

INNkeeper Internship Program

Student Performance Register

Contents

Message from the Dean	Page 3
Student Detail	Page 4
Organization Detail	Page 5
Instructions	Page 6
Supervisor's Assessment	Page 7
Student's Self Assessment	Page 8
Certification by Organization	Page 9
Performance Summary	Page 10

Message from the Dean

The rapid globalization of our planet, affordable international travel and information literally at our fingertips, has stimulated hitherto unprecedented global travel, with a commensurate increase in the demand for lodging and hospitality services.

With an ever increasing number of property developers entering the lodging and hospitality market in search of better returns, hotel management companies proliferate. Today, more than ever, there is an insatiable demand for trained and effective hospitality and lodging management staff.

The lodging and hospitality industry is arguably one of the most complex of industries to manage. It demands “knowledge workers” with multifaceted skills, dedicated to the delivery of excellent customer service in a fast business environment that never sleeps.

Today's lodging and hospitality industry demands delivery of skilled staff from the business education environment.

The INNkeeper Internship Program is specifically designed to meet this challenge by delivering students with a holistic view of lodging and hospitality management, equipped with the practical skills necessary to make them immediate contributors to the industry.

The INNkeeper Internship Program is designed to provide students with:

- Exposure to the actual workplace environment, giving them a realistic perspective of hospitality service delivery.
- Practical day to day experience in executing hospitality business processes, giving them competency in their roles.
- Opportunity to use their initiative and resourcefulness in solving the problems that accompany daily hospitality service delivery.

INNkeeper Internship Program graduates are top academic performers, experienced in hospitality service delivery skills – they come highly recommended by their internship organizations.

Student Personal Detail	
Family / Surname:	
First Name:	
Given Name:	
Date of Birth:	
ID/Passport Number:	
Home Address street	
Home Address suburb	
Home Address city	
Home Address country	
Home Telephone:	
Mobile Telephone:	
Email Address:	

Next of Kin Detail	
Title, Name & Surname:	
Relationship to student:	
Home Address:	
Home Address:	
Telephone number:	
Mobile number:	
Email address:	

Course detail	
Student Reference:	
Commencement Date:	
Completion Date:	

Organization Detail	
Organization Name:	
Organization Address street	
Organization Address suburb	
Organization Address city	
Organization Address country:	
Organization Telephone:	
Organization Facsimile:	

Organization Contact	
Contact Person Name:	
Contact Person Designation:	
Contact Person Telephone:	
Contact Person Mobile:	
Contact Person Email:	

Available Training Departments	
Front Office and Reception	
Housekeeping and Rooms	
Reservations and Rates	
Accounts Receivable	
Accounts Payable	
General Ledger & Cashbooks	
Food and Beverage Control	
Stock Procurement and Control	

Instructions

1. General

- 1.1 This Performance Register is a critical component of the IIP and is used to record all activities during the period of internship at this organization.
- 1.2 This Performance Register must be submitted to the institution on completion of the internship.
- 1.3 Certification will not be issued if this Performance Register is lost, or if the student fails to meet the criteria for successful completion.
- 1.4 The Dean of the Institution must endorse the completion of the internship program.

2. Instructions to IIP Supervisor

The organization's IIP Supervisor is required to:

- 2.1. review the students performance in respect of each work / training area.
- 2.2. assess the students work attitude and skill proficiency by completing the supervisor's review in the performance register.
- 2.3. verify the supervisors review by completing and signing the supervisor's verification at the bottom of each review.
- 2.4. Complete and sign the internship program certification at the end of the program.

3. Instructions to Student

This student is required to:

- 3.1. complete the personal particulars section, and all the appropriate sections.
- 3.2. hand the IIP Performance Register to the Internship Organisation's HR department, or to the IIP Supervisor for safe keeping. The Performance Register is a critical part of the internship program and loss of it may adversely affect the students certification.
- 3.3. record their training experience in the Training Schedule. And have the entries verified by the IIP Supervisor .
- 3.4. submit this Performance Register to the institutions designated officer for inspection as and when requested to do so.
- 3.5. complete the Performance Register Summary at the end of the internship.
- 3.6. hand the fully completed performance register to the the institutions designated officer.

