RTM Internship Manual
for Undergraduate Students

College of Agriculture,
Food and Environment
Retailing and Tourism Management

Department Internship Coordinators:

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An internship is a supervised academic experience designed to be both practical and academically enriching. The internship in the Department of Retailing and Tourism Management (RTM) is a cooperative arrangement between the Department and an approved organization (i.e., the internship site) at which the student gains management experience with the guidance of a qualified professional associated with the organization. Internships allow students to apply classroom knowledge to real-world experiences.

The RTM Internship Program is a combination of RTM 340, which is a 1-credit hour pre-internship course and the 6-credit hour RTM 499 course. Both courses are required for students majoring in Hospitality Management and Tourism (HMT) or Merchandising, Apparel, and Textiles (MAT). Students should register for RTM 340 in the fall semester of their junior or senior year and should register for RTM 499 in the summer after successfully completing RTM 340. RTM 499 is only offered in the second summer session. Sample syllabi for both courses are included in the appendix.

The RTM Internship Manual provides details of the RTM Internship including purpose of the internship, required internship experiences for the student, the organization’s responsibilities, relationship between the intern and the organization, responsibilities of the intern, responsibilities of the university supervisor, and frequently asked questions.

Purpose of the Internship

The RTM Internship Program is designed to enable students to:

1. Identify prospective internship and employment opportunities.
2. Create a cover letter, resume and reference list specifically for identified opportunities.
3. Craft an elevator speech to introduce themselves to prospective internship recruiters.
4. Demonstrate the ability to dress appropriately for an interview and internship.
5. Demonstrate the ability to respond appropriately to interview questions.
6. Connect classroom experiences to their internship experiences and articulate learning through doing.
7. Process constructive feedback from the internship supervisor to enhance performance.
8. Assess their passions and abilities prior to entering the profession after graduation.
9. Ready themselves for professional life after college while applying concepts and theories learned in college.
10. Build a network of professional contacts.
**Required Internship Experiences for the Student**

All RTM students are required to complete a 320-hour internship at an organization in the retailing or tourism industries. The internship experience should be designed so that students can rotate among departments or job functions, assist managers with administrative functions, and, where possible, manage staff. The internship should be completed over an 8-week period. Working for 320 hours in 8 weeks is equivalent of 40 hours per week – a full-time job.

Students will register for RTM 499, which is offered only during the second summer session. The 8-week work period may start in May, but all work must be completed by the end of the second summer session. The course description for RTM 499 is:

> Provides prospective HMT and MAT professionals a 320-hour, 8 week learning experience in a selected agency or organization, under the joint supervision of a qualified manager and a department internship supervisor.

Pre-requisites include a grade of “C” or better in HMT 120 or MAT 114, HMT 210 or MAT 120, HMT 270 or MAT 237, HMT 350 or MAT 315, RTM 340 and RTM 345 plus 100 approved hours of pre-internship experience. The pre-internship hours must be in a hospitality and tourism business for HMT majors or in retail and textiles businesses for MAT majors. These hours must be earned within the two years prior to commencing RTM 499.

Paycheck stubs or other payroll documents should be provided as proof of hours worked. If your employer has no other way to verify hours, you may use the form in the appendix. If your pre-internship hours are complete and you cannot use the form in appendix, then you should get a letter on company letterhead from a manager at the organization who can verify the number of hours you worked.

During the internship course, students will be required to complete assignments, as described in the syllabus (see Appendix 1). Students should always refer to the syllabus provided by the instructor in the semester they enroll in the course for the most current course information.

**Criteria for Approving an Internship Location**

Internships will be approved if the organization meets the following criteria:

> The organization must have a desire to participate in this educational program and agree to cooperate with the Department of Retailing and Tourism Management in order to meet and fulfill the aims and objectives of the internship program.

> The organization must have a competent and experienced staff member who is responsible for administering the internship program and have an adequately trained staff to supervise the work of the intern.
The organization must have adequate facilities, equipment, and property to participate in the internship program. The organization should be broad in its offerings and not limited to a highly specialized function.

The organization must be relevant to hospitality and tourism for HMT students or to merchandising, apparel and textiles for MAT students. Examples of the types of relevant organizations are listed in Appendix 3.

