

景文科技大學辦理

教育部 - 「學海築夢」
98 年度獎助大學校院
海外專業實習先導型計畫
結案報告

系／所全銜：旅館管理系
計畫主持人：王斐青

中 華 民 國 九 十 八 年 九 月 十 八 日

一、 實習機構介紹

實習單位名稱與國際聲譽：

American Hospitality Academy 自 1986 年成立，即以培訓休閒旅館界的領袖精英為宗旨，透過該機構架建置之實習與訓練方案，積極的與來自世界各地的知識青年分享美國文化以及專業旅館知識，期望在此訓練方案之下能創造這些成功受訓者更多的工作競爭力與專業生涯價值。該機構目前提供 Hilton、HYATT、Marriott、The Ritz Carlton、Sheraton 以及 Westin 等知名連鎖旅館的休閒類旅館的現場實習機會，每次為期五至六個月的訓練期間。工作職缺如 Activity Coordinate、Front Desk Assistant、Food & Beverage Attendant 等，皆與本系之培養宗旨吻合與密切關聯。

The American Hospitality Academy is proud to have championed an internship program that teaches both cultural awareness and leadership skills necessary to be successful in a global community. Through AHA's structured programs, trainees (Cultural Ambassadors) share their cultures through practical training. Trainees learn ethics and work values while developing leadership skills. AHA develops hospitality leaders of tomorrow who will encourage tolerance, celebrate diversity and promote peace around the world.

THE FOUNTAINS RESORT

Vision

Bluegreen Corporation is a dynamic, profitable company led by talented, dedicated people who share a single vision: to be recognized as a leader in superior leisure and lifestyle products and services, which help individuals and families improve the quality of their lives.

Mission

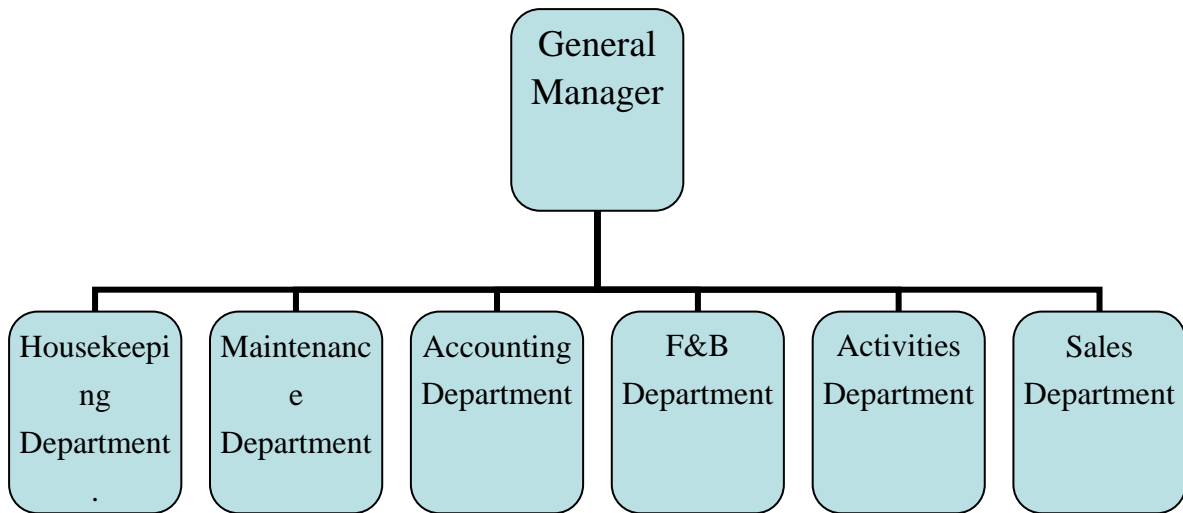
Our mission is to provide individuals and families with an opportunity to improve their lives with our superior leisure and lifestyle products and services. Our products and

services are designed to create lasting memories and to win our customers' loyalty in perpetuity.

Bluegreen® is committed to building a valuable and growing company in which creativity and quality are the cornerstones of our success. We will nurture our growth through the performance of outstanding associates who uphold the company's commitment to service and customer satisfaction. We will build the company aggressively within the framework of fiscal conservatism and an ethical culture.



THE FOUNTAINS RESOT 部門組織圖



旅館部門單位說明：

General Manager：管理部門及處理問題。

Sales Dept.：館內促銷活動及VIP服務等。

Housekeeping Dept.：清理客房及更換泳池布巾。

Maintenance Dept.：維修旅館設施。

Personnel Dept.：員工職前訓練，人事聘請等。

Activities Dept.：依照每日活動不同，與客人互動。

Security Dept.：維護客人安全及管制進出入客人等。

部門介紹 THE ACTIVITIES

簡單來說，就是活動連絡員或者渡假旅館中的團康。

部門經理：Brandon Gamble

部門主任：Jeannette Morros

基本上，佛羅里達州奧蘭多市是一個觀光勝地，最有名的景點就是 Disney World，所以前來住宿的大多是觀光客，當然還是會有老客戶。而在奧蘭多市也是以渡假旅館為居多，每一間旅館都會有活動聯絡員的職位，以我們的旅館來說，每個月都會依照節日或者每天編排不同的活動內容提供給顧客參考，而我們也會讓顧客在住宿期間體驗到另外不同的娛樂。

來到這裡實習後，我的認知以為美國人全都說英語，之後才知道其實我們的顧客也有說西班牙語的，所以如果能具備英文及西班牙語的能力，在這裡會是很吃香的。事前在與旅館經理面試時，就很開心知道能夠與小朋友一起玩活動，當然也要準備基本的英語能力及面對顧客時的應變能力，還有不管心情如何都要把歡樂帶給顧客的心是一定要有的！

Saturday

- 9-9am Powerwalk, Start @ Mug O' Joe's
- 10am-12pm Arts & Crafts Session @ W.S.
- 11am Design your own Sun Visor \$4 each
- 12-1pm Aqua Boat Camp @ W.S.
- 12-2pm Live Entertainment @ W.S. Pool
- 2-3pm Live Alligator Show @ W.G.
- 3-4pm Kids Check In (Registration Lobby)
- 4-5pm Paint your own Coconut @ W.G.
- \$7.50 Includes a smoothie / tropical drink at the bar
- 4-5pm Poolside Bingo \$1 per card @ W.S.
- 4-6 pm Happy Hour @ WG, WE & H2O
- 7-10pm Live Entertainment @ H2O
- 8-10pm Dive In Movie @ W.E.

Sunday

- 10am-12pm Arts & Crafts Session @ W.S.
- Princess Tiaras and King Crowns \$4 each
- 12-1pm Live Entertainment @ W.S. Pool
- 2-3pm Create a Sundae \$3 @ W.G.
- 3-4pm Paint your own Coconut @ W.G.
- \$7.50 Includes a smoothie or tropical drink at the bar
- 4-5pm Poolside Bingo \$1 per card @ W.S.
- 4-6 pm Happy Hour @ WG, WE & H2O
- 5-6pm Face Painting @ W.S.
- 7-9pm Bonfire, Sing-a-long, and S'mores @ Lake Eve
- \$8 Includes a family Sympies pack to roast on the bonfire

Monday

- 10am-12pm Arts & Crafts Session @ W.S.
- Wind phones or Birdhouse \$4 each
- 12-1pm Tie Dye Time \$10 @ W.E.
- 2-3pm Create a Sundae \$3 @ W.G.
- 3-4pm Paint your own Coconut @ W.G.
- \$7.50 Includes a smoothie or tropical drink at the bar
- 4-5pm Poolside Bingo \$1 per card @ W.S.
- 4-6 pm Happy Hour @ WG, WE & H2O
- 7-9pm Family Game Night @ H2O

