

ARMY INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY
INTERNAL QUALITY ASSURANCE CELL
SOP GUIDELINES FOR INTERNSHIP

1. References. This SOP will conform to following: -
 - 1.1: BNU 6th Semester notification that will be posted to students once issued on website.
 - 1.2: NEP-2020 guidelines on Internship, available on website.
 - 1.3: AICTE guidelines for Internship available on website.

2. Dates of Internship. Internship will strictly conform to dates of 6th semester dates as notified by BNU and posted on website. The students will report back to AIHM&CT within 48 hours of last day of 6th semester as notified by BNU. Students not reporting with 48 hrs of last day will be fine at the rate of Rs 100 per day for next two days. If students do not report within 96 hours of last date of 6th semester as notified by BNU they will be debarred from Internal and External Viva Voce of 6th Semester. BNU, Registrar (Evaluation) will be notified of absentees who did not report to AIHMCT on the fifth day after last date of 6th Semester, by Principal, AIHMCT.

3. Campus Exits and Confirmation of Internship. Students will be allowed to proceed on internship after submission of following documents and actions: emailed:
 - 3.1: Confirmation from Hotel. The receiving Hotel must confirm internship. The copy of email should also be marked to the **respective Faculty Guide**.
 - 3.2: Students must pack their belongings in proper suitcases and mark their mattresses and obtain receipt from Warden.
 - 3.3: Students will obtain clearance from all prior to leaving campus. Clearance to leave Campus will be given by Assistant Registrar, AIHMCT addressed to Security Gate.

4. Students Consent: This SOP and BNU 6th Semester Notification will be posted on website for information of all. Students must in written confirm that they have understood contents of this SOP.

5. Mandatory Rotation in All Core Departments. As per BNU guidelines:
 - 5.1: Every student must undergo training in **all four core departments: Front Office, Housekeeping, Food Production, and Food & Beverage Service**.
 - 5.2: **All students will gain knowledge on other departments like Engineering, Learning & Development, HR and Finance & Revenue also.**
 - 5.4: The allotted Faculty Guides must verify and submit each student's **department-wise training completion** to the Internship Coordinator.
 - 5.5: The institute will **NOT** be responsible for any type of delay on any account.

6. Journals & Faculty Guidance. Each student must maintain an **individual journal** (no journals should be identical in information's and other data's when

compared to any of the other students). Faculty Guides are responsible for mentoring students regarding journal, logbook, and report preparation once they return from Internship.

7. Training Completion Confirmation.

7.1: The student must ensure that the **hotel must mail the official “End of Training Date”** directly to the Internship Coordinator **before the student returns to campus** for Project Viva.

7.2: Students who arrive without this mail will not be permitted for viva.

8. Monthly Update to Faculty Guide.

8.1: Students must stay in touch with their assigned Faculty Guide on fortnightly basis and render a short report as attached to this document.

8.2: A **monthly performance/status update** must be submitted.

9. Issue Resolution. Any issue faced by students must be reported to Internship Coordinator. The students will be guided and assisted.

10. Attendance, Absenteeism and Discipline.

10.1: Students must complete **minimum 120 days** of training without fail.

10.2: Absenteeism, bunking, or shortage of training days will result in, **Disqualification from Project Viva**, and the student will have to **redo the internship in the next Even Semester**.

10.3: Misconduct, indiscipline, or actions that defame the institute will lead to **immediate termination** of training and disciplinary action.

11. Illness / sickness protocol.

11.1: Any illness must be reported **on Day One** to the concerned Department Head at the hotel, and the Internship Coordinator (via email sent by the hotel).

11.2: Absence due to sickness **without official hotel email** will not be accepted.

11.3: Fake or manipulated medical certificates will result in **termination and disciplinary action**.

12. Logbook Requirements.

12.1: Every student must maintain a **daily logbook** documenting tasks performed and observations.

12.2: The logbook must be **checked and signed daily** by the Supervisor/Manager.

12.3: This logbook will be used to prepare the final training report.

13. Final Project Report Guidelines. The project report must include mandatory analyze: -

13.1: SWOT Analysis.

13.2: PESTLE Analysis.

13.3: McKinsey 7S Framework.

13.4: Detailed study of hotel operations.

13.5: Duration Basis: The report must be based on the **compulsory 4-month training completed in the 6th Semester** in a reputed 4-star/5-star property.

14. Project Report Submission: Students must submit **two typed copies** of the project report, duly signed by:

14.1: Faculty Guide.

