

## **PRACTICAL ASSIGNMENT CONCIERGE SUBJECT SEMESTERS**

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### **1. Initial Situation**

In the semester, you have dealt extensively with the interdisciplinary topics in addition to the subject-specific content. Now you are about to start your internship - the best opportunity to put into practice what you have already learned. To ensure that you also benefit from this internship in the area of interdisciplinary skills, you will receive some accompanying tasks.

### **2. Task**

#### Subtask 1: Internship contract

Make sure that you submit the internship contract to the internship supervisor (by e-mail to [sarah.lustenberger@shl.ch](mailto:sarah.lustenberger@shl.ch) or by post) for approval before the **start of the internship** (according to internship regulation 4.1 para. 3). You can find the official internship contract on our website at [www.shl.ch/en-ch/studies/Student-Services/downloads](http://www.shl.ch/en-ch/studies/Student-Services/downloads) or in Download Center via MS Teams SHL Campus» [Student Services](#).

#### Subtask 2: Goals and Areas of Responsibility

At the beginning of your internship, contact your supervisor and set up a meeting to define the objectives for the internship and discuss the internship process and your specific tasks once again. Then fill out the document **«Goals and Areas of Responsibility»**. You can find this document on [Student Services](#) (in MS Teams on the «SHL Campus»). Send the document by e-mail to the internship management ([sarah.lustenberger@shl.ch](mailto:sarah.lustenberger@shl.ch)) within two weeks after the start of the contract.

#### Subtask 3: Reflective documentation

During your internship period, you are required to send **one reflective contribution** directly to the coach assigned to you by SHL. You can find out who your coach is from the **«Coach assignment»** list, which you will receive by **e-mail** from Sarah Lustenberger **after the semester**. The reflective contributions serve the purpose of reflection as well as the achievement of the internship goals.

a) What do we expect from you?

One reflection contribution on the topics listed below:

**Semester 2**

- Professional competence
- Ability to work in a team
- Dealing with stressful situations
- Working effectively and efficiently

**Semester 4**

- Professional Competence
- Methodological Competence
- Service-Oriented Appearance/Behaviour
- Customer Consultations
- Interactions with other Cultures

b) Possible structure of a reflection

- Description:** You explain step by step your personal development in the professional as well as social area. What have you experienced and what lessons have you learned? First you describe a problem area. Where did the event take place and who was involved? How was the event dealt with? Was a solution found? In which steps was the approach to a solution brought about?
- Analysis:** After the description, examine how your approach to solving the problem worked. Were you able to apply the learning strategies and theory? How did the strategies work and did you change and adapt them over time? How did these changes affect your work? What changes, if any, occurred in the team?
- Assessment:** In the appraisal, you outline why your approach to solving the problem was successful or not. The assessment always includes an outlook on the next job. Why did the result turn out good or bad? How are the result and the strategy selection connected? What do you, the company or the team need to change? How do you want to proceed next time? How will you prepare? What would you change if you could and had the competence to do so?

### c) Form

The form in which the contribution is submitted is up to you (text, sketches, drawings, pictures, Power Point, videos, sound recordings, etc.). It is expected that the scope and language correspond to the level of an SHL thesis.

It is mandatory that the cover sheet contains the following information:

- ▀ Title (work show contribution e.g. practical course 1 kitchen)
- ▀ Topic
- ▀ Name, first name, date of birth
- ▀ Start and end date of internship
- ▀ Name and address of internship company

### d) Time requirements

The contribution should be submitted to your coach about three months after the start of the internship. This gives your coach the opportunity to give you feedback so that you can improve during your internship. The contribution must be submitted within the internship period, no later than four weeks before the start of the next semester. Keep in mind that your coach will need two to four weeks to provide feedback after you submit your contribution.

### e) Evaluation criteria

- ▀ Reliability: Were all deadlines met?
- ▀ Choice, use and variety of methods: Has a meaningful and appropriate method been chosen?
- ▀ Quantity, comprehensibility, correctness: Is the quantity of content sufficient? Does the content correspond to the expected level of the semester?
- ▀ Transfer, reflection: Was the topic of the learning world understood and taken up? Do you recognize a personal reflection in relation to the topic?

### f) Pass -fail

With the help of a valid evaluation tool (according to the evaluation criteria mentioned above), your coach will decide whether the reflective contribution entry has passed or needs to be revised. It is your responsibility to ensure that your entry has passed before entering the next semester. Very exciting and successful entries will be publicly published by the school administration after consultation with you. In case of non-compliance, the school management will consider postponing the semester. Furthermore, a comment/entry will be deposited on the performance record.

#### Subtask 4: Self-assessment and assessment by others

Complete your **self-assessment** according to the competency grid no **later than two weeks** before the end of the internship. Please send your supervisor the link for the **external assessment**. It is your responsibility to forward the link in a timely manner. You will find the documents under the following links:

##### **Internship Food & Beverage**

Self-assessment: [Link](#)

External assessment: [Link](#)

##### **Internship Rooms Division**

Self-assessment: [Link](#)

External assessment: [Link](#)

**IMPORTANT:** YOU ARE RESPONSIBLE FOR MAKING SURE THAT BOTH EXTERNAL AND SELF EVALUATION ARE COMPLETED IN TIME.

Our tip: Send the assessment directly to your supervisor at the beginning of the internship and set the deadline for returning it to **two weeks before the end of the internship at the latest**. The self-assessment and the external assessment must be submitted immediately **after the end of the internship**, but at the latest **before the start of the** next semester. Both the external and the self-assessment will result in an entry on your personal competence grid/performance record.

### 3. Closing Statement

As soon as all subtasks are declared as completed on time, the requirements for entry into the next semester are met. The internship is considered completed and the evaluations are available to you at any time.

### 4. Organization

The following compilation of deadlines will help you pass the internship and be admitted to the next semester:

Internship contract by	e-mail to the internship supervisor before the start of the internship.
Objectives and schedule by	e-mail to the internship supervisor no later than two weeks after the start of the internship.
One reflective contribution during the entire	internship period by e-mail to your coach
Self-assessment and external assessment up to	two weeks after the end of the internship, at the latest before entering the next semester.