Tuesday

- 9-9am Ladies Free Pampering @ Kid's club
- Must Sign up in advance, please call 3178
- 10am-12pm Arts & Crafts Session @ W.S.
- Design your own Sun Visor \$4 each
- 12-1pm Water Fitness @ W.S.
- 12-2pm Live Pirate Show @ W.S.
- 2-3pm Create a Sundae \$3 @ W.G.
- 3-4pm Paint your own Coconut @ W.G.
- \$7.50 Includes a smoothie / Tropical drink at the bar
- 4-5pm Poolside Bingo \$1 per card @ W.S.
- 4-6 pm Happy Hour @ WG, WE & H2O
- 5-7pm Kids Karaoke @ Kid's Club
- 7-9pm Margarita Madness @ H2O
- Nat So Scary Ghost Stories @ Lake Eve
- \$2.50 Includes milk & cookie pack
- WLS - Waters Edge Pool
- WG - Wakulla Golf
- WS - Wakulla Springs
- S-C - Sports Court

Wednesday

- 10am-12pm Arts & Crafts Session @ W.S.
- Tropical Chickens and Tropical Fish Necklaces \$4 each
- 12-1pm Underwater Treasure Dive @ W.S.
- 1-2pm Tie Dye Time \$10 @ W.E.
- 2-3pm Surfing 101 \$10 @ W.S.
- 3-4pm Create a Sundae \$3 @ W.G.
- Paint Your own Coconut @ W.G.
- \$7.50 Includes a smoothie/tropical drink at the bar
- 4-5pm Poolside Bingo \$1 per card @ W.S.
- 4-6 pm Happy Hour @ WG & H2O
- 4-15pm Sun-Cruise Casino \$15
- *Includes Port Fees, Call 3178 to sign up
- 5-7pm Guitar Hero Tournament @ Kids Club

Thursday

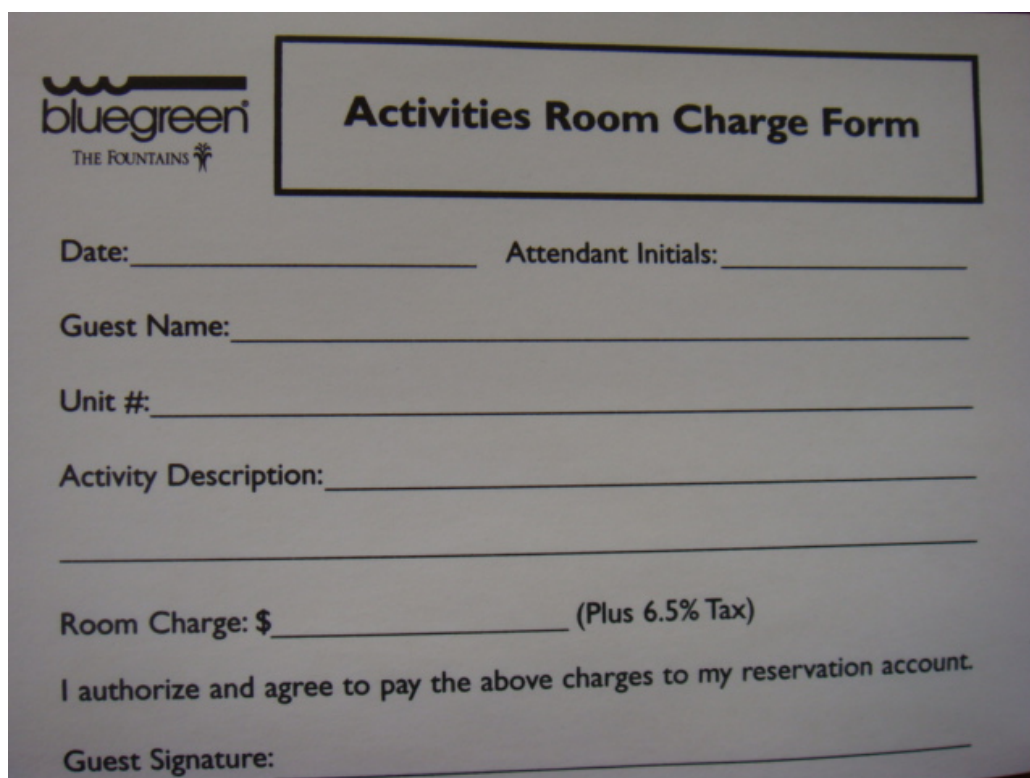
- 8-9am Powerwalk, Start @ Mug O' Joe's
- 10am-12pm Arts & Crafts Session @ W.S.
- Paint your own Potted Planter - \$4 each
- 11-30am Ladies Free Pampering @ Kids Club
- Must Sign up in advance, please call 3178
- 12-1pm Build a Teddy \$17 @ W.S.
- 12-1pm Water Fitness @ W.S.
- 1-2pm Live Puppet Show @ W.S.
- 2-3pm Create a Sundae \$3 @ W.G.
- 3-4pm Paint your own Coconut @ W.G.
- \$7.50 Includes a smoothie or tropical drink at the bar
- 4-5pm Poolside Bingo \$1 per card @ W.S.
- 4-6 pm Happy Hour @ WG & H2O
- 5-7pm Margarita Madness @ H2O
- 6-7pm Adult Dance class @H2O
- 6-9pm High School Musical 3 Pep Rally*
- \$10 Includes pizza, drinks & dance choreography. Must sign up by noon**

Friday

- 10am-12pm Arts & Crafts Session @ W.S.
- Flower building and Bird houses \$4
- 1-2pm Pool Games @ W.E./W.S.
- 2-3pm Create a Sundae \$3 @ W.G.
- 3-4pm Paint your own Coconut @ W.G.
- \$7.50 Includes a smoothie or tropical drink at the bar
- 3-5pm Pool Scoop-\$15/\$25 @ W.S.
- 4-5pm Poolside Bingo \$1 per card @ W.S.
- 5-7pm Kids Check In (Registration Lobby)
- Happy Hour @ WG & H2O
- Karaoke Night @ H2O
- Dive in Movie @ W.E.

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這是 Fountains Resort 的活動內容表，每天都會有不同的節目。



The image shows a form titled "Activities Room Charge Form" from bluegreen THE FOUNTAINS. The form includes fields for Date, Attendant Initials, Guest Name, Unit #, and Activity Description. It also has a section for Room Charge with a 6.5% tax, a statement of authorization, and a Guest Signature line.

bluegreen
THE FOUNTAINS

Activities Room Charge Form

Date: _____ Attendant Initials: _____

Guest Name: _____

Unit #: _____

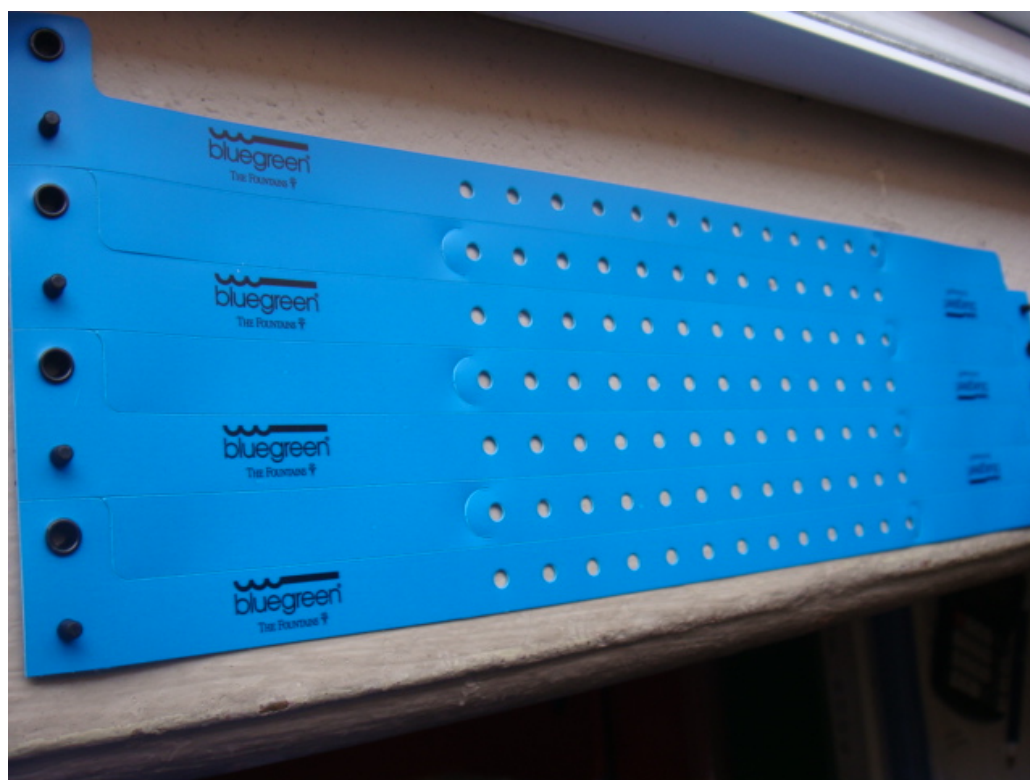
Activity Description: _____

Room Charge: \$ _____ (Plus 6.5% Tax)

I authorize and agree to pay the above charges to my reservation account.

