



澳門城市大學
Universidade da Cidade de Macau
City University of Macau

City University of Macau
FACULTY OF INTERNATIONAL TOURISM AND
MANAGEMENT



INTERNSHIP HANDBOOK

2023-2024

Introduction

The Internship Program of Faculty of International of Tourism and Management of City University of Macau was launched in September 2011. It is a compulsory subject for students studying for the bachelor's degree in International Tourism and Hotel Management Programme and an elective subject for students studying for the master's degree in International Hospitality and Tourism Management..

Through this program, students will have the opportunity to understand the actual working conditions and needs of the industry, and improve their work skills and professional standards. The faculty is committed to providing students with opportunities and related support to improve their employability skills and build their own abilities.

What is internship?

Under the guidance of this internship manual, we are looking for internship units that can provide students with internship positions lasting 4 to 6 months and not less than 800 hours (no more than 8 hours of working time per working day). The internship period can be flexibly changed according to the student's situation and the needs of the internship unit.

Internships should be for the purpose of student learning and self-development rather than filling job vacancies. City University of Macau Internship Program provides detailed guidance, relevant information, and suggestions on internships between internship units, students, and universities. All parties must respect this internship program.

Internship Objectives

Internship objectives and purposes:

- Gain basic knowledge of the organization and administration of the various types of tourism and hospitality entities.
- Through practice and application, observe and compare the application knowledge of theory in actual operation.
- Reinforce and expand upon an understanding of a variety programming and leadership techniques and their theoretical backgrounds.
- Develop leadership and skills in the creative use of community resources for a more meaningful tourism program.

Roles and Responsibilities

Information below will be provided as a guidance of relevant roles, responsibilities, and expectations:

Involved organizations should:

- On the basis of mutual benefit, the internship unit provides students with internship opportunities so that the interns can gain relevant work experience.
- Provide interesting and challenging internship projects suitable for interns, and provide details of the internship plan: including time, date, location and specific internship plan information.
- Do not provide interns with any additional and inappropriate benefits (except for allowances stipulated in the contract), including gifts and other improper remuneration.
- Provide on-the-job training for interns to ensure that interns understand the rules and regulations of relevant positions.
- Ensure that interns receive health and safety training before implementation of the

internship program.

- Ensure that the intern is insured with an insurance company when the internship program begins.
- The internship unit should understand that the internship program is an opportunity to help interns learn and develop by engaging in work.
- The internship unit should provide an internship supervisor or mentor to be responsible for and guide the interns to clarify the learning purposes and goals of the internship.
- Provide University staff with access to intern placements where appropriate.
- Ensure that the University is kept informed of any potential issues that the intern may encounter.
- At the end of the internship, a detailed intern evaluation form will be provided (see attachment 2).
- Provide detailed progress of the internship plan.
- Responsible for the internship expenses related to interns, such as transportation expenses and meals, etc.

• **Interns:**

- After the internship is confirmed, the intern should not end the internship early at will, otherwise it will affect the internship score and may lead to delayed graduation.
- Interns should understand that an internship is a process of learning through work-based learning and making an active contribution under the guidance of an internship supervisor or mentor.
- Interns should represent the fine traditions of the faculty and should perform professionally during the internship.
- University staff should be promptly notified of any questions or changes to contact information.
- At the end of the internship, complete and submit the Student Self-Evaluation form.

• **Faculty of International Tourism and Management, City University of Macau:**

- Actively cooperate with relevant internship units to organize intern programs.
- In order to improve the quality of the internship program, actively research, evaluate and exchange relevant content of the internship program.
- Play the role of providing resources to interns and internship units.
- Work closely with the internship unit to handle emergencies that interns may encounter during their internship.

Health and Safety

Faculty of International Tourism and Management, City University of Macau will discuss the health and safety issues of interns with the internship unit and do its best to improve the interns' understanding of their responsibilities and rights regarding their own health and safety.

The internship unit is responsible for ensuring the health and safety of interns, providing relevant health and safety information and guidance to interns, and providing health and safety training and supervision. Interns should be responsible for themselves, follow the guidance of the internship unit during the internship, pay attention to protecting their own health and safety, and perform their due responsibilities.

