



College of Tourism and Hospitality
Tourism and Hospitality Department
University of Tabuk

Student Internship Manual

2024

Contents

1. Welcome and Introduction

- Message from the College
- Mission, Vision, and Values

2. Internship Program Overview

- Purpose and Objectives
- Duration
- Internship Structure and Supervision

1. Welcome and Introduction

- Message from the College

Dear Intern,

On behalf of the College of Tourism and Hospitality (CTH), University of Tabuk, we warmly welcome you as a valued member of our student internship course. We believe the internship provides a valuable opportunity for students to gain practical experience, enhance their skills, and apply their academic knowledge in real-world settings.

At the CTH, we are committed to preparing our students for successful careers in the Tourism and Hospitality industries. Our internship course aims to bridge the gap between classroom learning and professional practice, allowing you to develop the necessary skills and competencies to excel in your chosen field in the Tourism and Hospitality industries.

Throughout your internship, you will have the chance to work alongside experienced professionals, engage in meaningful tasks, and contribute to the success of our industry partners. We encourage you to make the most of this opportunity by embracing new challenges, seeking mentorship, and actively participating in the learning experiences that lie ahead.

- Mission, Vision, and Values

College Mission

Reflect excellent education by offering world-standard programs, enhancing scientific research, engaging with the community, and increasing employability.

College Vision

To be globally recognized for creating leaders in tourism and hospitality from local and diverse backgrounds through experiential learning methods, stakeholders' engagement, impactful research, and social responsibility to contribute to the economic growth of the Kingdom of Saudi Arabia.

College Values

- 1. Excellence:** We are committed to excellence in education, research, and industry partnerships, setting high standards for ourselves and our students.
- 2. Integrity:** We uphold the highest ethical standards, fostering honesty, transparency, and fairness in all our endeavors.
- 3. Professionalism:** We instill professionalism in our students, emphasizing punctuality, respect, and a strong work ethic.
- 4. Diversity and Inclusion:** We celebrate diversity and value inclusivity, fostering an environment that respects and appreciates individuals from all backgrounds.
- 5. Sustainability:** We promote sustainable practices and responsible tourism, recognizing the importance of preserving our natural and cultural heritage for future generations.
- 6. Collaboration:** We foster a collaborative and supportive community, encouraging teamwork, cooperation, and knowledge sharing among students, faculty, and industry partners.
- 7. Innovation:** Encouraging creativity, innovation, and adaptability to drive positive change and growth in the industry.
- 8. Efficiency:** Striving for efficiency in operations, academic programs, and student support services to optimize resources and enhance overall effectiveness.
- 9. Community Impact:** Engaging with local communities through service-learning initiatives, sustainable practices, and collaborative projects that positively impact the social, cultural, and economic well-being of the community.
- 10. Self-Learning:** Fostering a culture of self-directed learning, personal growth, and continuous improvement among students, faculty, and staff to cultivate lifelong learners in the tourism and hospitality industry.
- 11. Engagement:** Promoting active engagement among students, faculty, staff, and industry partners through meaningful interactions, collaborative projects, and experiential learning opportunities that foster a sense of belonging and shared purpose.

As an intern at the CTH, you are expected to embody and uphold these core values throughout your internship experience. We believe that by adhering to these values, you will not only contribute to your personal growth but also make a positive impact on the tourism and hospitality industry. By joining our internship course, you have the opportunity to immerse yourself in a dynamic and vibrant industry, gain practical skills, and develop a strong foundation for your future career. We are excited to have you as part of our community and look forward to supporting you on your journey to success.