**The Organization’s Responsibilities**

Understanding the internship is a broad educational experience with a wide range of responsibilities, the intern should be given the opportunity to observe the work of the supervisor within their own organization, at staff meetings, and in connection with other agencies and organizations. The intern’s supervisor in the organization should:

- Meet with the intern prior to beginning the internship to determine the experiences and schedule for the internship.
- Orient the intern to the norms, purpose, policies, key staff, and facilities of the organization.
- Observe the performance of the intern as often as possible.
- Interact regularly with the intern to discuss performance, highlighting opportunities for improvement, and suggesting ways to improve.
- Communicate negative issues with the university supervisor if behavior or performance is unsatisfactory or detrimental to the organization.
- Conduct a mid-term evaluation and a final evaluation of the intern, using the appropriate evaluation forms. (See Appendices 4 and 5 for sample forms.)
- Provide work experiences leading to the intern’s professional maturity.
- Challenge and inspire the intern to become a leader in his or her future professional activities.

**Relationship between the Intern and the Organization**

The relationship between the organization and the intern is one of employer/employee and teacher/student. The intern should be a member of the organization’s staff and, at the same time, a student engaged in an assigned training program. The organization should ensure the intern’s experiences are professionally sound and that time and effort be allocated to the educational process, as outlined above.
The intern is expected to observe the work week normally observed by the organization and abide by the general rules and regulations that apply to regular staff. The organization is encouraged to compensate the intern, as possible. In addition, if the intern is required to furnish his/her own transportation to carry out organization services, the organization should reimburse the intern for such incurred expenses. The intern is responsible for his/her own transportation getting to and from the internship location.

The organization should not assign the intern full-time to any one particular function for the entire internship period but, instead, should schedule and assign the intern to a variety of functions. The organization should keep in mind the educational needs of the intern shall not be superseded by the service needs of the organization.

The University encourages all organizations to compensate interns for their work. However, we recognize unpaid internships are sometimes necessary. For-profit, private-sector employers who offer unpaid internship need to make sure their internship programs are in compliance with the Fair Labor Standards Act.

**Responsibilities of the Intern**

The focus of the internship program is upon the student and the success or failure of this training program will depend greatly upon the student’s realization of individual goals and responsibilities during the internship approval process and during the internship experience.

**Internship Approval Process**

1. Successfully complete RTM 340 and other course pre-requisites.

2. Complete 100 hours of approved work experience within two years of commencing RTM 499.

3. Identify and contact internship organizations related to your area of interest.

4. Once you have obtained an internship, complete the Internship Agreement Form (see example in Appendix 6) that describes the organization, the specific areas you will be assigned to (with some reference to the amount of time and/or percentage of internship allotted to each area) and your goals for the internship.

5. Schedule a meeting with the department internship coordinator for your major to obtain approval of the Internship Agreement Form. At this time the intern and department internship coordinator will confirm the internship location, and agree on any special considerations. This should happen by April 15.

6. Register for RTM 499 in the second summer session.
**During the Internship**

1. Report directly to the organization supervisor for instructions. The intern will be expected to follow the instructions given, carry out the policies and duties outlined by the supervisor, and meet all scheduled commitments.

2. Notify the department internship coordinator for your major as soon as possible of your summer contact information if it changes from what was provided in the Internship Agreement Form.

3. Become familiar with the regulations of the organization and conduct yourself in accordance with these regulations.

4. Act in a professional manner as a member of the organization’s staff.

5. Dress professionally and adhere to the organization’s dress code.

6. Notify the organization supervisor in advance when you will be unable to report for work. In case of illness, accident or emergency, both the organization supervisor and university coordinator should be notified.

7. Consult with your supervisor when there are problems which you cannot satisfactorily solve yourself.

8. Exercise tact and diplomacy in evaluating the organization’s philosophy, policy, or operating procedures.

9. Communicate with the organization supervisor when there is not a clear understanding of what is to be done.

10. Complete all assignments detailed in the course syllabus.

**Responsibilities of the Department Internship Coordinator**

The RTM internship involves a three-part relationship among the student, the RTM department, and the intern agency. The ultimate goals of all three are compatible. This relationship should result in a pleasant, meaningful and rewarding experience. If, however, the parties fail to live up to their responsibilities, the department internship coordinator is responsible for finding solutions. The internship coordinator assumes the ultimate responsibility for the successful operation of the internship program and for the attainment of its stated goals. Included among the responsibilities of the department internship coordinator are:

1. Provide feedback to students via the on-line learning system – making whatever comments, observations, or recommendations that are appropriate.
2. Visit many of the organizations and interns to observe and counsel the intern and consult with the organization supervisor regarding the performance of the intern. Due to the educational aspect of internship and because credit hours are given for it, the department internship coordinator will attempt to visit most interns at least once. On supervisory visits, conference time should be scheduled with the organization supervisor (and with other staff when appropriate) and the student.

