



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**

**2021-2022**



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## Introduction

Internship program for Bachelor Program of Faculty of International Tourism and Management (FITM) of City University of Macau started from September 2011. The program is a compulsory course for students enrolling as Bachelor of International Hospitality and Tourism Management, optional course for students enrolling as Master of International Hospitality and Tourism Management.

Through this internship program, students shall have the opportunity to better understand the facts and needs of the industry, and to improve their working skills and professional level. FITM aims to provide opportunities and supporting services for students to enhance their employability and to cultivate and advance their competences.

### What is internship?

Under the guidance of internship, we will be looking for organizations which are agree to provide internship programs last for 4-6 months (no more than 8 working hours a day), events or research activities. The time period above could definitely be flexible based on students and engaged organizations.

It is recommended that internship could be assigned to extra work in order to comply with the purpose of students' self-development, other than fill in vacancies. As far as we know, internship is a relationship built between engaged organizations, students and university. This internship handbook provides detailed guidance, relevant information, and handful suggestion for all of the parties. All parties should respect the internship.

It is required that students should aware:

- Failing to finish the internship without any appropriate reasons would bring negative impact on the students' score or even graduation.

### Internship Objectives


Internship objectives and purposes:

- Gain basic knowledge of the organization and administration of the various types of tourism and hospitality entities.
- Observe, practice and apply theory to specific situations by comparing, evaluating, adapting, and adopting what has been in practice to what has been previously experienced in theory.
- 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.

### Internship Program Application Process

<b>Internship Program Application Process</b>	
<b>1、Preparation of CV and Personal Photo</b>	
<b>2、Choice One :</b> Apply for the Internship Program offered by the organizations cooperated with FITM (details	<b>2、Choice Two :</b> Find an internship positions on your own



could be found on the Internship section on the FITM website)	
Step 1: Visit the Internship section on the FITM website ( <a href="http://www.cityu.edu.mo/fitm/internship.html">http://www.cityu.edu.mo/fitm/internship.html</a> ) and attend the career talks (if any), hand in CV and related documents (if necessary).	Step 1: Contact the organization to apply for an internship position
Step 2 : Interview (organized by the internship organizations)	<b>Step 2:</b> <b>Scan the following QR code, fill in the “Application Form for Internship Company and submit to FITM for approval</b>
	
Step 3: Receive information from the organizations and confirm being enrolled or not.	Step 3 : After the form of Application Form for Internship Company got approved, contact the organization for the details of the internship by yourself
Internship	
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	

### Roles and Responsibilities

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

**Involved organizations should:**

- Provide students opportunities or real-world experiences. Internship should be a win-win offer to each party.
- Provide a suitable program, challenging and interesting. Should be able to prepare a detailed internship proposal, including time, date, location and specific activity or projects information.
- No other improper benefits for interns other than allowance, including return offer, gifts and other forms of reimbursement.
- Provide proper training, make sure students understand the rules and standards.
- Ensure students attend Health and Safety session.
- Ensure to have every student reported to insurance company.
- Aware that internship is a way helping students learn and improve by dedicate themselves.
- Prepare supervisors or mentors in internship locations who would be responsible for supporting and guiding students to understand internship objectives and purposes.
- Under certain circumstances, allow university staffs communicate with students about current internship progress.
- Make sure that university aware any potential issues in time.

- Complete midterm and final evaluation (please see Appendix 2).
- Provide detailed progress of internship.
- Proper reimburse relevant internship expense, like transportation and meals.

**Students should:**

- Understand internship is a way of learning based on work, required to make contributions under supervisors' or mentors' guidance.
- Perform professionally as university's tradition.
- Inform university staffs whenever contact information changed and any potential issues.
- Complete a self-assessment and feedback regarding internship experience.

**University should:**

- Cooperate with involved organizations in the conduct of the on-or-off-campus internship program.
- Study, evaluate and exchange ideas directed toward improvement of the internship program.
- Serve as a resource person for both involved organizations and students.
- Work closely with involved organizations for internship program in case of emergency for student intern.

## Health and Safety

Faculty of International Tourism and Management of City University of Macau would discuss about the health and safety of interns with the involved organizations. And we would do our best to enhance the interns' awareness of duties and rights for their own health and safety. We will distribute the forms and require all involved organizations to complete after internship being confirmed.