2. Internship Program Overview

2.1. Purpose and Objectives

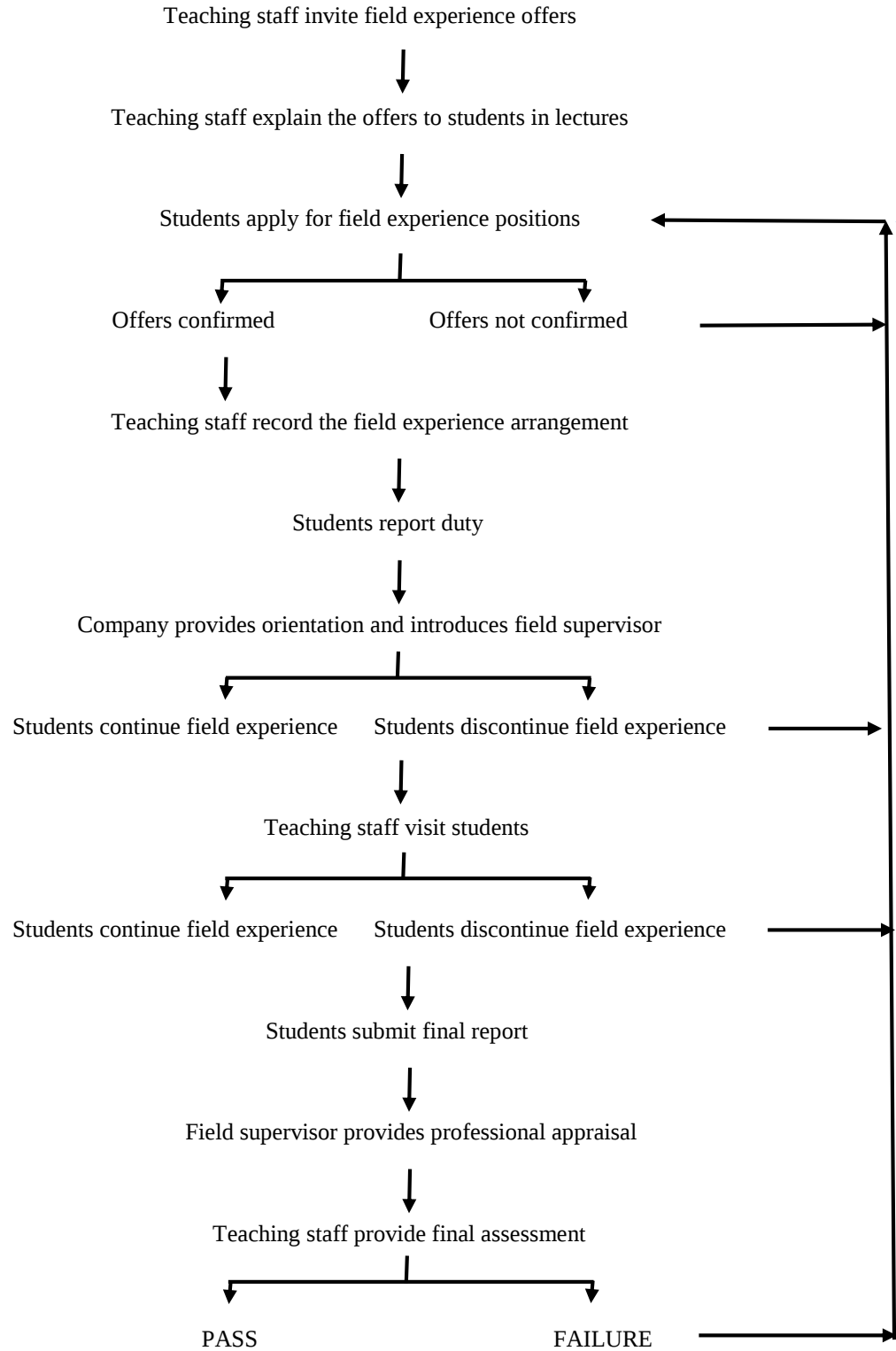
Purpose

The CTH internship course offers students a valuable opportunity to apply their academic knowledge, skills, and values in real-world settings within the tourism and hospitality industry. The course aims to bridge the gap between classroom/lab learning and professional practice, enabling students to gain practical experience, develop industry-specific skills, and enhance their understanding of the field.

Objectives

1. **Hands-on Experience:** The internship course aims to provide students with practical insights into the tourism and hospitality industry through active participation in day-to-day operations, projects, and tasks.
2. **Skill Development:** The course focuses on developing essential skills for success in tourism and hospitality. Students will be able to enhance their communication, problem-solving, teamwork, adaptability, and customer service skills through real-world scenarios.
3. **Industry Exposure:** The internship aims to expose students to various sectors within the tourism and hospitality industry, providing a comprehensive understanding of different departments such as front office, food and beverage, event management, and hotel operations.
4. **Professional Networking:** The course encourages students to build professional networks within the industry through interactions with industry professionals, mentors, and fellow interns for future career development.
5. **Career Exploration:** The internship course helps students explore potential career paths within the tourism and hospitality industry by gaining exposure to different roles and responsibilities.
6. **Personal and Professional Growth:** The course aims to foster personal and professional growth among students through reflection, feedback, and self-assessment.

2.2. Internship Stages



3 - Internship Structure and Supervision

3.1. Duration

The internship duration is 16 weeks after students successfully complete all program courses. The exact number of working hours will be determined based on industry practices. Typically, the norm is seven hours per day, 35 hours per week, and 560 hours over 16 weeks.