3. Remove an intern from an organization when it would seem detrimental to allow the student to remain or upon request of the organization.

4. Evaluate each student’s internship using, the mid-term and final intern evaluations, bi-weekly reports, and other completed assignments.

Frequently Asked Questions

When should I take my internship class?
   Typically, students do their internships in the summer between their junior and senior year. Students are also permitted to take it in the summer after they finish their coursework.

How can I verify pre-internship work hours?
   Paycheck stubs or other payroll documents should be provided as proof of hours worked. If your employer has no other way to verify hours, you may use the form in Appendix 7. If your pre-internship hours are complete and you cannot use the form in Appendix 7, then you should get a letter on company letterhead from a manager at the organization who can verify the number of hours you worked.

Can my pre-internship hours be volunteer hours?
   Yes. You will still need to verify hours with the organization. A letter written by your supervisor on the organization’s letterhead or the form in Appendix 7 can be used.

If my internship is unpaid, how do I track the number of hours I’m working?
   Use the form in Appendix 7 if you have no other way to verify your internship hours.

Do I have to find my own internship?
   Yes. Students are expected to find and pursue internship experiences that fit with their particular areas of interest and personal preferences. Faculty members in the department are available to help you identify prospective sites or develop an application strategy.

What is the process of getting an internship approved?
   Once you have secured a site placement, you need to submit a signed Internship Agreement Form. If you are unsure about whether or not an internship counts, you are welcome to send the information (job description, website, etc.) to the Internship Coordinator for your major.
When are the deadlines to apply for the internship?
The Internship Agreement Form is due by April 15th or 2 weeks prior to the interns’ start date, whichever is earlier. All internship hours must be completed no later than August 1 and all assignments must be submitted by August 2.

How do I register for my internship class (RTM 499)?
Once your paperwork has been submitted and approved, you will be permitted to register for the internship class. You will not be permitted to register for the class without the required paperwork.

What is expected of me during my internship?
As close as possible, your internship should simulate full-time work experience totaling 320 hours over an 8 week period. You are expected to complete assignments as described in the course syllabus. You should also behave in a professional and ethical manner while engaged in work activities.

Do all my hours need to be with one organization?
Yes, your internship should be overseen by one person who can be responsible for supervising you. The supervisor may require you to visit another store or property to gain some perspective on the organization for a specific period of time.

Do I need to pay tuition to take my internship?
You will be registered for RTM 499 and you will be required to pay tuition. You can check with the financial aid office or the UK website for specific information on the tuition rates.

Why do I have to pay tuition to do the internship?
RTM 499 is a course for which enrolled students receive academic credit. The course is supervised by a faculty member in the RTM department. Throughout the course, students complete multiple assignments that are designed and graded by the faculty member who is responsible for administering the course.

Can I take other classes or have another job in addition to my internship?
Your internship should simulate full-time work experience and you will have additional academic responsibilities related to your internship so students are not permitted to take other classes in order to make your internship your first priority.
Appendices

Appendix 1: RTM 340 Syllabus (Sample)
Appendix 2: RTM 499 Syllabus (Sample)
to be "reasonable cause for nonresidence." More than 3 excused absences may result in failure of the course. More than one unexcused or unannounced absence may result in failure of the course, even in Mind:
- Students, Dental, Okanagan, etc. assignments should be made at times other than during your internship responsibilities.
- It is your responsibility to get word to me and your internship supervisor at least 24 hours in advance that your absence and the necessary arrangements.
- If you unexcused or unannounced absences, you should provide a written excuse and submit any work completed at the next regularly scheduled work day at both the on-site and internship supervisors. This is your responsibility and will not affect any classification of this document.

