

TR 75 : 2020
(ICS 03.040; 03.180)

TECHNICAL REFERENCE

Guidelines on internship programme for the hotel and accommodation services



TR 75 : 2020

(ICS 03.040; 03.180)

TECHNICAL REFERENCE

**Guidelines on internship programme for the hotel
and accommodation services**

Published by Enterprise Singapore

All rights reserved. Unless otherwise specified, no part of this Technical Reference may be reproduced or utilised in any form or by any means, electronic or mechanical, including photocopying and microfilming, without permission in writing from Enterprise Singapore. Request for permission can be sent to: standards@enterprisesg.gov.sg.

© Enterprise Singapore 2020

ISBN 978-981-48-9493-7

The content of this Technical Reference was approved on 2 March 2020 by the Services Standards Committee (SvSC) under the purview of the Singapore Standards Council.

First published, 2020

SvSC consists of the following members:

	Name	Representation
Co-Chairmen	: Mrs Diana Ee-Tan	<i>Individual Capacity</i>
	Mr Anthony Yip	<i>Individual Capacity</i>
Secretary	: Ms Yah Shze Min	<i>Enterprise Singapore</i>
Members	: Mr Aloysius Arlando	<i>Singapore Association of Convention and Exhibition Organizers and Suppliers</i>
	Ms Choo Wai Yee	<i>Singapore Customs</i>
	Mr Foo Chek-Tchung	<i>Monetary Authority of Singapore</i>
	Mr Steven Goh	<i>Orchard Road Business Association</i>
	Ms Margaret Heng	<i>Singapore Hotel Association</i>
	Mr Peter Ho	<i>Container Depot and Logistics Association (Singapore)</i>
	Mr Ho Yat-Wai	<i>American Express</i>
	Ms Kee Ai Nah	<i>Enterprise Singapore</i>
	Ms Neeta Lachmandas	<i>Institute of Service Excellence @ SMU</i>
	Ms Lian Lay Yong	<i>FairPrice Group</i>
	Mr Ricky Loo	<i>Individual Capacity</i>
	Mr Arun Madhok	<i>Suntec Singapore Convention & Exhibition Centre</i>
	Mr New Soon Tee	<i>Infocomm Media Development Authority</i>
	Ms Patricia Ng	<i>CapitaLand Limited</i>
	Ms Jacqueline Poey	<i>Fairmont Singapore & Swissôtel The Stamford</i>
	Mr Seah Seng Choon	<i>Individual Capacity</i>
	Mr Thomas Sim	<i>Singapore Logistics Association</i>
	Mr Jeffrey Tan	<i>Singapore Manufacturing Federation</i>
	Ms Tan Yen Nee	<i>Singapore Tourism Board</i>
	Ms Rose Tong	<i>Singapore Retailers Association</i>

The Singapore Standards Council facilitates the development, promotion and review of standards for enterprise growth under the national standardisation programme overseen by Enterprise Singapore.

www.enterprisesg.gov.sg/standards

SvSC set up the Technical Committee on Hotel Services to oversee the preparation of this standard. The Technical Committee consists of the following members:

	Name	Representation
Chairman	: Ms Margaret Heng	<i>Individual Capacity</i>
Secretary	: Ms Christina Choong	<i>Enterprise Singapore</i>
Members	: Mr Justin Aow	<i>Food and Beverage Management Association Singapore</i>
	Mr Steven Laine	<i>Pan Pacific Singapore</i>
	A/Prof Christina Lam	<i>Singapore Institute of Technology</i>
	Mr Alvin Lim / Ms Lim Su Fern	<i>Singapore Marriott Tang Plaza Hotel</i>
	Mr Alan Lowe	<i>SHATEC</i>
	Mr Clyric Ng	<i>Grand Hyatt Singapore</i>
	Ms Ong Eng Hwee	<i>Shangri-La Hotels Group</i>
	Mr Jake Tan	<i>Singapore Tourism Board</i>
	Ms Adeline Teoh	<i>Association of Rooms Division Executives</i>

The Technical Committee set up the Working Group on Hotel Internship to prepare this standard. The Working Group consists of the following experts who contribute in their *individual capacity*:

	Name
Co-Convenors	: Ms Margaret Heng Mr Rainer Tenius
Secretary	: Ms Christina Choong
Members	: Mr Abdul Rahim Mr Chew Kian Beng Ms Jacqueline Choy Ms Jagjit Kaur Ms Kueh Siang Noi A/Prof Christina Lam Ms Alice Lee Mr James Lee Ms Liang Xianwen Ms Alesxis Lim Mr Steve Lim Ms Ong Eng Hwee Ms Raihan Abdullah Ms Denise Tan Ms Shirley Tee