Guest Signature: _____

我們賣商品時或做活動的費用要請客人填記帳於房間的單子。



客人在入宿後一定要帶上的手帶，以便安全部巡視。



因為只有安排一個人站櫃檯，不在時我們會用牌子告知客人。

旅館設備

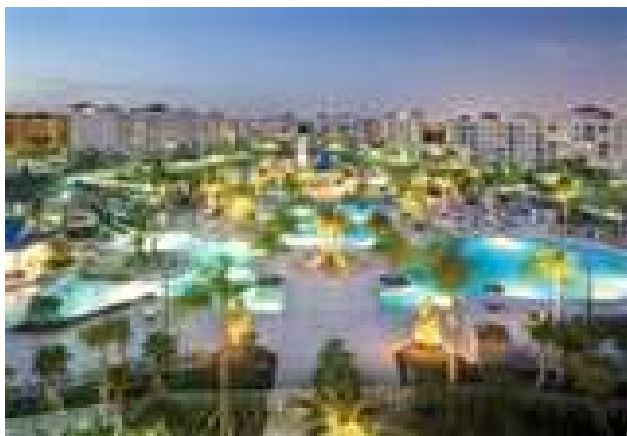


Fountains Resort Clubhouse



Water's edge pool

Wakoola springs



二、 實習成效

1、本次參加實習學生為館四勤金亞男與館三勤施雅芳同學，實習結束之後，返回校內，再度回到教室的表現，所有教師評估結果發現確實增加國際觀與提升英語能力。

學生姓名	職稱	實習地點	實習期間
金亞男	Activity Coordinate	南卡州 Hilton resorts hotel	2009/03/15-08/15
施雅芳	Activity Coordinate	佛州 Fountains resorts hotel	2009/03/05-09/05

2、本次實習計畫執行完成之後，對於本系未來推展學習國際化之進展，產生。

3、參加實習學生之成效對學弟妹發生專業示範之確實學習成果與經驗。

4、本系屬於技職體系之觀光餐旅類，在課程之規劃上力求安排兼具理論與實務應用之課程。為落實實習生在校所學旅館相關知識與技能運用在實際職場與相關工作場所，並達到學習環境國際化之特色，與美國專業機構建制海外實務教育訓練之實習平台。藉由美國國際化企業多元之發展特性，前瞻性視野的探討，幫助學生在學習上放寬視野，掌握趨勢，以培育未來具國際競爭力的旅館專業從業人才。

5、建構旅館管理系與海外企業、教育實習合作資源整合之平台，突破系科資源之限制，誘發學生自我提升英語學習動機，藉此增進英語聽、說、讀、寫之能力。

6、實地瞭解國外旅館市場與管理文化與國內旅館產業之異同。

7、幫助技職學生接軌世界潮流，擴大國際視野，掌握未來趨勢，開創獨特之發展價值。在漫長語言、技能之學習過程中，找到自己努力的生涯目標，構築自己最大的專業夢想。

獲獎助學生海外專業實習成效評估及學分採計方式：

海外專業實習成效：

- (1) 實習課程由企業教育訓練指導專員及實習同學共同評分，佔總分 60%。本次兩名同學獲評分換算本地成績為金亞男:86 施雅芳:85。
- (2) 海外實習報告：以英文進行實習成果發表並繳交實習課程報告，佔總分 40%。

學分採計結果如下：

- (1) 金亞男校外實習學分 8 學分、實習報告 2 學分
- (3) 施雅芳校外實習學分 12 學分、實習報告 4 學分、海外實習有 2 學分、海外實習報告 1 學分。

Activity Coordinate：休閒活動聯絡員，在園區內扮演連絡遊客與館內各單位與所有設施之關鍵角色。

三、 訪視教師心得

海外專業實習期間為求計劃執行效能之確實性，除安排指導老師每天以 mail 與美國旅館業者及實習同學保持密切溝通連繫外，有必要於學生實習期間擇期赴美，確實訪視實習同學在美國實習地點之工作環境並與業者共同溝通實習課程之內容與執行細節，以利後續實習工作安排之品質強化。

隨團教師擔任之角色及工作內容： 擔任實地訪視工作並與實習業者確認實習工作之內容與專業課程進行的細節。

1. 傳遞學校對學生的關心，讓學生與家長更加安心。
2. 實地瞭解學生在企業的工作狀況與學習情形。
3. 確實瞭解企業對學生的教導品質與輔助機制。

確實掌握學生在當地的食、衣、住及行的實況，若有需要提供必要的協助。

Management of Hotel

Jin Wen University of Science and Technology



Name: Shih, Ya-Fang

No. : 961214014

Intern Resort : The Fountain Resort, Orlando FL

Teacher: Chao, Hui-Y



General Manager: Kristine Ingram

Activities Manager: Brandon Gamble

Activities Supervisor: Jeanette Morales

12400 International Drive 32821 Orlando
Florida



Bluegreen Fountains History

Bluegreen Company was founded in 1966 in Massachusetts; the company's core business was acquiring, improving, selling and financing residential land. In 1986 the company was listed on the New York Stock Exchange and in 1991 relocated to Boca Raton, Florida. The company adopted its present name in 1996.

Today, Bluegreen Corporation continues its history of offering value, choice, and service. Our more than 3,100 employees are passionate about delivering extraordinary experiences for our owners, travelers and business partners. Our flexible real estate-based vacation ownership plan boasts more than 208,000 owners, over 45 resorts, and access to more than 3,700 resorts worldwide. Simply stated, Bluegreen's vision today and for the future is to be recognized as a leader in superior leisure and lifestyle products and services, which help individuals and families improve the quality of their lives.

Bluegreen developed its first timeshare resort in the Great Smoky Mountains in 1994. Other resorts soon followed. Bluegreen focused its land development operations on master-planned communities and developed its first daily-fee golf course in 1996.





Location Company

Set within 54 acres surrounding the serene natural setting of Lake Eve, and located along popular International Drive, The Fountains offers everything you would expect from a world-class resort as well as the convenience of a central location.

While Orlando is best known for its theme parks, this busy city also boasts first-rate entertainment complexes with state-of-the-art movie theaters, a science center, parks and gardens and a multitude of other entertaining, educational and unique attractions. Plus, there are other notable tourist destinations just a short drive away. To see and do:

- Walt Disney World®, Magic Kingdom®, EPCOT®, Disney-MGM Studios, and Disney's Animal Kingdom®
- Universal Studios® and Islands of Adventure
- SeaWorld® Adventure Park and Discovery Cove®
- Downtown Disney®: The Marketplace, West Side, Pleasure Island
- Orlando Science Center
- Kennedy Space Center
- Silver Springs
- Water Parks
- Arcades and Miniature Golf
- Golf
- Biking
- Waterskiing and Wakeboarding

Set within 54 acres surrounding the serene natural setting of Lake Eve, and located along popular International Drive, The Fountains offers everything you would expect from a world-class resort as well as the convenience of ntral location.

Orlando is famous for its amazing attractions, unbridled family fun and exquisite weather.



Directions from

From Orlando International Airport:

Take SR-528 Beeline Highway to International Dr. exit.

Go left on International Dr. and follow south approximately 3.5 miles.

The Fountains will be on your right.