3.2. Internship Phases

The internship program consists of different phases to ensure a structured and progressive learning experience. These phases include:

1. Orientation:

At the beginning of your internship, you will participate in an orientation session where you will receive an overview of the course, its objectives, and the expectations from both the college and the host organization. You will also receive any necessary training or instructions related to workplace safety, confidentiality, and protocols.

2. Work Assignments:

During this phase, you will be assigned to specific departments or projects within the host organization. You will work under the guidance and supervision of industry professionals, applying your academic knowledge and developing practical skills.

3. Evaluation and Feedback:

Regular evaluations and feedback sessions will be conducted throughout your internship to assess your progress, provide guidance, and address any areas for improvement. These evaluations may involve self-assessment, supervisor feedback, and performance discussions.

4. Final Presentation and Report:

Towards the end of your internship, you may be required to prepare a final presentation and report summarizing your internship experience, highlighting your achievements, and reflecting on your learning outcomes.

5. Supervision and Mentorship

Throughout your internship, you will have access to guidance and support from both the college and the host organization. The supervision and mentorship process include:

- Academic Supervisor: A designated faculty member from the CTH will serve as your academic supervisor. They will provide guidance, monitor your progress, and be available for consultation throughout your internship.

- Host Organization Supervisor: The host organization will assign a supervisor or mentor who will oversee your work, provide day-to-day guidance, and evaluate your performance. They will serve as a valuable resource for industry-related questions, professional development, and feedback.

- Regular Check-ins: Regular check-in meetings with your academic supervisor and host organization supervisor will be scheduled to discuss your progress, address any challenges, and provide guidance. It is essential to maintain open and professional communication with your supervisors and mentors throughout your internship. They are there to support you, provide feedback, and help you maximize your learning experience. Remember, your internship is an opportunity to learn, grow, and contribute to the host organization. Take initiative, seek feedback, and actively engage in the learning process to make the most of your internship experience.

4. Roles and Responsibilities

4.1. Intern Roles and Expectations

A. Intern Roles

As an intern at the CTH, you are expected to fulfill the following roles during your internship:

- 1. Learner:** Approach your internship as a learning opportunity to gain practical experience, industry insights, and professional skills in the tourism and hospitality industries.
- 2. Contributor:** Contribute to the host organization by actively participating in tasks, projects, and initiatives assigned to you, demonstrating your commitment, enthusiasm, and willingness to learn.
- 3. Professionalism:** Conduct yourself professionally at all times, adhering to the organization's policies, dress code, and ethical standards. Demonstrate respect, integrity, and a positive attitude in your interactions with colleagues, supervisors, and customers.
- 4. Team Member:** Collaborate effectively with team members within the host organization, supporting their efforts, communicating openly, and actively engaging in team activities to achieve shared goals.
- 5. Representative:** Serve as a representative of the CTH, upholding the college's reputation and values through your conduct, work ethic, and commitment to excellence.

B. Expectations

During your internship, you are expected to meet the following expectations:

- 1. Attendance and Punctuality:** Arrive on time for your scheduled work hours, meetings, and events. Notify your supervisor in advance if you are unable to attend due to unforeseen circumstances.
- 3. Adaptability:** Be open to new experiences, challenges, and learning opportunities. Demonstrate flexibility and adaptability in adjusting to the dynamic nature of the tourism and hospitality industry.
- 4. Communication:** Practice effective communication skills by expressing your ideas clearly, listening attentively to instructions and feedback, and seeking clarification when needed.
- 5. Professional Development:** Engage in self-reflection, seek feedback from supervisors and mentors, and actively participate in professional development opportunities to enhance your skills and knowledge in the field.

4.2. Supervisor and Mentor Roles

A. Supervisor Roles

The host organization supervisor plays a crucial role in supporting and guiding interns during their internship experience. The supervisor's roles include:

- 1. Guidance and Support:** Provide interns with guidance, support, and direction throughout their internship, helping them navigate the challenges and opportunities within the host organization.
- 2. Setting Expectations:** Clearly outline the internship objectives, tasks, and performance expectations to ensure interns understand their responsibilities and the desired internship outcomes.
- 3. Feedback and Evaluation:** Offer regular feedback on interns' performance, assignments, and professional development. Conduct formal evaluations to assess progress and provide constructive feedback for improvement.
- 4. Professional Development:** Facilitate opportunities for interns to enhance their skills, knowledge, and competencies through training, workshops, and experiential learning activities.
- 5. Conflict Resolution:** Address any conflicts or issues that may arise during the internship, providing a supportive and constructive environment for resolving challenges and promoting growth.

