



DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT
University of Rajshahi, Rajshahi-6205

Guidelines for Internship Report Writing

These guidelines are prepared for the students pursuing internship in the BBA 4th Year 2nd Semester. The students have two choices in the internship program, either they can choose an individual organization in the tourism and hospitality industry, or the Department provides the placement to an individual firm or organization in the industry. After completing the internship, students must submit a report following these guidelines and as advised and guided by their respective supervisor to fulfil the degree requirement.

INTERNSHIP REPORT WRITING STRUCTURE

❖ **PRELIMINARY REQUIREMENT**

- ✚ **Title Page/Cover Page-** The title of the report should be short and reflective of the specific field and task(s) of the internship (i.e., housekeeping, F&B).
- ✚ **Letter of Transmittal-** Forwarding letter of the report submission to the respective supervisor.
- ✚ **Approval Page-** Certification of the respective supervisor about the successful completion of the internship. The certification should declare the duration of the internship and the adequacy of the report to fulfil the degree (BBA) requirement.
- ✚ **Acknowledgments (Optional)-** Acknowledge who contributes to the internship program.
- ✚ **Certificate from the working organization**
- ✚ **Table of Contents**
- ✚ **List of Tables (if any)**
- ✚ **List of Figures (if any)**
- ✚ **Other lists (Glossary of terms, operational definition)**

❖ **MAIN BODY OF THE REPORT (CHAPTERS OF THE REPORT)**

CHAPTER 01: INTRODUCTION

- 1.1 Executive Summary:** A brief, comprehensive summary of the contents of the report as per the chapters. This includes the general objective, the main contents of each chapter, and highlights of the results, conclusions, limitations, and recommendations.
- 1.2 Background of the study-** Justifies the context of the study, states the contribution of the study, and will serve as a guide for the next steps.
- 1.3 Objectives of the study-** States the general and specific objectives. It should be clearly stated and logically presented.
- 1.4 Methods of the study-** Mention sources of data for preparing the report.
- 1.5 Significance of the study-** Describe the vital contribution of the results of the report and who will benefit from it as well as the scope and limitations of the study/internship/report.

P.T.O



DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT
University of Rajshahi, Rajshahi-6205

Guidelines for Internship Report Writing

CHAPTER 02: ORGANIZATIONAL PART/COMPANY OR PROFILE OF THE ORGANIZATION - Discuss the organizational details of the internship organization (i.e., hotel, motel, tour agency or operators, airlines, museum, theme park, tourism destination, etc) where the internship is completed.

- 2.1 Introduction of the organization
- 2.2 Background of the organization
- 2.3 Vision of the organization (If any)
- 2.4 Mission of the organization (If any)
- 2.5 Products and services of the organization
- 2.6 Business Operations of the Organization
- 2.7 Location of employment within the organogram
- 2.8 Duties and responsibilities assigned by your supervisor and decisions made during the internship.
- 2.9 CSR analysis
2. SWOT analysis of the organization

CHAPTER 03: DUTIES AND RESPONSIBILITIES DURING THE INTERNSHIP (LEARNING PART)- describe the main functions of the department where the internship is completed, the specific tasks, and the learnings from the internship.

- 3.1 Describe the department (i.e., housekeeping, front office, F&B, visitor centre, tour guiding)
- 3.2 Products and services of the department
- 3.3 Observed tasks, duties, and responsibilities of the department
- 3.4 Other relevant activities
- 3.5 Relations with other departments
- 3.6 Total operational process (tasks) of the intern in the department
- 3.7 Constraints/obstacles/challenges
- 3.8 Cross-checking with different departments regarding departmental and personnel responsibilities
- 3.9 Learning outcomes

P.T.O



DEPARTMENT OF TOURISM AND HOSPITALITY MANAGEMENT
University of Rajshahi, Rajshahi-6205

Guidelines for Internship Report Writing

CHAPTER 04: FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

4.1 Findings- Mention the competence and skills acquired from jobs as an intern and particular problems faced over the duration of the internship and key observations of the department and assigned tasks based on your self-judgment, evaluation, and experience. Also, focus points below:

***Commendation:** Something that the entity is doing well and should be recognized.

***Affirmation:** Something positive that the Department has initiated or aspires to achieve, and the panel encourages for further enhancement.

***Recommendation:** Something positive that the department should emphasize on to highlight as a scope for further improvement and excellence of the products and services of the department for wide business operations.

4.2 Conclusions- State the overall summary of the internship report and tasks.

❖ REFERENCES/BIBLIOGRAPHY

- Should be alphabetically arranged.
- All the references cited in the text must be included in this section.
- APA 6th guidelines should be followed for citations and references.

GENERAL GUIDELINES

✚ General Format of the Report

All Parts of the report must be English typewritten, double-spaced, Times New Roman, font size 14 (Headings 16 Bold; Subheadings 14 Bold), paper size A4 with margins of at least one inch on all sides. Number of manuscript pages consecutively throughout the report. Tables and figures should be embedded in the text. A short descriptive title should appear above each table and figure with a clear legend and any footnotes suitably identified below.

✚ Submission of the Report: Two copies of the report should be submitted to the department office within the submission deadline. In addition, the complete report (pdf file) must be sent through the Google Drive link of the department (<https://forms.gle/rZ1oaqozUyqyutAB9>).

✚ Presentation of the Report: Students have to prepare a PowerPoint presentation based on their internship report and experience for presenting in front of a panel of examiners or industry experts/practitioners.

Note: Any type of plagiarism is highly restricted and punishable as per the Ordinance and Act of the University of Rajshahi and Bangladesh.