The organisations in which the experts of the Working Group are involved are:

Carlton Hotel Singapore
Conrad Centennial Singapore
Far East Hospitality Management
Goodwood Park Hotel

Institute of Technical Education
JW Marriott Singapore South Beach
MCI Group Asia Pacific
Millennium Hotels and Resorts
Nanyang Polytechnic
Republic Polytechnic
Shangri-La Hotels Group
SHATEC
Singapore Hotel Association
Singapore Institute of Technology
Singapore Tourism Board
Swissotel Merchant Court
Temasek Polytechnic

Contents

	Page
Foreword _____	6
0 Introduction _____	7
1 Scope _____	7
2 Normative references _____	7
3 Terms and definitions _____	7
4 Roles and responsibilities _____	8
5 Process for internship programme _____	8
6 Pre-internship _____	9
7 During internship _____	12
8 End of internship _____	15
 Annex	
A Process for internship programme _____	16

Foreword

This Technical Reference (TR) was prepared by the Working Group on Hotel Internship set up by the Technical Committee on Hotel Services under the purview of SvSC.

The hotel and accommodation services sector is a key pillar of the Singapore's hospitality industry. It supports Singapore's position as a business hub and fuels growth in related industries, such as retail and food and beverage services. This sector is a major employer in the hospitality industry.

For the hotels and accommodation services, internship programme is an opportunity to identify, attract and retain suitable candidates for full-time employment. At the same time, the organisations may profile and brand themselves as an employer-of-choice, get fresh ideas and perspectives from the interns. This could also help to shape the interns' perception of the industry and the job, as well as to influence their decision to join this industry upon completion of their course.

This TR is a provisional standard made available for application over a period of three years. The aim is to use the experience gained to update the TR so that it can be adopted as a Singapore Standard. Users of the TR are invited to provide feedback on its technical content, clarity and ease of use. Feedback can be submitted using the form provided in the TR. At the end of the three years, the TR will be reviewed, taking into account any feedback or other considerations, to further its development into a Singapore Standard if found suitable.

In preparing this TR, reference was made to the following publications:

1. Skills Framework for Hotel and Accommodation Services – A Guide on Occupations and Skills
2. Workplace Safety and Health Guidelines – Hospitality and Entertainment Industries (2013)
3. Tripartite Guidelines On Fair Employment Practices

This TR is expected to be used by the hotel and accommodation services industry, food and beverage industry, institutes of higher learning and the hospitality industry associations.

Attention is drawn to the possibility that some of the elements of this TR may be the subject of patent rights. Enterprise Singapore shall not be held responsible for identifying any or all of such patent rights.

NOTE

1. *Singapore Standards (SSs) and Technical References (TRs) are reviewed periodically to keep abreast of technical changes, technological developments and industry practices. The changes are documented through the issue of either amendments or revisions. Where SSs are deemed to be stable, i.e. no foreseeable changes in them, they will be classified as "Mature Standards". Mature Standards will not be subject to further review, unless there are requests to review such standards.*
2. *An SS or TR is voluntary in nature except when it is made mandatory by a regulatory authority. It can also be cited in contracts making its application a business necessity. Users are advised to assess and determine whether the SS or TR is suitable for their intended use or purpose. If required, they should refer to the relevant professionals or experts for advice on the use of the document. Enterprise Singapore and the Singapore Standards Council shall not be liable for any damages whether directly or indirectly suffered by anyone or any organisation as a result of the use of any SS or TR. Although care has been taken to draft this standard, users are also advised to ensure that they apply the information after due diligence.*
3. *Compliance with a SS or TR does not exempt users from any legal obligations.*

Technical Reference – Guidelines on internship programme for the hotel and accommodation services

0 Introduction

The main objective for establishing these guidelines is to encourage the hotel and accommodation services to provide a structured and meaningful internship experience for their interns, such that their work experience would be a positive one. A structured internship programme will provide opportunities for students to put into practice the knowledge and skills acquired during their studies through hands-on training and, in turn, enhance their employability skills.

These guidelines and practices are not exhaustive recommendations but is meant to complement the existing internship programme so that both the students and the industry would benefit from it.

1 Scope

This TR provides good practices to all stakeholders in the hotel and accommodation services sector on the development of a structured internship programme for students to have a meaningful and realistic experience in this industry.

This TR is also applicable to the food services sector.

2 Normative references

There are no normative references in this standard.