From the Turnpike:

Follow turnpike to exit 259 to I-4 West.

Follow I-4 West to exit 72, SR-528 Beeline Highway.

On SR-528 take the first exit, International Dr.

Go left on International Dr. and follow south approximately 3.5 miles.

The Fountains will be on your right.

From I-75 (Tampa area):

Take I-75 to I-4 East. Follow I-4 East to exit 71 Sea World.

Turn right onto Central Florida Parkway from I-4.

Follow past Sea World (will be on left) to

International Dr. and take a right.

The Fountains will be approximately 2.5 miles ahead on your right.

From I-95:

Take I-95 to I-4 West.

Follow I-4 West to exit 72, SR-528 Beeline Highway.

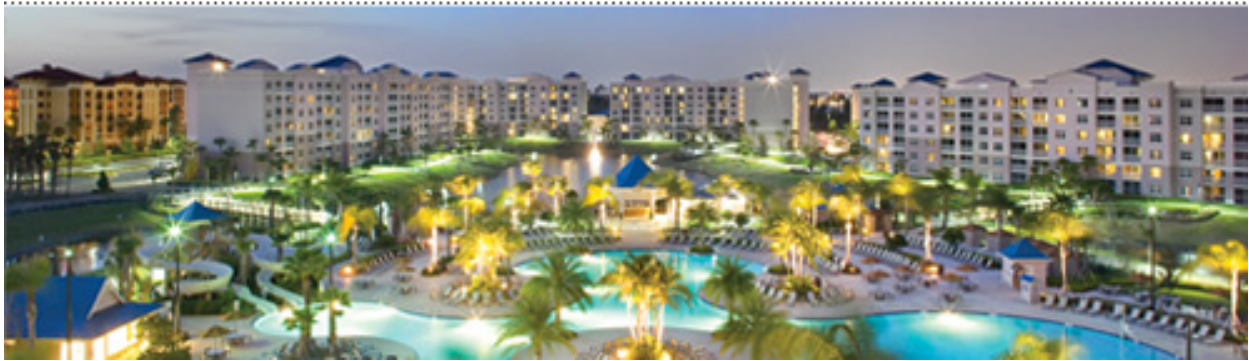
On SR-528 take the first exit, International Dr.

Go left on International Dr. and follow south approximately 3.5 miles.



Company Category

Welcome to Bluegreen®



Founded in 1966 and headquartered in Boca Raton, FL, Bluegreen Corporation is the leader in providing Colorful Places to Live and Play® through its vacation ownership resort and residential real estate business segments. Our more than 3,100 employees are passionate about delivering extraordinary experiences for our owners, travelers and business partners. Since 1996, Bluegreen has managed, marketed and sold a flexible, real estate-based vacation ownership plan with more than 208,000 owners, over 45 owned or managed resorts, and access to more than 3,700 resorts worldwide. Since 1985, Bluegreen Communities has developed master-planned residential and golf communities primarily in the southern and southeastern U.S., and has sold over 55,000 home sites. We also offer a portfolio of comprehensive, turnkey, fee-for-service resort management, financial services, customer generation and sales solutions to third-party developers and lenders.

Getting away from all the stress is no longer a luxury. It's a necessity. That's why thousands of people like you have joined the Bluegreen Vacation Club to make the most of their valuable vacation time.

What makes the Bluegreen Vacation different is unlike most vacation ownership programs, you don't just use vacation time at a specific resort; you purchase Bluegreen Vacation Club Vacation Points that allow you to enjoy any and all resorts in the Bluegreen family.

Bluegreen offers the flexibility, freedom and choice you want in a vacation.



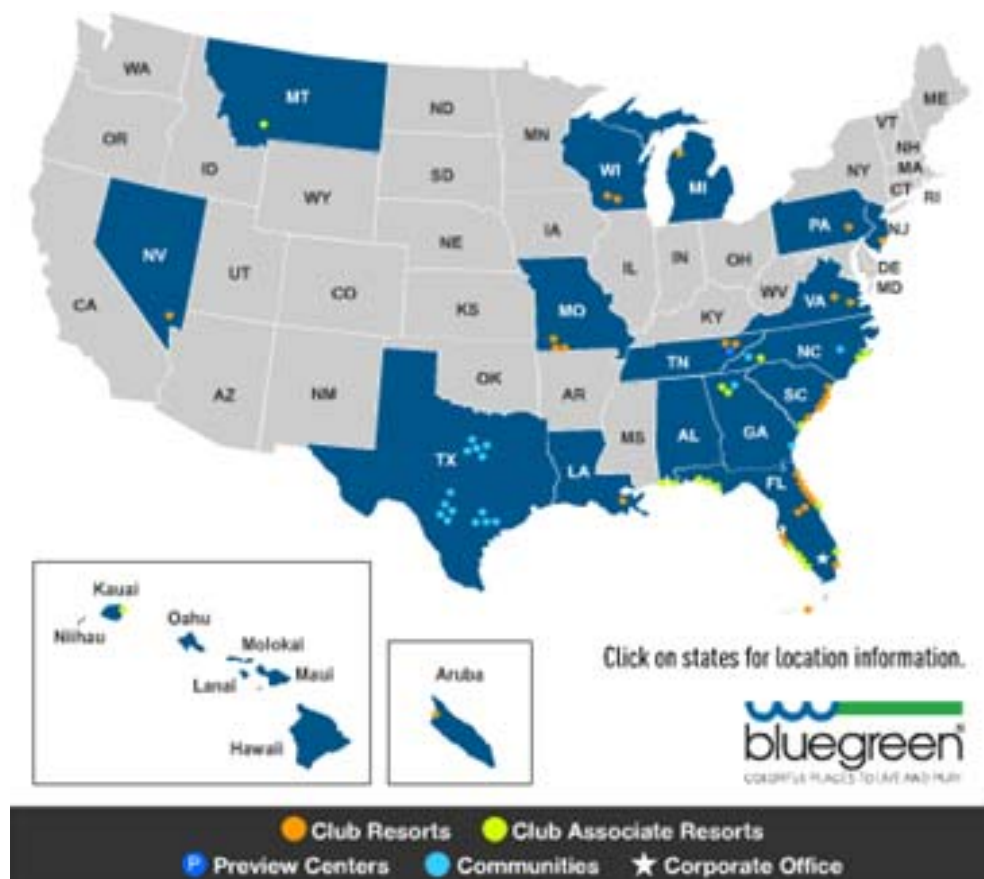
As a Bluegreen Vacation Club owner, you can enjoy an extended vacation at one resort or several getaways at different resorts throughout the year, depending upon resort availability and the number of Vacation Points you have.

You can even vacation outside the Bluegreen network. By exchanging some or all of your Vacation Points with an exchange company such as RCI you can get away to more than 3,700 resorts worldwide.

As a Bluegreen Vacation Club owner, you own your vacation. So when you travel to a Bluegreen resort, you're not just going on a trip, you're going home.



Bluegreen Corporation





Vision

Bluegreen Corporation is a dynamic, profitable company led by talented, dedicated people who share a single vision: to be recognized as a leader in superior leisure and lifestyle products and services, which help individuals and families improve the quality of their lives.