Involved organizations have responsibilities to ensure students' health and safety. Updating relevant health and safety information and sufficient guidance, training and supervision are necessary. Involved organizations will be held liable of failing to meet the standards.

Students must take care of themselves and cooperate with involved organizations to perform proper duties.

Faculty of International Tourism and Management of City University of Macau would strongly recommend every intern to purchased insurance for accidental death or injury and sickness during internship. We highly recommend the involved organizations to inform insurance agency about the internship plan in time.

All involved organizations should submit Health and Safety questionnaire internship starts (please see Appendix 1).

## Internship Opportunities

All internship opportunities and projects will be post to students who are going to join.

## Feedback

Students who successfully complete internship program will be awarded Employment Certificate by Faculty of International Tourism and Management of City University of Macau. To be qualified of this reward, candidates should complete these following:

- Hand in official feedback provided by involved organizations after internship ends
- Completed self-assessment by stating self-achievement

Please find Feedback form at Appendix 2 and 3.



- **Contact Information**

Internship Coordinator

Liona Ieong

Tel: 8590 2567

Email: [lionaieong@cityu.mo](mailto:lionaieong@cityu.mo)

Programme Coordinator (Bachelor)

Dr. Xin Wang

Tel: 8590 2553

Email : [xwang@cityu.mo](mailto:xwang@cityu.mo)





## Appendix 1: Organization Health and Safety Questionnaire

### Health and Safety Questionnaire (for Organization)

Organization:			
Student name:		Internship Date:	
<b>1.</b>	<b>Health and Safety Policy</b>		
1a.	Do you have a written Health and Safety policy?	Yes	No
1b.	If No in 1a, please make sure you hire less than 5 employees	Yes	No
1c.	Will you provide fully training of Health and Safety?	Yes	No
<b>2.</b>	<b>Insurance</b>		
2a.	Do you have Public Liability Insurance including internship? If yes, how much is the compensation?	Yes	No
2b.	Do you have Employer Liability Insurance? If yes, how much is the compensation?	Yes	No
	If you do not have any of those insurance above, please contact us. (please see next page)		
3.	Have you carried out risk assessments to identify possible hazards?	Yes	No
4.	Will you report any accident related to students to university?	Yes	No
5.	Please confirm your address and contact information		
As the nomination relates to health and safety legislation, I will do my best to ensure the authenticity of the questionnaire			
Name:		Date:	
PRINT name:		Occupation:	
Phone:		Email:	
<i>Thank you for taking the time to complete this questionnaire!</i>			
Please return this questionnaire to: Internship Coordinator: Address: Phone: Email:			



## Appendix 2: INTERNSHIP EVALUATION FORM

City University of Macau  
BACHELOR OF INTERNATIONAL HOSPITALITY AND TOURISM 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** 3   2   1   N/A  
**Attitudes/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:

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短處/Weaknesses:

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- 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?

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- iii. 其他意見/Any other comments?

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授權人簽名及公司蓋章  
Authorized Signature with Company's Chop

日期  
Date

*Thank you for taking the time to complete this Evaluation!*



## Appendix 3: 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

<b>Student name</b>	
<b>Organization</b>	
<b>Internship date</b>	

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

(Please flip the page to continue)



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

<ul style="list-style-type: none"> <li>• Will you recommend City University of Macau, Faculty of International Tourism and Management internship program to your friends? Yes No</li> </ul>
<ul style="list-style-type: none"> <li>• Please rate quality of this internship: Dissatisfied Satisfied Good Very Good</li> </ul>
<ul style="list-style-type: none"> <li>• Does internship experience help you gain confidence for employment after graduate? Yes No</li> </ul>

*Thank you for taking the time to complete this Evaluation!*



## Application Form for Internship



**國際旅遊與管理學院  
四年級生實習申請**

**2021-2022**  
擬實習單位申請審批表

**2021-2022**  
**APPLICATION FORM FOR  
INTERNSHIP**

## Application for Internship Certificate



**國際旅遊與管理學院  
四年級生實習證明申請**

**2021-2022**  
實習證明申請

**2021-2022**  
**APPLICATION FOR  
INTERNSHIP  
CERTIFICATE**