Faculty of International Tourism and Management of City University of Macau strongly

recommends that every intern purchase accidental casualty and illness insurance during the internship period (the insurance costs shall be borne by the interns themselves). It also recommends that relevant internship units notify relevant insurance agencies of the internship plan in a timely manner.

Internship Opportunities

All interns who are eligible to participate in the internship program have the opportunity to participate in the internship and are eligible to apply for the internship program.

Feedback

Interns who successfully complete the internship program will receive internship certification from the Faculty of International Tourism and Management, City University of Macau. Interns earning this certification must complete

- For the “Internship Unit Evaluation Form” provided by the internship unit after the internship, see Appendix 1.
- Complete the “Student Self-Evaluation” after the internship, see Appendix 2.

Contact Information

Internship Coordinator

Liona Ieong

Tel: 8590 2567

Email: lionaieong@cityu.mo


Programme Coordinator (Bachelor)

Dr. Xin Wang



Tel: 8590 2553

Email : xwang@cityu.mo

Internship Program Application Process

| Internship Program Application Process | |
|---|---|
| 1 、Preparation of CV and Personal Photo | |
| 2 、Choice One : Apply for the Internship Program offered by the organizations cooperated with FITM (details could be found on the Internship section on the FITM website) | 2 、Choice Two : Find an internship positions on your own |
| Step 1: Visit the Internship section on the FITM website http://www.cityu.edu.mo/fitm/internship.html and attend the career talks (if any), hand in CV and related documents (if necessary). | Step 1: Contact the internship unit to confirm preliminary intention; and confirm that the relevant unit can fill in the "Internship Evaluation Form" for students |
| Step 2 : Interview (organized by the internship organizations) | Step 2: Scan the following QR code, fill in the "Application Form for Internship" and submit to FITM for approval  |
| Step 3: Confirm that you have obtained the internship position and prepare for the internship according to the requirements of the internship unit. ***Please note that after confirming the internship position (either verbally or in written confirmation) with the company, students are not allowed to request to resign or end the internship early. Otherwise, the internship score will be affected and graduation may be delayed. | Step 3 : After the "Application Form for Internship" got approved, contact the organization for the details of the internship by yourself |
| Step 4: Log in to the QR code below and fill out the "Application Form for Internship". | Step 4: If necessary, students can log in to the QR code below to apply for an Internship Certificate |



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|  |  |
| 3、Internship begins | |
| 4、Hand in forms and document for assessment (please find them in the appendixes of this handbook) to your class teacher at the end of the internship | |



Appendix 1: INTERNSHIP EVALUATION FORM

CITY UNIVERISTY OF MACAU – FACULTY OF INTERNATIONAL TOURISM AND MANAGEMENT

BACHELOR OF INTERNATIONAL TOURISM AND HOTEL MANAGEMENT INTERNSHIP
EVALUATION FORM

1. 實習生資料/ INFORMATION OF THE INTERN:

實習生姓名:

Student Name: _____

學員編號:

Student Number: _____

參加實習的期間:

由_____年_____月_____日至_____年_____月_____日

Period of Placement: From _____ Day _____ Month _____ Year to _____ Day _____ Month _____ Year

2. 機構資料/ORGANIZATION INFORMATION

機構名稱:

Organization: _____

部門名稱:

Department: _____

直屬主管:

Immediate Supervisor: _____

主管職稱:

Supervisor's Title: _____

聯絡電話:

Telephone Number: _____

傳真:

Fax Number: _____

電郵:

E-mail: _____



3. 評價 / EVALUATION

3 = 非常好/Very Good 2 = 標準/Average 1 = 欠佳/Poor
請在下列適當的空格內畫上對號。

Please tick as appropriate in the space provided below.

