

Internship Course

Overview of Internship Courses

No.	Course Title	Competency Indicators	Required/Elective	Grade/Semester	Credits	Weekly Hours
1	Internship (I)	<ul style="list-style-type: none"> ● Demonstrate proper professional ethics and a positive service attitude. ● Be able to carry out basic front-of-house and back-of-house operating procedures. ● Demonstrate appropriate reception etiquette and basic customer service skills. 	Required	Sophomore / 1st Semester	6	24
2	Internship (II)	<ul style="list-style-type: none"> ● Be able to independently complete preparation work and standard cleaning procedures. ● Be able to implement quality inspection standards. ● Possess fundamental competencies in food hygiene and area management. 	Required	Sophomore / 2nd Semester	6	24
3	Internship (III)	<ul style="list-style-type: none"> ● Be able to perform basic equipment maintenance and operation. 	Required	Junior / 1st Semester	6	24

		<ul style="list-style-type: none"> ● Possess introductory competencies in first aid and workplace safety management. ● Be able to assist with leisure facility services and environmental safety. 				
4	Internship (IV)	<ul style="list-style-type: none"> ● Be able to operate hotel management systems and complete basic records. ● Possess basic abilities in handling customer complaints and responding to contingencies. ● Be familiar with procedures for maintaining public facilities and providing cross-departmental support. 	Elective	Junior / 2nd Semester	6	24
5	Internship (V)	<ul style="list-style-type: none"> ● Be able to independently execute operating procedures at primary internship positions. ● Demonstrate the ability to improve work efficiency and service quality. ● Possess the ability to work both collaboratively 	Elective	Senior / 1st Semester	6	24

		in teams and independently.				
6	Internship (VI)	<ul style="list-style-type: none"> ● Possess basic management and coordination skills, such as scheduling and task allocation. ● Be able to assist in group tasks and handle problems as they arise. ● Be able to report and communicate accurately and effectively. 	Elective	Senior / 2nd Semester	6	24

Internship (I)

Category	Content	Weeks
Training	Company Introduction, Workplace Ethics, Safety Training, Basic Operational Procedures	2
Observation	Front Desk Reception, Housekeeping Supplies, Observation of Front and Back-of-House Operations, Interdepartmental Support Processes	5
Practical Work I	Front and Back-of-House Operations, Service Etiquette, Standard Service Procedure Practice	5
Practical Work II	Independent Practical Operations, Task Reporting, Work Performance Review	6

Internship (II)

Category	Content	Weeks
Training	Operational Standards, Housekeeping Safety, Food Hygiene, Quality Inspection Standards	2
Observation	Room Inspection Procedures, Supply Replenishment, Area	5

	Sanitation Maintenance Observation	
Practical Work I	Pre-operation Preparation, Room Cleaning, Area Equipment Maintenance, Quality Control	5
Practical Work II	Independent Area Cleaning and Inspection, Quality Improvement Report	6

Internship (III)

Category	Content	Weeks
Training	Equipment Operation Standards, Safety Management, Basic First Aid	2
Observation	On-site Maintenance Procedures, Leisure Facility Services, Emergency Response Observation	5
Practical Work I	Facility Maintenance, Environmental Safety Inspection, Customer Safety Assistance	5
Practical Work II	Basic Equipment Maintenance Operations, Abnormal Situation Handling and Reporting	6

Internship (IV)

Category	Content	Weeks
Training	Property Management System (PMS) Operation, Complaint Handling Principles, Public Facility Maintenance Standards	2
Observation	Front Desk System Demonstration, Complaint Scenario Practice, Equipment Maintenance Observation	5
Practical Work I	System Application, Public Facility Maintenance, Basic Complaint Handling	5
Practical Work II	Independent System Operation, Complex Complaint Handling and Reporting	6

Internship (V)

Category	Content	Weeks
Training	Advanced Operations and Management Concepts Training, Job Descriptions Improvement Observation	2
Observation	In-depth Observation of Major Job Roles, Process	5
Practical Work I	Internship Task Proficiency, Operational Efficiency and Quality Enhancement	5
Practical Work II	Team Task Support, Operational Independence and Outcome Reporting	6

Internship (VI)

Category	Content	Weeks
Training	Basic Management Training, Shift Scheduling, Communication and Coordination	2
Observation	Supervisor Work Observation, Cross-department Coordination Processes	5
Practical Work I	Departmental Task Allocation, Staff Support Management, Service Quality Enhancement	5
Practical Work II	Independent Execution of Department Coordination, Leadership Tasks, Outcome Reporting	6