

Course Details: BHM, Semester VII & VIII

S.N.	Subject		Credits	
1	INT 396	Internship VII Semester	6	
2	INT 397	Internship VIII Semester	6	
	Total Credits		12	



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BHM VII & VIII Semester: Internship Evaluation

A. Mid-term Internship Report (100 Marks) 10-15 pages

1. Title Page
2. Letter of Approval
3. Organizational Profile
 - i. Introduction of the Organization
 - ii. Location
 - iii. Type of Organization
 - iv. Working Department
 - v. Team of the Working Department
4. Initial Work Experience
5. Observational Learning
6. Challenges
7. Conclusion and Recommendation

Appendix: Student's Log Book and Supervisor's Internship Evaluation

B. Student/Intern's Log Book (40 Marks)

C. Supervisor's Internship Evaluation Form (20 Marks)

D. Viva -voce (40 Marks)

Internship Criteria: Students should work as Intern Trainee especially from lodging/food/beverages industries, resorts, casino, in-flight, event managing in national and international properties/industries. Students can work in single department or multiple departments of the hotels/industries/organizations and to fulfill the gap of the international internship, in case of delay and early end up in the international internship placement and transfer, students should work in the domestic local industries. Finally, viva-voce is conducted in physical/virtual mode for final evaluation.



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BHM Internship Supervisor's Evaluation Form

Name of the Student:..... **Name of the Organization:**.....

Date: Fromto..... **Department:**.....

Please tick (✓) the appropriate box.

S.N	Evaluation Criteria	Unsatisfactory (10 Mark)	Satisfactory (20 Mark)	Good (30 Marks)	Very Good (40 Marks)	Excellent (50 Marks)
1.	Grooming					
2.	Punctuality					
3.	Confidence					
4.	Alertness and Responsibility					
5.	Team Work					
6.	Job Knowledge, Skills and Performance					
7.	Interest, Attitude and Discipline					
8.	Social and communication skills					

Evaluated by:.....

Signature:.....

Job Title:.....

Supervisor's Remarks:.....

Hotel Seal:

To be Filled by College

Total Score:.....

Total Score (In words):.....

College Authority (Signature).....

.....
College Stamp



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BHM Internship Student's Log Book

Name of Student:.....**Hotel:**.....

Duration: From**To**.....

Date:	From To.....	Dept./Area of Activities	Responsibilities
1 st Week			
2 nd Week			
3 rd Week			
4 th Week			
5 th Week			

Signature:..... **Signature:**.....

Name of Student:..... **Name of Supervisor:**.....

Supervisors Job Title:.....



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Internship Report Format for Bachelor in Hotel Management

- I. COVER PAGE / TITLE PAGE
- II. CERTIFICATE (INTERN COMPLETION CERTIFICATE / WORK EXPERIENCE CERTIFICATE)
- III. DECLARATION
- IV. LETTER OF APPROVAL
- V. ACKNOWLEDGEMENTS
- VI. ABBREVIATIONS
- VII. TABLE OF CONTENTS
- VIII. LIST OF TABLES
- IX. LIST OF FIGURES
- X. EXECUTIVE SUMMARY (SUMMARY OF THE INTERNSHIP REPORT)

CHAPTER ONE: INTRODUCTION

- Background of Internship
- Objective of Internship
- Methodology (Organization selection, placement, duration, activities)

CHAPTER TWO: ORGANIZATIONAL PROFILE

- Introduction: Location, Type of Organization
- Organization's Vision, Mission, Objectives and Core Values
- Organization Structure
- Major Market and Customers
- Products and Services
- Quality Maintenance Practices
- Field of Expertise of the Industry
- Record of Company: Good practices /delivery/Public fame /award/certificate/CSR

CHAPTER THREE: INTERNSHIP EXPERIENCIAL LEARNING (ACTIVITIES PERFORMED)

- Hospitality and Tourism Related Job Responsibilities in the Organization
- Working Culture and Standard Operating Procedure in Hotel XYZ



- Work related ethics, manner and behavior in the Hotel/Organization XYZ
- Methods and Approach Adopted/Practiced by the Hotel (related with work)
- Performance Delivery of the Hospitality Organization (Quantitative / Qualitative)
- Challenges (differentiate between personal and professional / institutional)
- Adopted Measures to Tackle Challenges in the Related Field of Hotel Management
- Introduction of the Working Department: Housekeeping, Bar, Kitchen, Service, Marketing
- Knowledge and Skills Learned During Internship
- Special Events During Internship (challenges and rewards)
- Intern's Key Observation
- Problems Encountered and Solving Measures
- Benefits of the Internship
- Acknowledgement or Special Reward Received
- SWOT Analysis of the Working Industry

CHAPTER FOUR: CONCLUSION AND RECOMMENDATIONS

- Key Learning
- Conclusion
- Recommendations (to others students, college and internship organization)

REFERENCE (FOLLOW APA FORMAT)

APPENDICES

- Weekly/Monthly report
- Location map
- Time sheet/Attendance/Logbook
- Duty photos
- Award/Certification/Recognition





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BHM VII/VIII Viva - Voce Sheet

PU Exam Roll Number:

Date:

Intern's Name:

This viva-voce sheet is designed for individual assessment of BHM VII/VIII semester students by faculty members/examiners to rate their Knowledge, Skills and achievements related to internship.
(Note: Use black pen only.)

COMPETENCY AREA	Weightage	Mark	Specific comments or Observations
HOSPITALITY PERSONALITY (<i>Personal Characteristics, Attitude, Grooming, Eye contact, Assertive, Achievement oriented, Responsibility, Co-operative, Ability to learn</i>)	8		
HOSPITALITY KNOWLEDGE (<i>Job Knowledge, Accomplishments skills, Openness to learning</i>)	8		
ATTITUDE AND MOTIVATION (<i>Dedication and goal orientation</i>)	8		
COMMUNICATION (<i>Persuasive, Fluent, Meaningful, Expressive, Organized</i>)	8		
CAREER ADVANCEMENT AND AWARENESS (<i>Awareness of self and Realistic appraisal of self, Awareness of career goal, Dress up, Body Language</i>)	8		
Total Mark	40		

Marks Obtained in Words: _____

Examined by: _____ Signature: _____

