

# FIRST HRA INTERNSHIP

## HRA 420 – Professional Experience in Service Management - Hospitality

This class fulfills the requirement for the first internship toward a degree in Service Management with a concentration in Hotel & Tourism Management or Restaurant & Food Service Management.

### Requirements

- The student is responsible for arranging the internship and approving it in advance with the Internship Coordinator. You are required to work a minimum of 400 hours. Please provide your supervisor's name and all contact information.
- Upon approval, the Internship Coordinator will mail a cover letter along with all required training and evaluation forms to your employer. You are responsible to return all forms by fax or mail on a timely basis.
- This class is six credits. Please remember to register, pay applicable fees, and turn in all assignments within the timeframe of the University semester.
- The student is required to have Student Professional Liability Insurance issued by UT. This costs approximately \$25 per year, and does not apply to the operation of motor vehicles. The coverage is for one full year from 6/1-5/31. A check made out to UT with your social security number needs to be submitted to: Jean Turner, Claxton 334-C (4-6281 [jturner1@utk.edu](mailto:jturner1@utk.edu)).
- If all assignments and reports are not submitted by the end of the University semester, a grade of "I" will be issued. You will have one year to have the "I" removed, or it will be changed to a grade of "N/C."

### Assignments

- Property Report: The student will complete a final property report detailing their experiences. This report is to follow the format specified, and needs to be a minimum of ten pages long. In addition, please include appropriate support material (menus, promotional material, diagrams and drawings, etc.)
- Interviews: The student will complete two interviews with hospitality business other than their employer. These reports are to follow the format specified, and they need to be a minimum of three pages each.
- Internship Reports: Please make sure and submit all internship reports throughout the semester on a timely basis. Do not turn them all in at the end of the semester. You are responsible for getting these forms submitted -- not your employer.

### Tips for a Successful Field Experience

- Know what is expected of you, and what's not expected of you.
- Ask for a supervisor/mentor that you can go to with any questions.
- Ask questions. Ask a lot of questions.
- Be humble – the person working next to you may have been doing this job for 20 years.
- Be friendly.
- Don't be afraid to talk, but also spend lots of time listening.
- Work hard and absorb as much as you can.
- Try not to judge other employees.
- Offer to do special projects and follow-through on them.
- Balance your work life with things that you enjoy
- Give it your best shot!

**HRA Internship Coordinator:** Dean Aaser; The University of Tennessee; 111-E Jessie Harris Building;  
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[daaser1@utk.edu](mailto:daaser1@utk.edu)