14.2: Internship Coordinator.

14.3: Principal.

14.4: External Examiner(s): will be signed after submission on the day of exam.

14.5: Reports must be submitted **in person** to the examiner **before the seminar**.

14.6: **Late submissions will not be accepted.**

15. Mandatory Documents During Seminar / Viva. Students must on completion of Internship ensure following and in person furnish: -

15.1 Original Industrial Training Certificate: must be sent by Hotel to Internship Coordinator. Original must be with student.

15.2: University Copy & Student Copy of Project Report (signed by Guide & Principal, AIHMCT).

15.3: Original Logbook (signed by Training Manager / HR Manager).

15.4: Examination Hall Ticket.

15.5: College ID Card

15.6: College Uniform

15.7: Grooming as per hotel industry standards

16. Project Evaluation.

16.1: The University-appointed Examiner will evaluate the Project Report.

16.2: Marks will be awarded strictly as per BNU guidelines.

17. Any further information or Assistance and Queries:

CONTACT: Internship Coordinator: Chef Rajesh Kumar

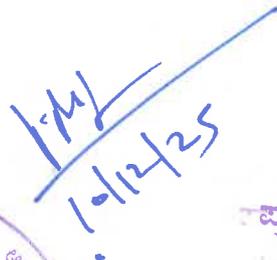
Email: trg@aihmctbangalore.edu.in

Mobile Number: 8220362672


10/12/25

CHEF RAJESH




10/12/25


Principal
AIHMCT
Bangalore-560 077.

Essentials During a Hotel Management Internship

1. Understand the Hotel's Structure & Standards:
 - 1.1: Attend orientation seriously: learn the **organization chart**, reporting hierarchy, and SOPs.
 - 1.2: Understand the hotel's brand standards (e.g., Taj Hotels, Marriott Hotels, etc.).
 - 1.3: Know the basics of PMS systems used (e.g. Opera PMS).

2. Gain Hands-on Experience in All Core Departments: Most hotel management colleges require exposure to these four departments:
 - 2.1: Front Office:
 - 2.1.1: Check-in/check-out workflow.
 - 2.1.2: Handling guest complaints.
 - 2.1.3: Learning room types, tariffs, upselling techniques.
 - 2.1.4: Use of PMS for guest profiles, billing, messages.
 - 2.2: Housekeeping:
 - 2.2.1: Room cleaning procedure.
 - 2.2.2: Use of chemicals and equipment.
 - 2.2.3: Linen management.
 - 2.2.4: Lost & Found procedures.
 - 2.3: Food & Beverage Service:
 - 2.3.1: Table setup, mise-en-place.
 - 2.3.2: Order taking, sequence of service.
 - 2.3.3: Banquet operations.
 - 2.3.4: Bar basics (if permissible).
 - 2.4: Food Production (Kitchen):
 - 2.4.1: Basic knife skills.
 - 2.4.2 Station setup (mise-en-place).
 - 2.4.3: Hygiene & HACCP guidelines.
 - 2.4.4: Assisting in prep, portioning, storage.

3. Maintain a Professional Attitude:
 - 3.1: Be punctual, presentable, and follow grooming standards.
 - 3.2: Show eagerness: ask questions, volunteer for tasks, learn SOPs.
 - 3.3: Maintain a positive attitude even in pressure situations.

4. Learn Industry Etiquette & Communication:
 - 4.1: Practice guest communication-polite greetings, empathy, and clarity.
 - 4.2: Internal communication: learn the right way to speak to supervisors, use radios, write logbook entries.

5. Observe and Learn Management Skills:
 - 5.1: Watch how departments coordinate during peak hours.
 - 5.2: Understand cost control, indenting, waste management, staff deployment.
 - 5.3: Observe leadership styles of supervisors and managers.

