

## SECOND HRA INTERNSHIP

**HRA 480 – Professional Experience in Service Management II - Hospitality or  
HRA 490 – Managerial Experience in Service Management - Hospitality  
AND  
HRA 485 – Managerial Issues in Service Management - Hospitality**

These two classes fulfill the requirement for the second internship toward a degree in Service Management with a concentration in Hotel & Tourism Management or Restaurant & Food Service Management.

### Requirements

- The student is responsible for arranging the internship and approving it in advance with the Internship Coordinator. You are required to work approximately 600 hours. Please provide your supervisor's name and all contact information.
- Upon approval, the Internship Coordinator will mail a cover letter along with all required training and evaluation forms to your employer. You are responsible to return all forms by fax or mail on a timely basis.
- These classes are 12 credits (9+3). Please remember to register, pay applicable fees, and turn in all assignments within the timeframe of the University semester.
- The student is required to have Student Professional Liability Insurance issued by UT. This costs approximately \$25 per year, and does not apply to the operation of motor vehicles. The coverage is for one full year from 6/1-5/31. A check made out to UT with your social security number needs to be submitted to: Jean Turner, Claxton 334-C (4-6281 [jturner1@utk.edu](mailto:jturner1@utk.edu)).
- If all assignments and reports are not submitted by the end of the University semester, a grade of "I" will be issued. You will have one year to have the "I" removed, or it will be changed to a grade of "N/C."

### Web-based class (HRA 485)

- HRA 485 is to be taken in conjunction with the experience class. It requires you to have Internet access, and all assignments will be posted on the Blackboard website through UT. You are required to use the discussion/chat functions of the website at least once/week. In addition, you need to respond to relevant industry articles that are posted. *If you do not post at least once per week or respond to the articles, your grade will be lowered.*
- The website is available at: <http://online.utk.edu>
- Log in with your UT username and password.
- Please make an appointment with the Internship Coordinator if you are unsure how to use the website functions.

### Assignments

- Property Report: The student will complete a final property report detailing their experiences. This report is to follow the format specified, and needs to be a minimum of ten pages long. In addition, please include appropriate support material (menus, promotional material, diagrams and drawings, etc.)
- Case Studies (2): In conjunction with your Property Report, evaluate and develop two case studies from the business you are doing your internship with. These should be problems or challenges you notice when doing research for the Final Project. These should be a minimum of 3-5 pages in length each.
- Internship Reports: Please make sure and submit all internship reports throughout the semester on a timely basis. Do not turn them all in at the end of the semester. You are responsible for getting these forms submitted -- not your employer.

**HRA Internship Coordinator:** Dean Aaser; The University of Tennessee; 111-E Jessie Harris Building;  
Knoxville, TN 37996-1911; 865-974-6240 (phone), 974-5236 (fax)  
[daaser1@utk.edu](mailto:daaser1@utk.edu)