Academic Integrity

Academic integrity is essential to the very existence of an academic community. Every student is responsible for learning a unique set of academic standards, and for maintaining the integrity and academic reputation of the University of Kentucky. Maintaining a culture that supports learning and growth requires that each student make a commitment to the academic standards of honesty, integrity, responsibility, trust, respect for self and others, fairness, and justice.

Violations of the academic integrity policy include cheating, plagiarizing, or lying about academic matters. Plagiarism is defined as any act of another's work, no matter the source of ideas, that are not cited, without acknowledging that they were borrowed from other sources. Cheating is the use of unauthorized materials, information, or third parties during an examination, or attempt to obstruct another student's work. It is understood that cheating is subject to the University's disciplinary procedures and that the student's academic status will be affected as defined by the Office of the Dean of Students.

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All incidents of cheating and plagiarism are taken very seriously at the University of Kentucky, and there are specific guidelines and procedures in place to achieve them. See UK Policy (or for the exact federal rules regarding academic offenses.

- Are you accused of cheating, you would first meet with the course instructor and the department chair or an advisor.
- If you are accused of cheating, you would first meet with the course instructor and the department chair or an advisor.
- If the instructor is the chairperson on the committee, he/she will dismiss the committee. You should have the right to contact the chairperson and discuss the matter. However, the chairperson is responsible for the student's academic status.
- If you are accused of cheating, you will be notified in writing by the chairperson or the department chair. You will receive a copy of the written report of the investigation and the result of the investigation.
- If you have been accused of cheating or other acts of academic dishonesty, you may appeal the decision to the Academic Appeal Board. You must file your appeal in writing within 30 days of the date of the decision. The Academic Appeal Board will review the case and make a decision.
- If the department body by contacting the student and the Academic Appeal Board, you will be notified of the decision. If you do not agree with the decision, you may appeal to the Academic Appeal Board. You must file an appeal in writing within 30 days of the date of the decision. The Academic Appeal Board will review the case and make a decision.
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### Appendix 3: Examples of Relevant Organizations

**HMT Organizations**
- Hotels
- Resorts
- Theme parks
- Restaurants
- Entertainment venues
- Destination management organizations
- Convention and visitors bureaus
- Bars and nightclubs
- Airlines
- Cruise ships
- Tour operators
- Casinos
- Racetracks
- Arenas
- Travel media
- Wedding planning firms
- Corporate event planning
- Parks
- Campgrounds
- Athletic facilities
- Travel agencies
- Transportation companies
- Outdoor recreation
- Caterers

**MAT Organizations**
- Retail stores
- Boutiques
- Corporate offices of retailers
- Wholesalers
- Bridal shops
- Showrooms
- Big-box retailers
- Independent retailers
- Home improvement retailers
- Department stores
- Garment construction companies
- Textile manufacturers
- Uniform companies
- Sports merchandisers
- Apparel factories
- Textile printing companies
- Modeling agencies
- Apparel-related magazines
- Online retailers
- Consignment retailers
- Home good textile designers
- Apparel designers
- Visual merchandisers
Appendix 4: Mid-term Intern Performance Appraisal Form (Sample)
Appendix 5: Final Intern Performance Appraisal Form (Sample)

University of Kentucky Retailing and Tourism Management
Final Intern Performance Appraisal Form

Please have student submit this form at Standard after they have been evaluated by the student with their supervision.

Intern: ____________________________
Agency: __________________________
Supervisor Title: ____________________

Please evaluate the intern by using an objective assessment of his/her performance on the job. Discuss the evaluation with the intern before he/she leaves the internship location.

Using the rating scales below, rate the intern on each applicable item to your agency's internship program and the stipulations given for the intern. Ratings should reflect the overall, rather than casual observation. Be as accurate and objective as possible since this completed form will become part of the student's permanent record.

A. PERSONAL QUALIFICATIONS

<table>
<thead>
<tr>
<th>On Target</th>
<th>Needs Improvement</th>
<th>Unacceptable</th>
<th>Not Observed</th>
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- Ambition: Enthusiastic and driven to reach goals and aspirations.
- Adaptability: Adept at change in work environment.
- Interpersonal Skills: Sequencing many, unrelated, appropriate responsibilities.
- Initiative: Prompt, courteous, and independent in completing job assignments.
- Attention to Detail: Thorough and accurate on time, resource, and money management.
- Dependability: Does not require supervision to make a contribution.
- Professional Appearance: Neat, clean, and presentable. Is self-initiated by other personnel, efficient in work attitudes.
- Active Participation: Performance improvements. Receives suggestions, works to make changes and improves.
- Good Communication: Clearly demonstrates understanding of the job and instructions. Discusses job performance.
- Relationship: Works well with others. Displays problem-solving, generates common interests.