B. Mentor Roles

Mentors at the CTH serve as experienced industry professionals who offer guidance, wisdom, and support to interns as they navigate their internship experience. The mentor's roles include:

- 1. Industry Insights:** Share industry insights, trends, and best practices with interns to broaden their understanding of the tourism and hospitality sector and prepare them for future career opportunities.
- 2. Professional Networking:** Introduce interns to valuable professional networks, industry contacts, and opportunities for career development within the tourism and hospitality field.
- 3. Career Guidance:** Provide career advice, mentorship, and coaching to help interns identify their strengths, interests, and career goals within the industry.
- 4. Role Model:** Serve as a role model for interns by demonstrating professionalism, integrity, and a strong work ethic in your interactions and work within the organization.
- 5. Support and Encouragement:** Offer support, encouragement, and motivation to interns as they navigate challenges, set goals, and strive for personal and professional growth during their internship.
- 6. Feedback and Evaluation:** Conduct formal evaluations to assess progress and provide constructive feedback for improvement.

5. Policies and Procedures

5.1. Attendance and Punctuality

1. Attendance Expectations

Interns at the CTH are expected to adhere to the following attendance guidelines:

1. **Regular Attendance:** Interns must attend all scheduled work hours, meetings, training sessions, and other program-related activities unless prior arrangements have been made with their supervisor.
2. **Timeliness:** Interns should arrive on time for their scheduled work hours and appointments. Punctuality is essential to demonstrate professionalism and respect for the host organization and colleagues.
3. **Notification of Absences:** In the event of illness or unforeseen circumstances that prevent attendance, interns must notify their supervisor and designated contact person as soon as possible. Proper communication is critical to managing absences effectively.
4. **Documentation:** In accordance with the host organization's policies, interns may be required to provide documentation for any absences, such as a doctor's note for medical reasons.

2. Punctuality Expectations

Interns are expected to maintain a high level of punctuality throughout their internship:

1. **Time Management:** Interns should manage their time effectively to ensure they arrive on time for work, meetings, and other scheduled activities. Planning ahead and accounting for potential delays can help maintain punctuality.
2. **Respect for Others:** Punctuality demonstrates respect for colleagues, supervisors, and clients by showing that you value their time and contributions to the organization.
3. **Professionalism:** Being punctual is a fundamental aspect of professionalism in the workplace. It reflects positively on your work ethic, reliability, and commitment to your responsibilities.

3. Consequences of Poor Attendance and Punctuality

Failure to adhere to the attendance and punctuality expectations may result in the following consequences:

1. **Verbal Warning:** Interns may receive a verbal warning from their supervisor for repeated instances of tardiness or unexcused absences.
2. **Written Warning:** Continued issues with attendance and punctuality may lead to a written warning outlining the concerns and expectations for improvement.

3. Probation or Dismissal: Persistent violations of the attendance and punctuality policy may result in probation or dismissal from the internship course, jeopardizing the completion of academic requirements and professional references.

5.2. Dress Code and Appearance

A. Dress Code Guidelines

Interns at the College of Tourism and Hospitality are expected to adhere to the following dress code guidelines during their internship:

1. Professional Attire: Interns should dress in professional attire that is suitable for the workplace environment and industry standards. This may include business casual or formal wear, depending on the specific requirements of the host organization.
2. Neat and Clean Appearance: Interns are expected to maintain a neat and clean appearance at all times. Clothing should be well-fitted, clean, and in good condition, reflecting a professional image.
3. Appropriate Clothing: Clothing choices should be appropriate for a professional setting, avoiding overly casual or revealing attire. Interns should consider the cultural norms and expectations of the host organization when selecting their outfits.
4. Footwear: Closed-toe shoes are typically preferred in many workplace environments for safety and professionalism. Sandals, flip-flops, and sneakers may not be appropriate unless specified otherwise by the host organization.

B. Personal Grooming

In addition to the dress code guidelines, interns are expected to maintain good personal grooming habits:

1. Hygiene: Interns should practice good personal hygiene by regularly bathing, grooming, and using deodorant. Maintaining cleanliness and a fresh appearance is essential in a professional setting.
2. Hair and Facial Hair: Hair should be clean, neatly styled, and kept away from the face. Facial hair should be well-groomed and trimmed, adhering to the host organization's grooming standards.
3. Jewelry and Accessories: Jewelry and accessories should be tasteful and minimal to avoid distractions in the workplace. Excessive accessories or jewelry may not be suitable for a professional environment.