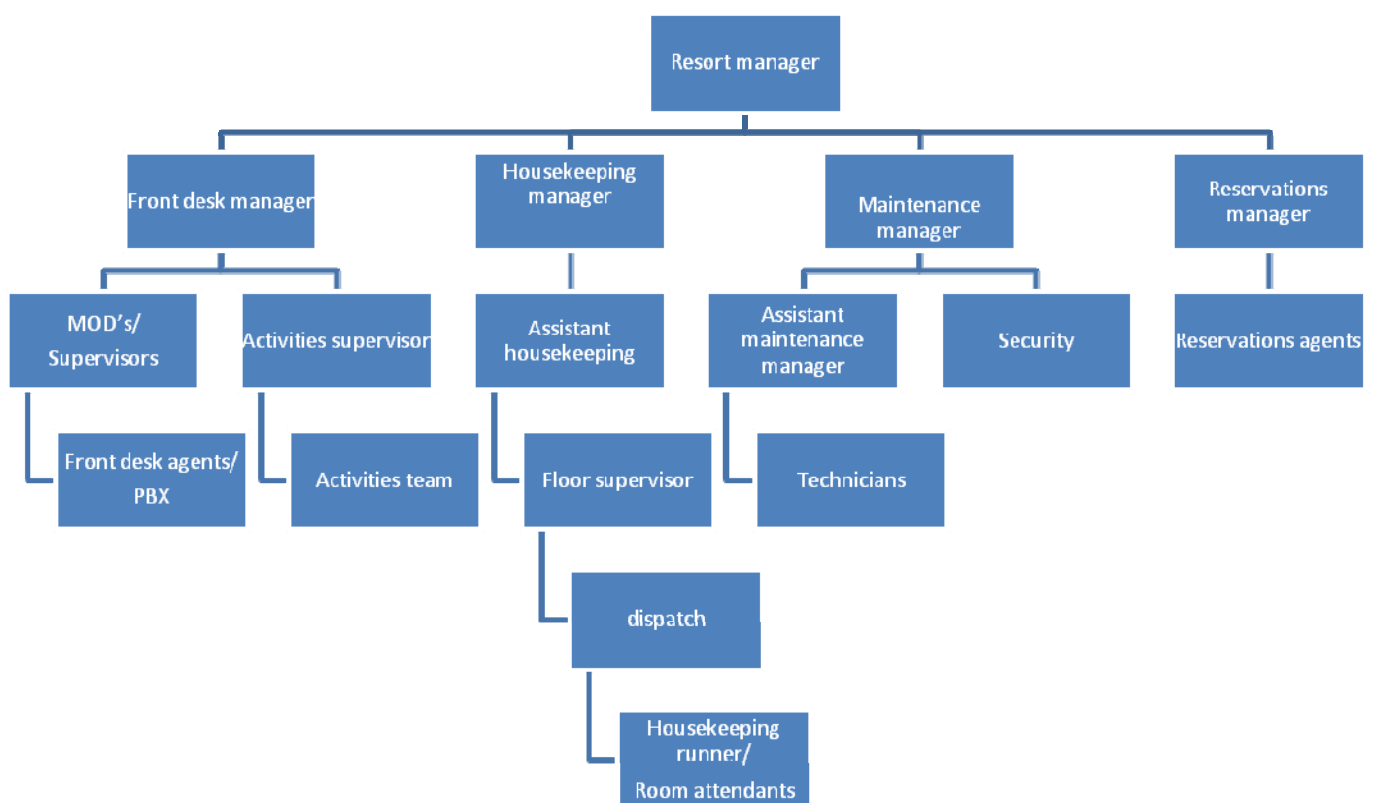
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Our mission is to provide individuals and families with an opportunity to improve their lives with our superior leisure and lifestyle products and services. Our products and services are designed to create lasting memories and to win our customers' loyalty in perpetuity.

Bluegreen® is committed to building a valuable and growing company in which creativity and quality are the cornerstones of our success. We will nurture our growth through the performance of outstanding associates who uphold the company's commitment to service and customer satisfaction. We will build the company aggressively within the framework of fiscal conservatism and an ethical culture.



Organize Chart



Daily Activities Schedule



<p>Saturday</p> <p>8-9am Powerwalk, Start @ Mug O' Joe's</p> <p>10am-12pm Arts & Crafts Session @ W.S. <i>Create your own Sunplate & Sun Necklaces \$5 each</i></p> <p>11am Aqua Boat Camp @ W.S.</p> <p>12-4pm Live Entertainment @ W.S. Pool</p> <p>1-2pm Live Alligator Show @ W.G.</p> <p>3-7pm Kids Check In (Registration Lobby)</p> <p>3-4pm Paint your own Coconut @ W.G. <i>\$7.50- Includes a smoothie or tropical drink at the bar</i></p> <p>4-5pm Poolside Bingo \$1 per card @ W.S.</p> <p>4-6 pm Happy Hour @ WG, WE & H2O</p> <p>7-10pm Live Entertainment @ H2O</p> <p>8-10pm Dive in Movie @ W.E</p>	<p>Wednesday</p> <p>10am-12pm Arts & Crafts Session @ W.S. <i>Tribal Chickens and Tropical Fish Necklaces \$4 each</i></p> <p>12-1pm Underwater Treasure Dive @ W.S.</p> <p>1-2pm Tie Dye Time \$10 @ W.E</p> <p>2-3pm Surfing 101 \$10 @ W.S.</p> <p>2-3pm Create a Sundae \$3 @ W.G.</p> <p>3-4pm Paint Your own Coconut @ W.G. <i>\$7.50- Includes a smoothie/tropical drink at the bar</i></p> <p>4-5pm Poolside Bingo \$1 per card @ W.S.</p> <p>4-6 pm Happy Hour @ WG & H2O</p> <p>4-15pm Sun-Cruise Casino \$15</p> <p>*Includes Port Fees, Call 3178 to sign up</p> <p>5-7pm Guitar Hero Tournament @ Kids Club</p>
<p>Sunday</p> <p>10am-12pm Arts & Crafts Session @ W.S. <i>Process T-shirts and King Crowns \$4 each</i></p> <p>12-4pm Live Entertainment @ W.S. Pool</p> <p>2-3pm Create a Sundae \$3 @ W.G.</p> <p>3-4pm Paint your own Coconut @ W.G. <i>\$7.50- Includes a smoothie or tropical drink at the bar</i></p> <p>4-5pm Poolside Bingo \$1 per card @ W.S.</p> <p>4-6 pm Happy Hour @ WG, WE & H2O</p> <p>5-6pm Face Painting @ \$5 W.G.</p> <p>7-9pm Bonfire, Sing-a-long, and S'mores @ Lake Eve <i>\$6- Includes a family S'mores pack to roast on the bonfire</i></p>	<p>Thursday</p> <p>8-9am Powerwalk, Start @ Mug O' Joe's</p> <p>10am-12pm Arts & Crafts Session @ W.S. <i>Paint your own Potted Planter- \$4 each</i></p> <p>11:30am Ladies Free Pampering @ Kids Club <i>Must Sign up in advance, please call 3178</i></p> <p>12-1pm Build a Teddy \$17 @ W.S.</p> <p>12-1pm Water Fitness @ W.S.</p> <p>1-2pm Live Puppet Show @ W.S.</p> <p>2-3pm Create a Sundae \$3 @ W.G.</p> <p>3-4pm Paint your own Coconut @ W.G. <i>\$7.50- Includes a smoothie or tropical drink at the bar</i></p> <p>4-5pm Poolside Bingo \$1 per card @ W.S.</p> <p>4-6 pm Happy Hour @ WG & H2O</p> <p>5-7pm Margarita Madness @ H2O</p> <p>6-7pm Adult Dance class @ H2O</p> <p>6-9pm High School Musical 3 Pop Rally* <i>\$10- Includes pizza, drinks & dance choreography. Must sign up by noon**</i></p>
<p>Monday</p> <p>10am-12pm Arts & Crafts Session @ W.S. <i>Wind phones or Birdhouses- \$4 each</i></p> <p>12-1pm Tie Dye Time \$10 @ W.E</p> <p>2-3pm Create a Sundae \$3 @ W.G.</p> <p>3-4pm Paint your own Coconut @ W.G. <i>\$7.50- Includes a smoothie or tropical drink at the bar</i></p> <p>4-5pm Poolside Bingo \$1 per card @ W.S.</p> <p>4-6 pm Happy Hour @ WG, WE & H2O</p> <p>7-9pm Family Game Night @ H2O</p>	<p>Friday</p> <p>10am-12pm Arts & Crafts Session @ W.S. <i>Flower building and Bird houses- \$4</i></p> <p>1-2pm Pool Games @ W.E /W.S.</p> <p>2-3pm Create a Sundae \$3 @ W.G.</p> <p>3-4pm Paint your own Coconut @ W.G. <i>\$7.50- Includes a smoothie or tropical drink at the bar</i></p> <p>3-5pm Pool Scuba-\$15/\$25 @ W.S.</p> <p>4-5pm Poolside Bingo \$1 per card @ W.S.</p> <p>3-7pm Kids Check In (Registration Lobby)</p> <p>4-6 pm Happy Hour @ WG & H2O</p> <p>7-10pm Karaoke Night @ H2O</p> <p>8-10pm Dive in Movie @ W.E</p>
<p>Tuesday</p> <p>9:30am Ladies Free Pampering @ Kid's club <i>Must Sign up in advance, please call 3178</i></p> <p>10am-12pm Arts & Crafts Session @ W.S. <i>Design your own Sun Vider \$4 each</i></p> <p>12-1pm Water Fitness @ W.S.</p> <p>12-2pm Live Pirate Show @ W.S.</p> <p>2-3pm Create a Sundae \$3 @ W.G.</p> <p>3-4pm Paint your own Coconut @ W.G. <i>\$7.50- Includes a smoothie / Tropical drink at the bar</i></p> <p>4-5pm Poolside Bingo \$1 per card @ W.S.</p> <p>4-6 pm Happy Hour @ WG, WE & H2O</p> <p>5-7pm Kids Karaoke @ Kid's Club</p> <p>5-7pm Margarita Madness @ H2O</p> <p>7-9pm Not So Scary Ghost Stories @ Lake Eve <i>\$2.50- Includes milk & cookie pack</i></p> <p>W.E - Walker's Edge Pool W.G - Wakulla Grill W.S - Wakulla Springs S.C - Sports Court</p>	<p>Pool Hours</p> <p>Wakulla Springs pool: 9am - 9 pm Daily (Heated)</p> <p>Slide hours: 10pm - 6 pm Daily</p>