6. Develop Technical Knowledge:
 - 6.1: Basic hotel safety & fire protocols.

- 6.2: Handling POS terminals.
- 6.3: Billing procedures, taxes (GST), discounts.
- 6.4: Menu knowledge, wine basics, kitchen terminology.
- 7. Maintain a Daily Logbook / Training Report.
 - 7.1: Record tasks learned every day.
 - 7.2: Note SOPs, equipment used, challenges faced.
 - 7.3: This will help while writing your final internship report or viva.
- 8. Ask for Feedback Regularly
 - 8.1: Take weekly feedback from supervisors.
 - 8.2: Ask what to improve-speed, accuracy, soft skills, technical knowledge.
- 9. Build Your Resume During the Internship.
 - 9.1: Take certificates, appreciation notes if given.
 - 9.2: Note down statistics: number of check-ins handled, sections worked in, banquet events assisted, etc.
 - 9.3: Make professional connections (LinkedIn).
- 10. Focus on Safety, Hygiene & Discipline:
 - 10.1: Follow grooming standards.
 - 10.2: Follow HACCP, fire safety rules, and equipment handling protocols.
 - 10.3: Never compromise on cleanliness, whether in FO, HK, F&B, or Kitchen.
- 11. Internship Checklist.
 - 11.1: Before Starting Internship:
 - Offer letter received and verified
 - Internship dates confirmed
 - Uniform and grooming standards understood
 - Hotel policies/SOPs read
 - ID card, bank details, and documents submitted
 - Transport/accommodation arranged (if needed)
 - 11.2: Orientation & Hotel Knowledge.
 - Attend induction program
 - Learn the organization chart
 - Understand brand standards (e.g., Marriott, Taj, Hyatt)
 - Understand safety, fire, and emergency procedures
 - Learn usage of PMS (e.g., Opera) / POS
 - Know all F&B outlets, room types, facilities
 - 11.3: Department Wise Check List:
 - 11.3: Front Office:
 - 11.3.1: Learn check-in/check-out procedure.
 - 11.3.2: Observe handling of guest complaints.
 - 11.3.3: Learn upselling techniques.
 - 11.3.4: Understand room types and rates.
 - 11.3.5: Practice guest greetings and communication
 - 11.3.6: Use PMS for:
 - 11.3.6.1: Guest profile.
 - 11.3.6.2: Billing.
 - 11.3.6.3: Room status.
 - 11.3.7: Learn telephone etiquette.

- 11.3.8: Understand night audit basics.
- 11.4: Housekeeping:
 - 11.4.1: Learn guest room cleaning procedure.
 - 11.4.2: Practice bed-making.
 - 11.4.3: Understand use of cleaning chemicals.
 - 11.4.4: Learn linen and laundry process.
 - 11.4.5: Observe Lost & Found procedure.
 - 11.4.6: Understand minibar checking.
 - 11.4.7: Learn stock/consumption control.
 - 11.4.8: Understand public area cleaning.
- 11.5: Food & Beverage Service:
 - 11.5.1: Learn table setup and mise-en-place.
 - 11.5.2: Observe sequence of service.
 - 11.5.3: Learn order taking.
 - 11.5.4: Understand menu (ingredients & preparation).
 - 11.5.5: Learn POS billing.
 - 11.5.6: Assist in banquets.
 - 11.5.7: Practice tray carrying.
 - 11.5.8: Learn basic bar knowledge (if allowed).
- 11.6: Food Production Kitchen:
 - 11.6.1: Learn basic knife skills.
 - 11.6.2: Practice vegetable cuts.
 - 11.6.3: Assist in mise-en-place.
 - 11.6.4: Understand HACCP & hygiene.
 - 11.6.5: Learn portioning & storage.
 - 11.6.6: Observe hot kitchen/cold kitchen/pastry.
 - 11.6.7: Learn inventory & indenting basics.
 - 11.6.8: Maintain workstation cleanliness.
- 11.7: Professional Skills Development:
 - 11.7.1: Punctuality and discipline maintained.
 - 11.7.2: Grooming standards followed daily.
 - 11.7.3: Learn teamwork & communication.
 - 11.7.4: Ask questions to supervisors.
 - 11.7.5: Learn conflict-handling.
 - 11.7.6: Practice guest interaction confidently.
- 11.8: Daily Logbook/ Report:
 - 11.8.1: Update tasks learned each day.
 - 11.8.2: Record SOPs observed.
 - 11.8.3: Challenges faced and solutions.
 - 11.8.4: Supervisor signature (if required).
- 11.9: Weekly Self-Assessment:
 - 11.9.1: What new skill did I learn this week?
 - 11.9.2: What mistakes did I make, and what will I improve?
 - 11.9.3: Feedback received from supervisors
 - 11.9.4: Areas to focus for next week.

11.10: End of Internship Tasks:

- 11.10.1: Get completion certificate.
- 11.10.2: Collect supervisor feedback.
- 11.10.3: Update resume with internship details.
- 11.10.4: Add contacts on LinkedIn.
- 11.10.5: Prepare final report for college.
- 11.10.6: Reflect on preferred career department.