C. Special Events and Occasions

During special events or occasions, interns may be required to adhere to specific dress code requirements specified by the host organization. This may include formal attire for galas, business suits for conferences, or themed attire for industry-related events.

D. Enforcement of Dress Code

Supervisors and mentors are responsible for enforcing the dress code policy within the host organization. Interns who do not comply with the dress code guidelines may be reminded of the expectations and asked to adjust their attire appropriately.

By following the dress code and appearance guidelines, interns can present themselves professionally, make a positive impression within the workplace, and contribute to a professional atmosphere conducive to learning and growth.

5.3. Confidentiality and Data Protection

A. Confidentiality Guidelines

Interns at the CTH must adhere to strict confidentiality guidelines to protect sensitive information related to the host organization, clients, and colleagues. The following principles apply:

1. **Confidential Information:** Interns must maintain the confidentiality of all proprietary information, trade secrets, customer data, and other sensitive information they may encounter during their internship.
2. **Non-Disclosure:** Interns are prohibited from disclosing confidential information to external parties or unauthorized individuals, both during and after their internship period.
3. **Data Security:** Interns should take necessary precautions to ensure the security and integrity of their data, including electronic files, physical documents, and any other forms of sensitive information.
4. **Access Control:** Interns should only access confidential information on a need-to-know basis and with explicit authorization from their supervisor or designated personnel.

B. Data Protection Compliance

In addition to maintaining confidentiality, interns must comply with data protection regulations and best practices to safeguard personal data and ensure privacy rights are upheld. Key considerations include:

1. **GDPR Compliance:** Interns must adhere to the General Data Protection Regulation (GDPR) and other relevant data protection laws when handling personal data of individuals, both within the European Union and internationally.
2. **Data Handling Procedures:** Interns should follow established data handling procedures, including secure storage, encryption, and limited access to personal data to prevent unauthorized disclosure or misuse.

3. **Consent and Transparency:** Interns should obtain necessary consent when collecting personal data, clearly communicate the purposes of data processing, and respect individuals' rights to access, rectify, or delete their personal information.
4. **Data Breach Reporting:** Interns must promptly report any suspected data breaches or security incidents to their supervisor or the designated data protection officer to mitigate risks and comply with breach notification requirements.

C. Confidentiality Agreement

Before commencing their internship, interns may be required to sign a confidentiality agreement outlining their responsibilities regarding protecting confidential information and data security. By signing this agreement, interns acknowledge their commitment to upholding confidentiality and data protection standards throughout their internship.

D. Consequences of Breach

Failure to comply with confidentiality and data protection guidelines may result in disciplinary action, including termination of the internship, legal consequences, and reputational damage to both the intern and the host organization. Interns need to understand the importance of confidentiality and data protection in maintaining trust and integrity within the workplace.

5.4. Workplace Safety and Emergency Procedures

A. Workplace Safety Guidelines

Ensuring a safe work environment is a top priority for interns at the host organization. Interns are expected to adhere to the following workplace safety guidelines:

1. **Safety Training:** Interns will receive safety training upon starting their internship to familiarize themselves with emergency procedures, hazard identification, and safety protocols specific to the host organization.
2. **Hazard Reporting:** Interns should promptly report any safety hazards, potential risks, or unsafe conditions to their supervisor or the designated safety officer to prevent accidents and injuries in the workplace.
3. **Personal Protective Equipment (PPE):** Interns must use appropriate personal protective equipment, such as gloves, safety goggles, or aprons, when performing tasks that may pose a risk to their health or safety.
4. **Emergency Exits:** Interns should be aware of the location of emergency exits, evacuation routes, and assembly points in the event of a fire, natural disaster, or other emergencies.

B. Emergency Procedures

Interns are required to follow established emergency procedures in the event of an emergency situation:

- 1. Fire Safety:** Interns should familiarize themselves with fire evacuation procedures, fire alarm locations, and the proper operation of fire extinguishers. In case of a fire, interns should evacuate the building immediately and follow evacuation protocols.
- 2. Medical Emergencies:** In the event of a medical emergency, interns should notify their supervisor or designated first aid responder. Basic first aid training may be provided to interns to address minor injuries or health incidents.
- 3. Natural Disasters:** Interns should be prepared to respond to natural disasters such as earthquakes, floods, or severe weather conditions based on the host organization's emergency response plans.
- 4. Emergency Contacts:** Interns should have access to emergency contact information for local emergency services, medical facilities, and key personnel within the host organization.