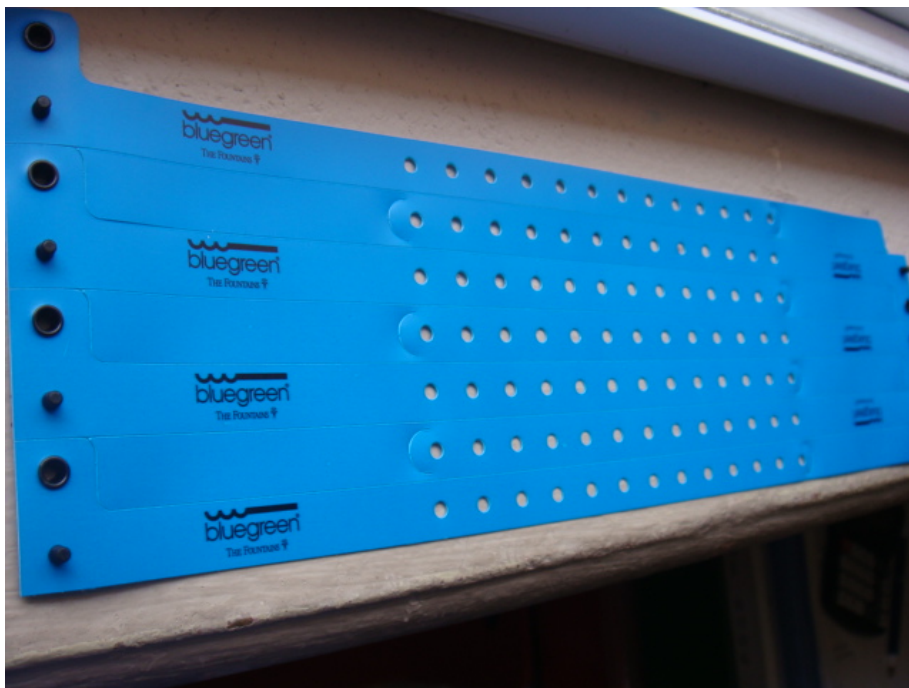
IMPORTANT ACTIVITIES FACTS:

All activities may be changed at any time due to inclement weather or other circumstances. In case of inclement weather, please check with the activities coordinator for alternate plans. (Activities were not possible due to inclement weather including golf and the golf carts. Children can not be supervised while on the golf course. Please do not take up with taking golf. Please contact the Activities Manager for more information. Some activities require a fee. Activities are not responsible for damage to clothing and/or equipment. There are no refunds on any of our pools. Some of our pools are 18 and over only. We encourage you to be safe. Swimming is not allowed in the Wakulla Springs pool and lake. Please do not drink or get drunk. No alcohol permitted in the pools. No glass in pool areas or grounds.

Room Charge Form

Resort Wristband

Wakoola Springs



bluegreen
THE FOUNTAINS

Activities Room Charge Form

Date: _____ Attendant Initials: _____

Guest Name: _____

Unit #: _____

Activity Description: _____

Room Charge: \$ _____ (Plus 6.5% Tax)

I authorize and agree to pay the above charges to my reservation account.

Guest Signature: _____

Presidential Suite





Water's edge pool



H2O Lounge



Entrance of Fountains





Radio and Nametag

Cabana Rental



Resort Map



Activities Desk



Gift Shop



Kid's Club



me and my manager Brandon



AHA Social August 31



Disney makes my dreams come true!



in activity center with Liz

實習感想

很感謝因為有教育部的學海築夢計劃，我才可以來到美國實習六個月，學校老師也都很支持我到國外實習，鼓起勇氣憑著第一次出國的冒險來到美國，出發前還再為護照簽證著急，讓我帶著一顆沒準備好的心出發了。沒有人陪伴，第一次坐著飛機前往美國進行六個月的海外實習，一路上都有好人相伴所以轉機、問路都相當順利，機的香港轉紐約的機上，填寫美國入境登記表時，因為不熟所以屢次填錯還被空姐說再寫錯就要收錢囉！真是丟臉...

開始到旅館上班了以後，跟大家都混熟了，一切都變得像是習慣了，知道每天要做什麼、帶什麼活動，英文也隨著時間開始有變流利的趨勢，但還是有很多是我需要補強的地方，英語在美國雖然重要，但西班牙語也是需要的，所以有時後很希望當初在學校有學過就好了，不過我已經學會基本問好的句子了，所以看到客人時也可以大方的問好了。

AHA 機構的部分會每個月固定辦兩場國家文化分享，由不同國家的實習生去學到彼此好友的國家文化特色，對於知事的補充相當有用，還會教我們他們的語言及如何煮他們當地的食物，另外，也會因為美國的節慶舉辦聚會，而我也可以學到美國最道地的文化。

某些朋友上班久了會覺得天天都做同樣的事而感到疲乏，但是我當 Activities 是個活動聯絡員時，每天都跟外國小朋友玩在一起，讓我每天都會有不同的經驗，有時後不懂他們的詞句時還會請他們再為我解釋一次，我覺得這種學習的方法是學校沒辦法學到的，對我來說當然是個好處，生活用語的問答也因此增進了，在這裡待久了就有一種還想跟朋友工作再久一點，主管們對我都很好，就跟朋友一樣會在你忙碌時會幫忙你，在你休息時替你照顧顧客，跟那裡的同事相處習慣了，分開真的很難，不過因為這樣我現在才會有不同國家的朋友。

這種實習對我來說，所擁有的經驗是獨一無二的，外語的進步跟應變能力，會是一個難忘又珍貴的大學人生。想起以前看到外國人就不敢對話，而現在有了能力對話對我來說一點都不羞澀了。

對於教育部的計劃我真的很希望他們能夠多辦多讓大家參加，因為學校所教所考的是一回事，能不能跟外國人順利談話又是另一回事，所以應該讓我們有多點機會與外國人對談，以增加台灣學生的國際競爭力跟語言能力。

個案研究一

游泳池旁的蒸氣室與烤箱都維修中，客人生氣的問我說為什麼都不能用，我告訴他們說因為壞掉所以不能使用，而我也已經叫維修部前來修理，客人就說我來這裡消費卻什麼都不能使用，可以請你們的值班經理過來嘛？我就先一直跟客人道歉之後，客人還是不諒解，緊張的我就跑去跟同事說怎麼辦，

後來同事幫我打了電話給經理，經理就出面來解決這件事了。

個案研究二

我們旅館的泳池開放最久的營業時間是早上七點到晚上十點，有客人就認為我是來度假的，你們泳池這麼早就關了餐廳也是只到十點，難道到了晚上你們旅館都沒節目嘛？我只能很抱歉的說”是”，之後給他一張我們餐廳免費招待券，讓他稍微緩和他的情緒。

take airplane to U.S also my first time to have intern aboard. I was so afraid I can't have this chance because I'm not confidence with my English but I'm lucky, I pass the test and phone interview. The day I start to prepare my passport and visa my family were worried about my life, my work and my security over there but good thing is my school's professor will come to see me to have a kind of inspection visit.