B. PROFESSIONAL COMPETENCIES

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<th>On Target</th>
<th>Needs Improvement</th>
<th>Unacceptable</th>
<th>Not Observed</th>
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- Ability to: Analyze problems, proposes and selects appropriate solutions.
- Planning and Organizing: Plans and organizes assignments meeting only the minimum requirements.
- Attention to Detail: Ability to write, read, and speak English. Possesses computer literacy, manual dexterity, and confidence. Ability to follow directions. Can handle complex tasks.
- Proactivity: Shows initiative in the performance of the job.
- Professionalism: Shows initiative in the performance of the job.

What advice do you have for the intern for improving his/her performance?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

If your agency has a job vacancy for someone with this intern's education, skills and abilities, would you consider hiring this intern for a permanent basis?

Yes ______ No ______

Reflect on the student's specific goals. How successful was the student in achieving his/her goals?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Additional comments about the student:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Suggestions for improving the RTM internship experience and program:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Internship Supervisor:

__________________________
Signature

__________________________
Date

Student Intern:

__________________________
Signature

__________________________
Date
Appendix 6: Internship Agreement Form (Sample)

University of Kentucky Retailing and Tourism Management

INTERNSHIP AGREEMENT

Return to Mike Prior, University of Kentucky, Retailing and Tourism Management, mike.prior@uky.edu, 859-257-1277 for.

Student Name ____________________________

Student ID ____________________________

Cell Phone Number ____________________________

Agency ____________________________

Agency Fax ____________________________

Agency Phone ____________________________

Agency Email ____________________________

Agency Name ____________________________

Agency Supervisor ____________________________

Date ____________________________

What is your relationship with this
corporation or agency?

Describe the Intern’s Major Responsibilities:

Intership Schedule:

Intern should be working full-time (40 hours a week) unless there are extenuating circumstances.

<table>
<thead>
<tr>
<th>Intern’s Name</th>
<th>Start Date/Time</th>
<th>End Date/Time</th>
<th>8-weeks</th>
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<td></td>
<td>May 3</td>
<td>Jul 9</td>
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<td>May 15</td>
<td>Jul 19</td>
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<td>May 28</td>
<td>Jul 31</td>
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Students can begin this week. Hours may be reduced to no fewer than 30 hours per week.

Compensation:

Rate of pay, hours worked, benefits, etc.

Describe the Supervisor’s Responsibilities (Resume may be attached):

Agency Supervisor’s Signature ____________________________

Intern’s Signature ____________________________

Date ____________________________

Agency Supervisor’s Name ____________________________

Date ____________________________

Intern’s Name ____________________________

Date ____________________________

REQUISITE RESPONSIBILITIES: As the Agency Internship Supervisor, I should provide the above listed student with the experience and training.

REQUISITE EXPERIENCE: As the Agency Internship Supervisor, I have obtained a broad educational experience with a wide range of responsibilities that will involve the intern in: training, researching, reviewing, participating, assisting, supervising, and managing. I agree to follow the directions of my Internship Supervisor and give a wide range of experience during my time at an Internship.

EVALUATIONS: As the Agency Internship Supervisor, I have obtained a broad educational experience with a wide range of responsibilities that will involve the intern in: training, researching, reviewing, participating, assisting, supervising, and managing. I agree to follow the directions of my Internship Supervisor and give a wide range of experience during my time at an Internship.

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## Appendix 7: Verification of Pre-Internship Hours or Internship Hours

Paycheck stubs or other payroll documents should be provided as proof of hours worked. If your employer has no other way to verify hours, you may use this form. Make additional copies as necessary.

Student Name: _______________________  Supervisor Name: _______________________  
Employer: _______________________  Supervisor Phone #: _______________________  

<table>
<thead>
<tr>
<th>DATE</th>
<th>Time In</th>
<th>Time Out</th>
<th>Total hours</th>
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**TOTAL HOURS**