C. Safety Equipment and Procedures

Interns should familiarize themselves with the following safety equipment and procedures within the workplace:

- 1. First Aid Kits:** Interns should know the location of first aid kits and how to use basic first aid supplies in case of injuries or medical emergencies.
- 2. Emergency Contacts:** Interns should have access to a list of emergency contacts, including supervisors, designated safety officers, and local emergency services.
- 3. Safety Drills:** Periodic safety drills may be conducted to ensure interns are prepared to respond effectively to emergencies and evacuate the premises in a timely and orderly manner.

D. Reporting Incidents

Interns should report any workplace accidents, injuries, or near misses to their supervisor immediately. Incident reporting is crucial for investigating the root causes of incidents and implementing preventive measures to enhance workplace safety.

5.5. Code of Conduct and Professionalism

A. Professional Behavior

Interns at the CTH are expected to exhibit professional behavior and uphold high standards of conduct throughout their internship. The following guidelines define the expected code of conduct and professionalism:

1. **Respect:** Interns should treat all individuals with respect, regardless of their position, background, or beliefs. Respectful communication, behavior, and interactions are essential in creating a positive work environment.
2. **Integrity:** Interns are expected to demonstrate honesty, integrity, and ethical behavior in all aspects of their work. Upholding high ethical standards is crucial for maintaining trust and credibility within the workplace.
3. **Confidentiality:** Interns must safeguard confidential information and respect the privacy of colleagues, clients, and the host organization. Maintaining confidentiality is essential for protecting sensitive information and upholding professional standards.
4. **Professionalism:** Interns should dress appropriately, communicate effectively, and conduct themselves professionally at all times. Professionalism includes punctuality, reliability, accountability, and a positive attitude in the workplace.

B. Communication

Effective communication is key to success in the workplace. Interns should adhere to the following communication guidelines:

1. **Clear and Concise Communication:** Interns should communicate clearly and concisely in verbal, written, and digital interactions to ensure understanding and avoid misunderstandings.
2. **Active Listening:** Interns should practice active listening by paying attention, asking clarifying questions, and responding thoughtfully to improve communication and foster productive relationships.
3. **Professional Tone:** Interns should maintain a professional tone in all forms of communication, including emails, phone calls, and meetings. Respectful and courteous language is essential in professional interactions.

C. Conflict Resolution

In the event of conflicts or disagreements in the workplace, interns should approach conflict resolution with professionalism and maturity:

1. **Open Communication:** Interns should address conflicts directly with the individuals involved, seeking to understand different perspectives and work towards mutually beneficial solutions.
2. **Mediation:** If needed, interns can seek guidance from their supervisor or a designated mediator to facilitate constructive dialogue and resolve conflicts in a fair and respectful manner.
3. **Professionalism:** Regardless of the situation, interns should maintain professionalism and uphold the values of respect, integrity, and collaboration when resolving conflicts in the workplace.

D. Compliance with Policies

Interns are required to comply with all policies and procedures outlined in the internship handbook, as well as any additional guidelines provided by the host organization. Failure to adhere to these policies may result in disciplinary action, including termination of the internship.

5.6. Use of Company Resources (Equipment, Tools etc.)

A. Resource Management

Interns at the host organization are entrusted with the responsible use of company resources, including equipment, tools, facilities, and technology. It is essential to adhere to the following guidelines when utilizing company resources:

- 1. Authorized Use:** Interns should only use company resources for work-related tasks assigned by their supervisor or authorized personnel. Personal use of company resources is generally prohibited unless explicitly permitted.
- 2. Care and Maintenance:** Interns are responsible for the proper care and maintenance of company resources entrusted to them. This includes handling equipment and tools with care, storing them appropriately, and reporting any malfunctions or damages promptly.
- 3. Return of Resources:** At the end of the internship or when requested by the supervisor, interns must return all company resources, including equipment, tools, keys, and access cards. Failure to return resources may result in disciplinary action or financial liabilities.

B. Technology and Information Systems

When using company technology and information systems, interns are expected to adhere to the following guidelines:

- 1. Data Security:** Interns should protect company data and information by following established data security protocols, including password protection, data encryption, and secure data transmission practices.
- 2. Software Usage:** Interns should only install authorized software and applications on company devices. Unauthorized software installations may compromise system security and violate licensing agreements.
- 3. Internet Usage:** Internet access on company devices should be used for work-related purposes. Visiting inappropriate websites, downloading unauthorized content, or engaging in activities that compromise network security is strictly prohibited.