March 5 was my day to take plane to Orlando, I transfer in Hong Kong first so scare to get lost but I didn't. Then in plane to New York my first time to fill out the registration form, I don't understand some of words so I filled wrong words a lot the I ask the hostess to give a new one and she said if you keep doing wrong I'll charge you 1 dollar per card! Thanks to Justin a men is going to Boston who next to me help me out!

First day in Orlando I have a orientation in AHA office with different countries interns they are from Panama and South Africa, I was so nervous to introduce myself because my first language is mandarin but Tina (AHA operation manager) said my English is good enough to have conversation with guests. Next day I went to my work place" Bluegreen the Fountains Resort"my first manager Gabi had a phone interview with me; he is welcome and nice to everybody, when somebody need cover he always the first person to help them out. I am a activity associate need to play with guests, make fun and most important thing is let them feel happy during stay in our resort. In our daily schedule we have to play Bingo, create your sundae and pool party Saturday. Seriously I have to thank for



activity
crafts,
every
my co-

workers, they teach me how to dance cupid shuffle and cha cha slide, and they make me feel more confidence in front of guests and willing to talk to guests.

My life part my roommates friends I met there all very nice always take care of me and let me feel bored. My apartment is near to Walt World so I'm lucky to hear the fireworks and go to down town everyday. My Friends they a year ticket then they can take



and
to me
won't

Disney

Disney
bought
a guest

to Disney for free, it makes my dreams come true to see Mickey and Minnie! I took pictures with all Disney characters and their autography! Sometimes AHA managers will held some parties for our interns like summer kick off and social. Everybody needs to dress semi-formal and we also have dress code for different topic party.

I went to Universal Studio with Claudia from Brazil, Yvonne from Mexico and Anne also from Taiwan to see Blue Men Group. The ticket was \$32 US dollars and like one thousands in Taiwan dollar. The show was amazing and tickets cheaper than Taiwan.

I was so lucky to have this chance to intern in Orlando Florida; I really like this study aboard plan of Ministry Education also my university they sponsor money and flight ticket for me. In Taiwan I don't have chance to practice English Speaking and listening with foreigners but this time I learned lots different languages and cultures although I'm in Taiwan now but still have friends from all worlds. It was a unique experience and challenge for me, my English speaking and listening improving a lot and I'm not shy to speak English anymore also more confident in front of foreigners.



Name: Ya-nan(Eunice),Chin

No. : 9537044

Intern Resort : Sheraton Broadway Plantation , Myrtle Beach S.C

Teacher: T.Y.,Wu

Sheraton Broadway Plantation (Myrtle Beach, SC.)

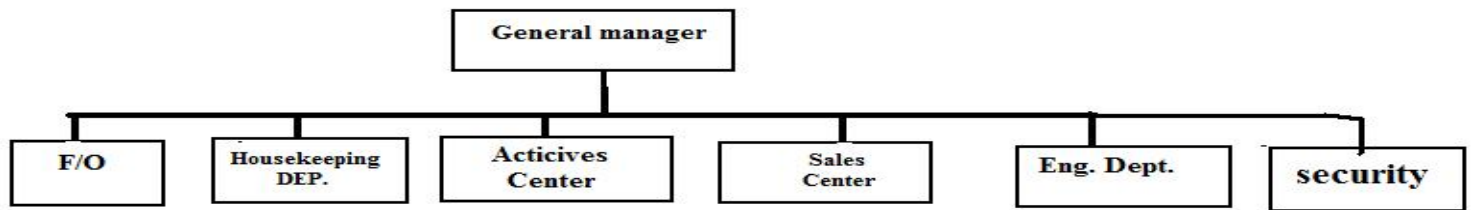


Rendered Private Comfort Framed by towering pine trees, Sheraton Broadway Plantation Resort Villas gives a feeling of seclusion yet puts you right in the heart of all the action. Across the street from famed Broadway at the Beach, this resort is just one mile from the ocean.

Rendered Amuse Yourself Myrtle Beach offers a diverse array of activities for the whole family. Explore unspoiled beaches, amusement parks, water parks and state parks. Tee-up on world-class golf courses and be sure to save plenty of time for shopping.

Rendered v Spacious Villa Living Within your spacious villa, you'll find everything a resort home should have. All villas feature well equipped kitchens, and some have a whirlpool bath in the master suite and a screened terrace to help you unwind.

旅館組織



General manager: 館內最大管理人員，負責所以部門管理及營運。

F/O:協助客人 C/I 及 C/O,提供所有的住宿的資訊，及協助客人的大小事及提供館內所有資訊。

Housekeeping DEP:房間打掃，公設打掃，布巾清潔。

Activities Center:提供每日不同活動，館內設備器材(如迷你高爾夫，網球拍等)租借，泳池毛巾兌換，電話現場接受活動預約，提供渡假期間的活動資訊。

Sales Center:招攬生意，作館內導覽設施講解。

Eng.Dept.:館內營繕設備維修。

Security:負責館內所有安全保安。

Activities Center 介紹

Manager : Tory Wallance

工作內容:

安排每週活動行程表，與其他部門及主管溝通，設計新的活動內容，採購。

Staff : AHA 提供之九位學生。

工作內容:

負責執行每日活動內容，活動器材的租借，泳池毛巾的兌換，water park 的人員，特殊活動的預約及安排。



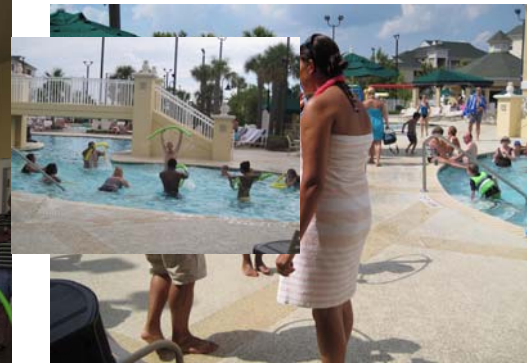
Work

part...

I work with other 8 students from 4 different countries include Netherlands , French ,Lebanon and Panama ,at first we were really don't know each other , but since we work together and seeing each other everyday and we also hang out together after work ,so by the time we left we became really closed friends like big family ,and we always try to created original activities even add our culture traditional games and languages.



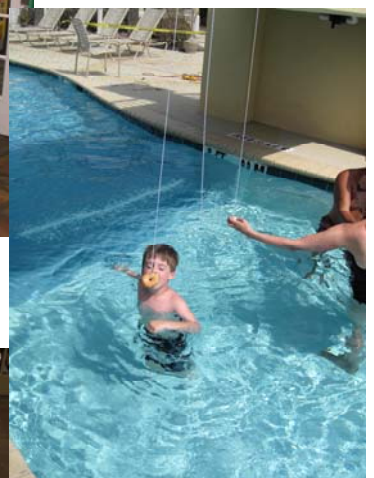
←This picture is all our SBP members and our AHA manager



we also do pool games →

activities going on everyday~

~Lots different

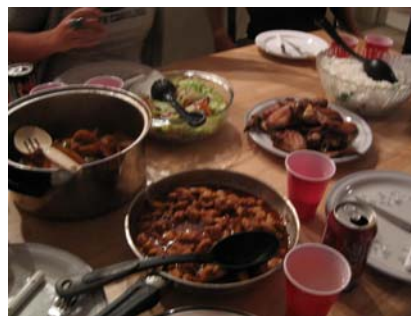
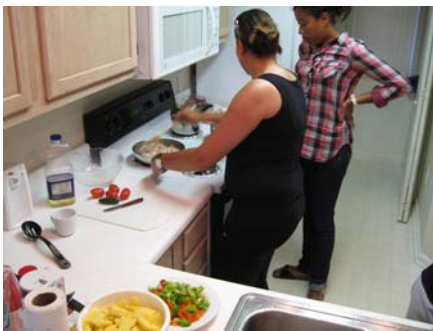


Life part...

