



SCHOOL OF
Hospitality and Tourism Management
COLLEGE OF HUMAN SCIENCES

***Student Internship
Performance Evaluation***

(Please Print or Type)

Name of Student Intern: _____

Company Name: _____

Company Address: _____

Contact Telephone# _____

Email: _____

Name & Title of Supervisor: _____

Internship Starting Date: _____ Ending Date: _____
(Month/Day/Year) (Month/Day/Year)

Total Hours Worked: _____ **(Please include any paid and unpaid hours)**

Please rate the student on each of the following characteristics. Place a check next to the statement that most accurately describes the performance of this student.

A. Relationships with Others

- ____ 1. Very Acceptable (Encourages other employees to perform well and helps reduce conflict.)
____ 2. Acceptable (Works well with other employees and does not cause conflict.)
____ 3. Not Acceptable (Does not work well with other employees and causes conflict.)

B. Dependability

- ____ 1. Very Acceptable (Carries out tasks with less supervision than normal.)
____ 2. Acceptable (Carries out tasks with normal supervision.)
____ 3. Not Acceptable (Carries out tasks with below normal supervision.)

C. Quality of Work

- ____ 1. Very Acceptable (Work is consistently high quality and professional)
____ 2. Acceptable (Carries out tasks with normal supervision.)
____ 3. Not Acceptable (Quality of work is very inconsistent and unprofessional)

D. Attitudes towards Work

- ____ 1. Very Acceptable (Wants to know more about how we do things in our organization.)
____ 2. Acceptable (Accepts how we do things in our organization.)
____ 3. Not Acceptable (Rejects what we do in our organization.)

E. Judgment

- _____ 1. Very Acceptable (Always handles problem situations in a manner acceptable to supervisor.)
- _____ 2. Acceptable (Occasionally does not handle problem situations as well as supervisor would like.)
- _____ 3. Not Acceptable (Frequently does not handle problem situations as well as supervisor would like.)

F. Communication Skills (Oral)

- _____ 1. Very Acceptable (Outstanding skills, clearly communicates ideas, directions, and opinions)
- _____ 2. Acceptable (Uses proper grammar and language with the others)
- _____ 3. Not Acceptable (Frequently does not use proper grammar and language or has difficulty Communicating with others.)

G. Communication Skills (Written)

- _____ 1. Very Acceptable (Outstanding skills, clearly communicates ideas, directions, and opinions)
- _____ 2. Acceptable (Uses proper grammar and language in written material)
- _____ 3. Not Acceptable (Frequently does not use proper grammar and language or has difficulty Demonstrating acceptable writing skills.)

H. Knowledge of Hospitality Operations and Systems

- _____ 1. Very Acceptable (Demonstrates a very high level of knowledge and understanding.)
- _____ 2. Acceptable (Demonstrates a typical level of knowledge and understanding for the position.)
- _____ 3. Not Acceptable (Does not demonstrate knowledge and understanding of hospitality operations.)

I. Customer Service

- _____ 1. Very Acceptable (Consistently demonstrates outstanding customer service, goes the extra mile)
- _____ 2. Acceptable (Provides customer service standards as directed in our organization)
- _____ 3. Not Acceptable (Does not meet the service standards as directed in our organization.)

J. Absenteeism

- _____ 1. Is not a problem with the student? (Acceptable)
- _____ 2. Is a problem with the student? (Unacceptable)

K. What are the outstanding attributes of this student?

L. Describe any problems the student encountered in the work environment:

M. What areas does this student need to improve most?

N. (Optional) Would you hire this student? Yes _____ No _____

If no, please explain why: _____

O. Have you discussed this evaluation with the student? Yes _____ No _____

Please make any other comments you feel would be helpful to the department faculty in aiding this student to develop proper skills for working in the Hospitality and Restaurant Industry:

Name of Evaluator: _____

Position: _____

Signature: _____ **Date:** _____

Please send completed evaluation to:
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