C. Equipment Safety

Interns should prioritize safety when using company equipment and tools:

- 1. Training:** Interns should receive proper training on the safe operation of equipment and tools before use. If uncertain about how to use a particular tool or equipment, interns should seek guidance from their supervisor.
- 2. Protective Gear:** Interns must use appropriate personal protective equipment (PPE) when operating machinery or handling hazardous materials to prevent accidents and injuries.
- 3. Reporting Issues:** Interns should report any equipment malfunctions, safety hazards, or concerns about tools to their supervisor immediately to prevent accidents and ensure a safe work environment.

D. Compliance and Accountability

Interns are accountable for their use of company resources and expected to comply with all policies and procedures related to resource management. Violations of these guidelines may result in disciplinary action, including termination of the internship.

6. Communication Channels

6.1. Email and Phone Communication

Our interns can use the below email and phone contacts for communications and submission of your reports and presentations.

Email: **CTH@ut.edu.sa**

Phone Number: +966 144565556

6.3. Virtual Meeting Platforms

A. Importance of Virtual Meetings

In the CTH internship course, virtual meetings play a significant role in facilitating collaboration, communication, and knowledge sharing among interns, supervisors, and other stakeholders. Virtual meeting platforms provide a means for connecting remotely and conducting discussions, presentations, and training sessions effectively.

B. Recommended Virtual Meeting Platforms

1. **Blackboard:** Blackboard is a popular learning management system used by many educational institutions for online courses, virtual classrooms, and content management.
2. **Zoom:** Zoom is a widely used platform for virtual meetings, webinars, and online collaboration. It offers features such as video conferencing, screen sharing, and recording capabilities.
3. **Microsoft Teams:** Microsoft Teams includes a virtual meeting feature that enables video calls, screen sharing, and chat functionalities within a unified platform for seamless collaboration.

C. Best Practices for Virtual Meetings

Interns are encouraged to follow these best practices when participating in virtual meetings within the College of Tourism and Hospitality internship program:

1. **Preparation:** Familiarize yourself with the virtual meeting platform in advance to ensure a smooth experience during the meeting. Test your audio, video, and internet connection beforehand.
2. **Engagement:** Actively participate in virtual meetings by sharing insights, asking questions, and contributing to discussions. Utilize features like chat and reactions to engage with other participants.
3. **Professionalism:** Dress appropriately and choose a quiet, well-lit environment for virtual meetings to maintain a professional appearance. Minimize distractions and background noise to ensure clear communication.
4. **Respect:** Be mindful of others' time and contributions during virtual meetings. Allow all participants to share their thoughts and opinions, and follow the meeting agenda to stay on track.
5. **Follow-Up:** After the meeting, follow up on action items, tasks, or decisions discussed to ensure accountability and progress. Share meeting notes or summaries with relevant stakeholders as needed.

6.4. Reporting Lines and Escalation Procedures at the CTH

Interns at the College of Tourism and Hospitality are expected to adhere to a clear reporting structure to ensure effective communication, accountability, and supervision throughout their internship experience. Understanding the reporting lines helps interns know whom to contact for guidance, feedback, and support.

In cases where interns encounter challenges, conflicts, or urgent issues that require escalation beyond their immediate supervisor, the following escalation procedures should be followed:

- 1. Inform Immediate Supervisor (Mentor):** Interns should first inform their immediate supervisor about the issue and seek guidance on how to proceed. The supervisor may be able to provide solutions or escalate the matter further if necessary.
- 2. Document Concerns:** Interns should document the details of the issue, including the date, time, individuals involved, and any relevant information that can help in effectively addressing the concern.
- 3. Escalate to Department Head:** If the issue remains unresolved or requires higher-level intervention, interns can escalate the matter to the department head, outlining the problem and steps taken to address it thus far.

Email: **a.elshazly@ut.edu.sa**

Phone: **+966 144565573**

- 4. Escalate to College Management:** In cases involving serious concerns, ethical dilemmas, or conflicts that cannot be resolved within the department, interns may seek mediation and support from the human resources department.

