

Internship Learning Agreement Approval Guide

Ask yourself the questions below prior to submitting.

Introduction

- Does it state the name of the internship site (name of the company)?
- Are the rotations and hours for each listed in a bulleted list?
- Are the rotations listed distinct from each other?
- Do the hours match the internship format? (Paid = 200 vs. Unpaid = 90 to 120)
- Are the rotations at least a minimum of 15 hours each?
- Do the dates match the program dates? (see internship packet for exact dates)

Department Overview

Do the overviews provide information specific to these departments (include department functions, number of employees, types of activities/projects)?

Program Components (Training and Tasks)

- Is there a bulleted list of training and tasks for each department? Minimum 3 - 4 bullet points per department required.
- Does each bullet address something different?
- Are the bullets robust enough to justify rotations?
- Is it clear how you are being trained to complete the tasks?
- A clear training bullet will include a “how” (shadow/observe/attend a meeting or training/etc.), “who” (job title of who will teach you the task – do not use individual’s names), and “what” (what task you will learn).

INEFFECTIVE EXAMPLE

Learn about reports generated in the office.

EFFECTIVE EXAMPLE

Shadow Hotel Accounting Clerks to gain an understanding of the reports run through the office including *Revenue Per Available Room, Daily Occupancy Report, Pool Services Income Statement, and Spa & Salon Income Statement.*

Learning Outcomes

- Is there a bulleted list of learning outcomes for each department? Minimum of 3-4 outcomes suggested per department. Learning outcomes are meant to show what you plan to gain from the experience.

INEFFECTIVE EXAMPLE

Learn more about accounting.

EFFECTIVE EXAMPLE

Be able to apply knowledge gained in accounting classes to real-world operations.

General

- Is the document proofread with no grammatical or spelling errors?
- Does the learning agreement make logical sense?

Required Format Sample

Internship agreement must follow a bullet-point proposal format as shown below.

Internship Learning Agreement
Bobby Garcia
Fall 2019

I am seeking an unpaid internship with The Buddy Rocket Hotel & Casino in Las Vegas, NV. The Buddy Rocket is a three-star property with 1,000 guest rooms, a 10,000 square feet casino, two casual service restaurants, spa & salon, and pool.

I will be interning 9 to 10 hours per week from August 29 to November 4 (90 hours total) in the following departments:

- Revenue Management = 45 Hours
- Hotel Accounting = 15 Hours
- Food and Beverage Cost Control = 15 Hours
- Casino Accounting = 15 Hours

Revenue Management

The Revenue Management department optimizes revenue through channel management and performance/pricing analysis. The department has 10 employees including one Director.

Training

- Participate in a four-hour Excel course to learn software basics.
- Shadow Analysts to gain an understanding of web booking engine platforms and data analysis.
- Review 2015 Annual Revenue Report with emphasis placed on the channel distribution systems, property room sale platforms, and web booking engines that drive positive results.
- Shadow the Director of Revenue to learn about the daily tasks that contribute to overall management goals outlined in the 2015 Annual Revenue Report.
- Attend one of the weekly strategy meetings to observe employee interactions, pricing strategy in action, and results delivery.

Learning Outcomes

- Acquire basic skills in Excel and data analysis.
- Understand the different aspects of revenue management.
- Gain awareness of revenue management terminology and reporting procedures.

Hotel Accounting

Hotel Accounting performs audits and reconciles hotel revenue centers including rooms, spa & salon, and pool retail. The department has 5 employees including one Controller (supervisor).

- Interview/shadow the Controller to learn strategies to manage hotel finances.
- Shadow Hotel Accounting Clerks to gain an understanding of the reports run through the office including *Revenue Per Available Room*, *Daily Occupancy Report*, *Pool Services Income Statement*, and *Spa & Salon Income Statement*.
- Through observation, learn the basic input procedures for processing accounts payables and accounts receivables.

Learning Outcomes

- Apply knowledge gained in accounting classes to real-world operations.
- Gain familiarity with various accounting reports specific to hotel operations.
- Understand basic procedures for accounts payable and accounts receivable.

Food and Beverage Cost Control

The Food and Beverage Cost Control departments include Warehouse, Inventory Control, and Purchasing, and F&B Cost Accounting. I am spending a half-day in each area to gain a general overview of functions.

Training

- Shadow a Warehouse Attendant in his/her daily functions (receiving, input, and storage) focusing on quality control, input of received goods, and storage within the Warehouse.
- Interview the Purchasing Manager to learn the different aspects of the Purchasing Department.
- Sit-in on a purchasing negotiation meeting with a prospective vendor.
- Shadow an Inventory Control Count Clerk as he/she completes a manual inventory of warehouse goods. Learn through observation, the steps to reconcile inventory discrepancies.
- Learn through observation the process of costing out food and beverage items and making restaurant outlet pricing recommendations.

Learning Outcomes

- Gain an understanding of how the Food and Beverage Cost Control departments work together to order, receive, and cost out restaurant food, beverages, and supplies.
- Apply knowledge gained in Purchasing and Food and Beverage Cost Control classes to real-world operations.
- Become familiar with checks and balances of the departments to reduce loss of income through theft.

Casino Accounting

Casino Accounting performs audits and reconciles revenue for the gaming elements of the property including Table Games, Poker, Race & Sports, and Slots. The department has 10 employees including one Controller (supervisor).

Training

- Interview/shadow the Controller to learn strategies to manage casino revenue.
- Shadow Casino Accounting Clerks to gain an understanding of the reports generated per gaming area (Table Games, Poker, Race & Sports, and Slots).
- Through observation, learn the flow process from revenue generated on the casino floor (Pit Clerk/Casino Cage), reconciliation (Count Room), and reporting/audit/gaming compliance (Casino Accounting).
- Review Gaming Control Board regulations for casino revenue.

Learning Outcomes

- Gain an understanding of the flow of the money from casino floor to accounting.
- Acquire knowledge of gaming regulations.
- Become familiar with casino controls in place such as the management of casino chip inventories.