Supervisor Assessment

Review:	No.	From: dd/MMM/yyyy	To: dd/MMM/yyyy
Training Area:			
Department:			

Assessment of Work Attitude (RatingScale 1 - 5 : 5=Always 1= Rarely)		Rate
1. Courtesy	Is the student courteous to guests, colleagues and peers?	
2. Punctuality	Does the student report on time for duty shifts and meetings?	
3. Reliability	Does the student perform duties up to expectation?	
4. Quality	Is the student's work neat and accurate?	
5. Attitude	Is the student eager and willing to learn?	
6. Teamwork	Is the student willing and available to assist colleagues?	
Comments:		

Assessment of Skills Proficiency (RatingScale 1 - 5 : 5=Always 1= Rarely)		Rate
1. Speed	Does the student complete assigned work on time?	
2. Accuracy	Does the student perform tasks as instructed?	
3. Safety	Does the student observe safety rules & security measures?	
4. Demeanor	Does the student perform duties gracefully under pressure?	
5. Initiative	Does the student work with minimal supervision and coaching?	
6. Efficiency	Does the student minimise wastage of materials and time?	
Comments:		

Supervisor's Verification:

dd/MMM/yyyy	Name	Signature
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Student Self Assessment

Review:	No.	From: dd/MMM/yyyy	To: dd/MMM/yyyy
Training Area:			
Department:			

Assessment of Work Attitude (Rating Scale 1 - 5 : 5=Always 1= Rarely)		Rate
1. Courtesy	Am I courteous to guests, colleagues and peers?	
2. Punctuality	Do I report on time for duty shifts and meetings?	
3. Reliability	Do I perform duties up to expectation?	
4. Quality	Is my work neat and accurate?	
5. Attitude	Am I eager and willing to learn?	
6. Teamwork	Am I willing and available to assist colleagues?	
Comments:		

Assessment of Skills Proficiency (Rating Scale 1 - 5 : 5=Always 1= Rarely)		Rate
1. Speed	Do I complete assigned work on time?	
2. Accuracy	Do I perform tasks as instructed?	
3. Safety	Do I observe relevant safety rules and security measures?	
4. Demeanor	Do I perform duties gracefully under pressure?	
5. Initiative	Do I work with minimal supervision and coaching?	
6. Efficiency	Do I minimize wastage of materials and time?	
Comments:		

Student's Verification:

dd/MMM/yyyy	Name	Signature
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INNkeeper Internship Certification

presented by

<enter organization name>

I hereby certify that

<enter student's full name>

has fulfilled the requirements of the
INNkeeper Internship Program
as required by

<enter institution name>

Signature
Name
Designation
Date

Performance Summary

Reviews:	Qty:	From: dd/MMM/yyyy	To: dd/MMM/yyyy
Departments:	1. 2. 3.		

Assessment of Work Attitude (Rating Scale 1 - 5 : 5=Always 1= Rarely)		Org.	Stu.
1. Courtesy	Is the student courteous to guests, colleagues and peers?		
2. Punctuality	Does the student report on time for duty shifts and meetings?		
3. Reliability	Does the student perform duties up to expectation?		
4. Quality	Is the student's work neat and accurate?		
5. Attitude	Is the student eager and willing to learn?		
6. Teamwork	Is the student willing and available to assist colleagues?		
Comments:			

Assessment of Skills Proficiency (Rating Scale 1 - 5 : 5=Always 1= Rarely)		Org.	Stu.
1. Speed	Does the student complete assigned work on time?		
2. Accuracy	Does the student perform tasks as instructed?		
3. Safety	Does the student observe safety rules & security measures?		
4. Demeanor	Does the student perform duties gracefully under pressure?		
5. Initiative	Does the student work with minimal supervision and coaching?		
6. Efficiency	Does the student minimize wastage of materials and time?		
Comments:			

Institution Confirmation:

dd/MMM/yyyy	Name	Signature
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