Email: **CTH@ut.edu.sa**

Phone Number: **+966 144565556**

7. Course Learning Outcomes and Evaluation

7.1. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	PLOs	Teaching Strategies	Assessment Methods
1.0	Knowledge and understanding			
1.1	Understand the organization, management structure, and operations in hotels/ tourism and food and beverage companies related to the program	K1	- Company orientation	- Onsite Evaluation - Final Presentation
1.2	Integrate a broad range of knowledge for working in hotels/ tourism and food and beverage companies related to the program	K3	- Lectures - Field experience	- Participation in lectures - Onsite Evaluation - Final Presentation
2.0	Skills			
2.1	Demonstrate creativity and strategic thinking in accomplishing different tasks in the company	S1	- Field experience - Coaching by field supervisor	- Final report - Professional appraisal
2.2	Execute practical skills to carry out complex tasks required for the delivery of high quality customer experience	S3	- Field experience - Coaching by field supervisor	- Final report - Professional appraisal
2.3	Communicate effectively with customers and other stakeholders in the company	S4	- Field experience - Coaching by field supervisor	- Final report - Professional appraisal
3.0	Values, autonomy, and responsibility			
3.1	Support high professional and ethical standards	V1	- Lectures - Field experience and reflection	-Participation in lectures - Final report - Professional appraisal
3.2	Demonstrate team work and time management skills	V3	- Field experience and reflection	-Final report -Professional appraisal

7.2. Students Assessment Activities (KPIs)

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Participation in Lecture 1 (Introduction to Work-Integrated Education; field experience offers; how to apply for the field experience, etc.)	Before field experience	5%
2.	Participation in Lecture 2 (Rules and regulations; consultation arrangement; assessment, etc.)	Beginning of field experience	5%
3.	Onsite Evaluation	During the field experience period	10%
4.	Final report (Reflecting upon learning outcomes 1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.2) by students	Due last week of field experience	30%
5.	Final Presentation	Due last week of field experience	10%
6.	Professional appraisal by field supervisor	Two weeks upon completion of field experience	40%
Total			100%

7.2.1 Student Internship Presentation Rubric

Presentation time must be within 10 – 15 Minutes. The presentation will be assessed according to the following rubric:

Criteria	Excellent (2)	Good (1.5)	Fair (1)	Needs Improvement (0.5)	Inadequate (0)	Results
Content	- Presentation is comprehensive, detailed, and effectively covers all key aspects of the internship experience.	- Presentation includes relevant information about the internship with some depth and detail.	- Presentation contains basic information about the internship but lacks depth or detail.	- Presentation lacks key details and does not effectively convey the internship experience.	- Presentation is unclear and lacks relevant information about the internship.	Total of 10 marks
Structure	- Presentation is well-organized, with a clear introduction, main points, and conclusion.	- Presentation has a logical structure with an introduction, main points, and conclusion.	- Presentation is somewhat organized but may lack a clear structure.	- Presentation lacks structure and coherence, making it difficult to follow.	- Presentation is disorganized and lacks a coherent structure.	
Delivery	- Student speaks confidently, maintains eye contact, and engages the audience effectively.	- Student speaks clearly, maintains good eye contact, and demonstrates some audience engagement.	- Student speaks with some hesitancy, limited eye contact, and minimal audience engagement.	- Student appears nervous, lacks eye contact, and struggles to engage the audience.	- Student is unprepared, lacks confidence, and fails to engage the audience.	
Visual Aids	- Visual aids are used effectively to enhance the presentation and are visually appealing.	- Visual aids are used appropriately to support the content of the presentation.	- Visual aids are used but may not significantly contribute to the presentation.	- Visual aids are minimal or irrelevant to the content of the presentation.	- Visual aids are absent or detract from the presentation.	
Professionalism	- Student demonstrates a high level of professionalism in attire, demeanor, and presentation skills.	- Student presents themselves in a professional manner but may have minor lapses in professionalism.	- Student's professionalism is adequate but lacks consistency in presentation.	- Student demonstrates unprofessional behavior or attire during the presentation.	- Student exhibits unprofessional behavior and attire throughout the presentation.	

8. Distribution of Responsibilities for Field Experience Activities

Activity	Department or College	Teaching Staff	Student	Training Organization	Field Supervisor
Selection of a field experience site	Yes	Yes			
Selection of supervisory staff				Yes	
Provision of the required equipment				Yes	
Provision of learning resources				Yes	Yes
Ensuring the safety of the site				Yes	Yes
Commuting to and from the field experience site			Yes		
Provision of support and guidance	Yes	Yes		Yes	Yes
Implementation of training activities (duties, reports, projects,				Yes	Yes
Follow up on student training activities		Yes			
Adjusting attendance and leave		Yes			Yes
Assessment of learning outcomes		Yes	Yes		
Evaluating the quality of field experience		Yes	Yes		
Completion of professional appraisal				Yes	Yes
Paying stipends to students				Yes	
Accomplishing tasks professionally and looking after personal safety and wellbeing			Yes		
Completing final presentation and final report, and reporting to College any issue arising in the field experience on a timely basis			Yes		
Visiting students in their field experience locations		Yes			