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| **A.INTERNSHIP REPORT IN A HOTEL** (Sample) |

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| **INTRODUCTION** **(**Internship Period and Organization) |

I began my internship program on 7th July, 2008 with/ at Squash Hotel.

The internship was to last for three (3) months from\_\_\_\_\_\_ to \_\_\_\_\_\_.

This was my first gain experience in the hospitality industry.

Squash Hotel is located at/in Fort-de-France.

I was working in front desk department as a receptionist. Miss Auriol who was my supervisor also was my instructor in this internship program. She handled/supervized all of my various tasks and job operations in front desk department.

1. **Internship Motivation**

I have always had an interest in catering/ hospitality/tourism

I was always told that the hospitality industry is vast, dynamic and growing rapidly.

The market is constantly evolving, opening up many new kinds of job opportunities.

Hospitality is not only hotels, resorts and restaurants.  It is also cruise lines, conference centers, wellness centers and spas, airlines and sports facilities management.

You can **aim** **to** be a general manager at a top hotel, but you can also choose to specialize in hospitality-related marketing, finance and accounting, event management, or human resources.

As I was deciding to choose **.......** I felt the internship would give me a unique opportunity to experience life in hotel operations and managements. It is an excellent way to build on the knowledge and skills gained during the internship. The internship will provide me with a chance to put theory into practice and to gain "hands-on" experience

2. **The Job Operations in Internship Organization**

During three month period at the hotel, I worked at the front desk department

-to learn about the major task and reservation system.

After an initial orientation session and brief introductions with all hotel departments and staffs, I was thrust into my major venture, which was handling phone lines within the hotel, including incoming/outgoing phone calls in the front desk.

 During my venture as front desk personnel, I was exposed to other tasks, such as/

- preparing room for arriving guests,

opening phone lines for room guests,

encoding room keys,

checking in/out process also taking reservation room by phone calls.

The preparation of room was the most difficult task. I had a difficult time preparing room when I first started, but with determination I excelled

The next part of my task was opening phone lines. This was the easiest task because...

Furthermore, the checking in/out process was another easier task ...

The hotel uses the **Macros/Fidelio** system that is very simple to understand and easy to apply. Besides checking the guests in via database, I had to request for their credit card and further explaining the hotel breakfast time, amenities and services.

Similarly, the checking out process was trouble-free and convenient as all I had to do was inquire about the mini-bar in their rooms before collecting payment when the guest checking out.

Last part of my task which was taking reservation room by phone calls was really the most difficult part.

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| **Conclusion** (Learning benefits in Internship) |

I can say that I benefited from this internship program

Foremost, I believe this internship period has significantly altered my perception of hotel operation and management. I was working in hotel operations in the front desk department.

They are the face of the hotel that should always maintain a professional level of courtesy and hence makes them important to the hotel’s success.

Professional front desk personnel must be have a good knowledge, skills and abilities.

They must have excellent communication skills, basic reading and math skills, knowledge of using an adding machine and cash register. They must be able to answer questions concerning the Hotel.

 First, to me it was a chance to handle work on various tasks (opening phone lines, encoding room keys, using an adding machine and cash register) in hotel operations.

 I wasn’t familiar with **Macros/Fidelio** system then but now I can use it with ease.

Career-wise, the internship program undoubtedly enriched my curriculum vitae (CV).

The internship program gave me a chance not only to work with Squash Hotel but also a chance to learn from the best environmental experts the world of Hotel could probably provide.

Working with people from different parts of the world was a rare chance. Therefore to me this was another opportunity to make friends and share ideas.

I can state that my internship at Highness Hotel was a rewarding experience and provided me with some new perspectives that I did not come across during my studies at the college.

I also have to stress that my colleagues at Squash Hotel contributed greatly to making my stay there a very enjoyable one.

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| **B-INTERNSHIP REPORT IN RESTAURANT** |

See example at : <http://wenku.baidu.com/view/57d21b6a25c52cc58bd6beb6.html>