A. 工作績效表現

3 2 1 N/A

Work Achievement/Performance

| | | | | | |
|----|----------------------|--|--|--|--|
| a) | 準確度 Accuracy | | | | |
| b) | 工作效率 Productivity | | | | |
| c) | 工作質量 Quality of Work | | | | |
| | 總評價 Overall Rating | | | | |

B. 有效完成工作所需之知識/技能

3 2 1 N/A

Adequate Job Knowledge/Skills To Carry Out Work Effectively

| | | | | | |
|----|--|--|--|--|--|
| a) | 人際溝通技巧 Communication Skills | | | | |
| b) | 顧客服務技巧 Customer Service Skills | | | | |
| c) | 操作器材 / 設施 / 工具 技能 Equipment/Facilities/Tools Handling Skills | | | | |
| d) | 演繹技巧 Presentation Skills | | | | |
| e) | 督導/管理知識/技巧 Supervisory/ Management Knowledge/Skills | | | | |
| f) | 技術知識/技能 Technical Knowledge/Skills | | | | |
| g) | 其他 Others 請註明 Please Specify: | | | | |

C. 可致卓越表現之態度/行為 Attitudes/

3 2 1 N/A

Behaviors Supporting Effective Performance

| | | | | | |
|----|--|--|--|--|--|
| a) | 獨立工作的能力 Ability To Work Independently | | | | |
| b) | 適應能力 Adaptability | | | | |
| c) | 對待同事的態度 Attitude towards Colleagues | | | | |
| d) | 對待顧客的態度 Attitude towards Customers | | | | |
| e) | 可靠性 Dependability / Reliability | | | | |
| f) | 熱心投入 Enthusiasm | | | | |
| g) | 主動性 Initiative | | | | |
| h) | 守時 Punctuality | | | | |
| i) | 樂意接受批評/建議 Willingness To Accept Criticism / Advice | | | | |
| j) | 樂意與別人合作 Willingness To Cooperate with Others | | | | |

4. 意見/建議 COMMENTS/RECOMMENDATIONS

i. 請列出實習生之長處及短處。

Kindly identify both the strengths and weaknesses of the intern.

長處/Strengths:

短處/Weaknesses:

ii. 當實習生完成課程時，閣下會否推薦此學生被 貴公司聘用。如否，為什麼？

Will you recommend this student to be recruited by your Company upon completion of his/her studies? If not, why?

iii. 其他意見/Any other comments?

授權人簽名及公司蓋章

Authorized Signature with Company's
Chop

日期

Date

Appendix 2: Student Evaluation

Internship Evaluation (filled by students)

Please return this sheet to Internship Coordinator or City University of Macau, Faculty of International Tourism and Management offices

| | |
|------------------------|--|
| Student name | |
| Organization | |
| Internship date | |

Evaluation criteria:

| | | |
|---------------------------|-----------------------|----------------------|
| 1 = Strongly Dissatisfied | 2 = Below Expectation | 3 = Meet Expectation |
| 4 = Exceed Expectation | 5 = Excellent | N/A = Not Applicable |

| Evaluation content: | 1 | 2 | 3 | 4 | 5 | Overall |
|-------------------------------|---|---|---|---|---|---------|
| 1. Personal | | | | | | |
| Personal Performance | | | | | | |
| Interest | | | | | | |
| Confidence | | | | | | |
| 2. Work | | | | | | |
| Quality of work | | | | | | |
| Accuracy, attention to detail | | | | | | |
| Understandability | | | | | | |
| Attitude towards Supervisors | | | | | | |
| Attitude toward Colleagues | | | | | | |
| 3. Motivation | | | | | | |
| Self-Motivation | | | | | | |
| Reliability | | | | | | |
| Initiative | | | | | | |
| 4. Skills | | | | | | |
| Technical Knowledge/Skills | | | | | | |
| Business and Social Awareness | | | | | | |
| Communication Skill | | | | | | |
| Problem Solving/ Creativity | | | | | | |
| Teamwork/ Leadership | | | | | | |
| 5. Time Management | | | | | | |
| Workload management | | | | | | |
| Punctuality | | | | | | |
| 6. Overall Evaluation | | | | | | |
| 7. Additional comments | | | | | | |

(Please flip the page to continue)



Please state your progress and any skills you gained during internship:

| |
|---|
| • Will you recommend City University of Macau, Faculty of International Tourism and Management internship program to your friends? Yes No |
| • Please rate quality of this internship: Dissatisfied Satisfied Good Very Good |
| • Does internship experience help you gain confidence for employment after graduate? Yes No |