appropriate) responsibility within the work field;
- you will give the intern development-oriented feedback and feed forward during the internship, during the progress meeting and during the final meeting with the help of the Professional Functioning form (see appendix I);
- determine the grade for the intern's functioning together with the internship coach at the end of the concluding interview.

It is important that the student has the opportunity to function independently, can develop an entrepreneurial attitude and is given time to work on his assignments.

During the internship in your company, the interns come across different situations: they see and experience different management styles, different types of work and different attitudes of people. Moreover, when an intern is doing an internship in another country, it is possible that he or she will experience a so-called "culture shock". This culture shock can have varying degrees of severity, from very mild to very severe. Although our trainees are generally prepared to deal with different situations and environments, we ask you to take this aspect into account when supervising a trainee and to provide support in dealing with these situations, if necessary, for example through advice, explanations or encouraging words.

In the form Professional Performance (see appendix I), you assess the overall functioning of the student. It was a conscious decision not to assess individual components, because these components influence each other and give a less realistic representation of reality. The form describes the minimum performance (middle column). During the progress discussion, you can indicate what the student should develop further to meet the minimum performance. You can also describe how the student exceeds the minimum performance. There is also room for general feedback and feed forward. **It is important to mention that if at the final interview there are still aspects within the minimum performance which the student does not yet meet, the exam is not passed.**

7. The role of the internship coach

From the study programme, the student is supervised by an internship coach, who is a teacher from Saxion. The specific tasks of the internship coach consist of:

- being available for questions or problems during the internship period;
- discussing the mid-term evaluation and the final evaluation with the student and with you;
- monitoring the level and scope of the tasks to be performed by the student;
- assessing Envision It and The Journey, the latter together with you;
- supervising the peer group.

There are a number of fixed contact moments between the internship coach and the programme.

- Before week two of the internship, the student will schedule an appointment with you and the internship coach in MS-Teams, where the internship coach can introduce himself and where the details of the internship can be discussed;
- Halfway through the internship period a progress meeting is held. At this meeting the focus is on discussing the tasks of the intern, including your mid-term evaluation;
- The final meeting takes place at the end of the internship. This time, the entire internship period will be discussed and professional functioning will be assessed. This will take place in MS-Teams.

Of course, you can always contact the internship coach if you have any questions or would like to have an interview sooner. When the internship takes place in the Netherlands, the teacher may come on an internship visit, depending on the situation.

8. Practical matters

Below are some practical matters, the list does not pretend to be exhaustive.

8.1 Identity document

The student is obliged to present a valid identity document to the internship company.

8.2 Illness and absenteeism

In case of illness of the student during the internship period, he should contact you immediately. In case of long-term illness and/or repeated reporting of illness, the internship coach must also be informed. The student is expected to do at least 90 days of actual internship work. The days of illness are noted in the daily schedule, but in principle do not count as days worked. The daily schedule can be found in appendix II.

8.3 Days off during the internship

In general, an intern is not entitled to days off (e.g. a week's holiday) unless the student has discussed this in advance and it has been included in the internship agreement. Extra days off must always be compensated so that the minimum requirement of 90 internship days is met.

8.4 Medical examination

If necessary, a student must cooperate with a medical examination if it is relevant for the company offering the internship.

8.5 Confidentiality

The student will treat all matters he comes into contact with during the internship as confidential.

8.6 What to do in case of an emergency?

If the student is involved in an emergency situation, he must contact the Saxion internship coach or the account manager as soon as possible. If they cannot be reached (by telephone), the HBS front office can be contacted during office hours (tel. 088-0195458, e-mail: hbsfrontoffice@saxion.nl). In weekends and on holidays, the HBS emergency number can be called (tel. 06-45592645). This emergency number can be reached 24 hours a day.

All questions related to the formalities of staying abroad and the completion of the study programme in general can be answered by the HBS front office, email: hbsfrontoffice@saxion.nl.

If the student cannot make contact himself, would you please help him?

Appendices

Appendix I: Form Professional Performance

Table I.1: Rubrics The Journey – Professional Performance

Name student	
Student number	
Assessor (internship coach)	
Assessor (company coach)	
Academic year	
Date	
Signature	
Performance	The student develops hospitable and professional behaviour towards guests/customers, colleagues and other stakeholders, from a learning attitude by actively reflecting.
<p>Assessment Instruction: <i>In the form Professional Performance you assess the overall functioning of the student. It was a conscious decision not to assess individual components, because these components influence each other and give a less realistic representation of reality. The form describes the minimum performance (see below). Give answers to the questions about professional performance of the student, but do not give a definite grade yet. During the final interview you will define the final grade for the exam The Journey together with the internship coach of Saxion. This form consists of 2 pages.</i></p>	
<p>This is the (minimum) required performance? The student behaves in a hospitable and professional manner towards guests/customers, colleagues and other involved parties. This is expressed in appropriate and goal-oriented communication. Furthermore, the student is able to cooperate effectively as well as carry out tasks independently.</p> <p>The student takes responsibility for his/her own development, which is demonstrated by, among other things, a learning attitude.</p>	
Which elements of professional performance should the student develop further to comply with the minimum level of the above-stated required performance?	

<p>What would you advise the student to do to achieve the minimal required performance?</p>	
<p>Which elements of the student's performance exceed minimal required performance? Based on what can these conclusions be made? Give examples.</p>	
<p>What is the general impression of the professional performance of the student during the internship?</p>	

Appendix II: Day sheet Operational Internship

This form must be handed in to the internship coach as part of The Journey at the end of the Operational Internship. It is a compulsory part of the report.

Name student						
Internship company						
Internship coach						
Company coach						
Internship period						Total amount of days worked:

In the boxes below, write the day and month you worked. Enter 'Z' for days when you were sick and 'V' for absences for other reasons and explain why on the next page.

Mo	Tu	We	Th	Fr	Sa	Su

Mo	Tu	We	Th	Fr	Sa	Su

Mo	Tu	We	Th	Fr	Sa	Su

Mo	Tu	We	Th	Fr	Sa	Su

Mo	Tu	We	Th	Fr	Sa	Su

Mo	Tu	We	Th	Fr	Sa	Su

Mo	Tu	We	Th	Fr	Sa	Su

Mo	Tu	We	Th	Fr	Sa	Su

.....
Signature student

.....
Signature company coach