Final Report

Hospitality Management Internship

HMGT 4802 sect. 11713

Prof. K. Goodlad

Edgardo J. Bouret

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Final Report

While looking for an internship for the fall I came across the Restaurant Associates

internship page. The internship caught my attention instantly. The internship offered was a Front

of House Management Internship. Restaurant Associates describes the internship as a 10 week

management training and development program with a structured rotational program giving the

intern a chance to explore the different career opportunities available at RA. There were

available internships in Corporate Dining, Performing arts centers and museums. After

interviewing me and hearing what I was hoping to get out of the Internship the Recruiting

Manager felt that I would do great in one of their accounts called Hearst. This account had the

chance for me to learn about Corporate Dining and Catering.

During my Internship I have learned many new skills like marketing which I now use at

my internship. I have learned to make the signs for the cafe as well as the weekly menu which

we post on to the website. I have also learned how to manage the website. Whenever the

marketing manager needs help I step in and do these things to lower her work load. I have also

been learning about the Cafes financial reports which has given me a better understanding about

the cafes sales and trends as well as estimating projections and how to read profit and loss

statements. This knowledge is going to be a great tool for me to use when I get my own store or

restaurant. Throughout this internship I have learned so much about me as a professional and as a

manager. I have learned that I am a very fast learner. I am also great at delegating and well at

communicating with people including staff and guest. I put these traits to good use by doing pre-

meal which is a brief meeting before the beginning of the lunch service in which we

communicate to the employees important information and describe the daily menu.

Organizational Chart

1. General Manager
2. Assistant General Manager
3. Head Chef
4. Catering Manager, EDR Manager, Marketing Manager
5. Sous Chefs, Management Intern (me)
6. Head Cashier
7. Cashiers, Runners, Servers

Job Description

Management training and development within the hospitality field through a ten-week structured rotational program. The interns will learn about Floor Supervision, Financials, the role of the Sous Chef, Café Operations, and about Catering Operations. The interns will also be in charge of delegating and supervising the employees while on the floor.