All AHA students we live in River oaks golf plantation , each four students shard a two bedrooms apartment together.



and two of my roomies are from the Netherlands and one is from new york. They are all really nice and sometimes we will hell some house parties than all the students can hang out together and also got to know more about other people cause we all from different countries so it is really good chance to make more new friends.



and sometimes we even cook for each other than we can eat lots different food from different place.

Since we are pretty much close to the beach so we went to beach every times when we got day off got some gorgeous tan together.

Every students got one chance to do their **culture spotlight**, which means that you got this good opportunity to introduce your country to other students shared all the thing and food and culture to everyone, and this is some picture from our Taiwan culture spotlight. We prepare Power point and kimi Lee who is also from the same school as me cook some yummy Taiwan food for everyone.



Our teacher Paul Lu from our department also came here visit us, it was really nice to see him specially when you far away from home and he went to AHA office and also the hotel where I do my internship and we had really great time at myrtle beach.



一、 學生實習心得與感想（金亞男）

Internship is always been a most important thing in my collage life, in our school before we graduate we have to do twice internship, and before this oversea internship , I already finished one of my internship at Evergreen hotel (Taipei) as a room maid, and after that internship I really want to try some thing new, some thing more challenge.

And luckily our professor told us this wonderful chance to do our internship at states, I always have really high interest in English, so I took chance join this program, and I think I'm really lucky passed all the exams and the phone interview, also my family very support me, and I try to deal with all the thing for this internship by myself, things like book ticket, apply the visa, which I felt I learned a lot , although sometimes I feel a little afraid ,cause it's going to be my first time to the states and all by myself.

At first few days when I was there ,I were pretty shy cause I think my English is not really good and I'm so afraid of I will said the wrong words or people can't understood me, but soon I found out most of the students from AHA were came from all over the world, and the most thing we wanted to learn or improve is English plus we all live together work together so we need to communicate with each other, and since we all from different place have totally different mother language so English became the only language we have.

Also the first month when I worked there, when I do the activities I can only use simple words to give people directions and after the first month, I started can use more word or vocabulary to gave the guest more information or even talked to them, but the most difficult part for me is pick up the phone of the office, cause when people called they can't see you , they won't be able to know we are foreigner, so they always speak very fast, and I need to listen very carefully, so at the first few week every time I heard the phone rang I will really hope someone else can pick up the phone, but I think that a really good opportunity to practice my listening , so I made myself to pick up every phone even there is someone can pick up the phone I will still [volunteer](#) to pick it up.

During this time at states I made lots friends, some of them were from states lots of them from all over the world, and I think this is really nice cause now no matter where I go I can always find my friend, and I really planning on go to visit them one day!

And I really hope there is more students from my school can get this chance like me, go to other country and learn more, now I can speak pretty good English although it's not like perfect but much more better before I went there and I still need to stay in touch with my friends so we made a deal that we will have to talk on the skype at least once a week to keep us still used to specking English.





American Hospitality Academy

Certificate of Completion

Hospitality Management and Cultural Exchange

Presented to

Ya Nan Chin

Who has fulfilled the requirements and successfully completed AHA's Internship Program, hereby recognized as a leader of the global future, exhibiting a strong foundation in leadership, service standards and an appreciation for all cultures.

August 15, 2009

Date of Certification

Director of Training

President

Vice President



American Hospitality Academy

Certificate of Completion

Hospitality Management and Cultural Exchange

Presented to

Ya-Fang Shih

Who has fulfilled the requirements and successfully completed AHA's Internship Program, hereby recognized as a leader of the global future, exhibiting a strong foundation in leadership, service standards and an appreciation for all cultures.

September 4, 2009

Date of Certification

Director of Training

President

Vice President



American Hospitality Academy

*Promoting peace around the world
through practical training and tourism.*

August 15, 2009

To Whom It May Concern:

The American Hospitality Academy is one of the largest hospitality training companies within the United States providing 1000 year round positions for both domestic and international students. AHA is contracted by some of the largest management and hotel companies in the nation; including Sheraton's, Hilton's, Ramada's, etc. We provide our students with hands on training in Resort Activities, Front Office, and Food Service

Ya Nan was a professional student who represented her property and AHA well throughout her training. She showed the initiative to interact with the guests and did what she could to ensure each guests' needs were met. She has a passion for her position and made an impact on her guests everyday.

Based on Ya Nan's performance and positive attitude during her training period, I would recommend her for any position for which she is qualified.

Respectfully Yours,

Jim Ohl
AHA Director of Operations
Myrtle Beach, South Carolina



To Whom It May Concern:

I have gotten to know Anita Shih very well over the past 6 months. She has shown promising work ethic and high performance. Anita did come in at first quite shy and timid, however she developed into one of my best employees over her time here as an Activities Associate at The Fountains Resort. The Fountains Resort is a 50 acre property with over 600 rooms and 2 large pool recreation areas. Customer service is extremely important to our owner and guests at our property and my expectations require exemplary satisfaction to all Bluegreen owners and guests. Anita has been a great asset to my team and helped with meeting these goals and expectations. She has shown great character and true care for her work and performance. Anita was punctual and never had any attendance infractions. She was responsible and reliable and I could count on Anita in tough situations to have a solution. I would recommend Anita Shih to work for any company that has the same set of high standards and expectations as I put forth in my company. Anita would help any company excel in performance, customer service, and customer satisfaction. She will be truly missed and was a great asset to my team. Please feel free to call or email me with any questions regarding Anita's excellent performance.

Sincerely,

A handwritten signature in black ink that reads "Brandon T. Gamble" followed by the date "9/6/09".

Brandon T. Gamble
Activities Manager
The Fountains Resort
Bluegreen Corporation
7037 Crossland Drive
Orlando, FL 32821
Brandon.Gamble@bluegreencorp.com
(P) 407-905-4167 (F) 407-905-4171



97 年度海外實習學生-施雅芳簽證及 Offer letter







U.S. Department of State

OMB APPROVAL NO. 1405-0170
EXPIRATION DATE: 07-31-2009
ESTIMATED BURDEN: 60 minutes

TRAINING/INTERNSHIP PLACEMENT PLAN

Check one:	Occupational Field		Number of Years of Experience	
<input type="checkbox"/> Trainee	Hospitality & Tourism			
<input checked="" type="checkbox"/> Intern	Level of Degree	Date Awarded (mm-dd-yyyy)	Field of Study	
	Bachelor	06-20-2011	Hotel Management	
PARTICIPANT INFORMATION				
Trainee/Intern Name (Last, First, MI)		U.S. Residence Address		
Shih Ya-Fang		10614 Demilo Place apt. 107 Orlando, FL 32836		
U.S. Telephone Number		FAX Number	Email Address	
407-238-4724		407-239-1264	gill912@hotmail.com	
SITE OF ACTIVITY INFORMATION				
Host Organization		Address		
The Fountains Resort		12400 International Dr Orlando, FL 32821		
Supervisor's Name (Last, First, MI)		Email Address		
Gamble, Brandon		Brandon.Gamble@bluegreencorp.com		
Phone Number		FAX Number	Supervisor's Title	
407-905-4167		561-443-8846	Supervisor	
Dates of Program (mm-dd-yyyy)		Hours Per Week	Will Trainee/Intern receive a stipend? If so, how much?	
From 03-05-2009 To 09-05-2009		40-48	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No \$ 400.00 per month	
CONTRACT AGREEMENT				
NOTE- Sponsors will not approve any contracts, and Trainees/Interns may not begin their programs until both a Training/Internship Placement Plan (page 2) and proof of required insurance that meets 22 CFR 62.14 is on file with the sponsor:				
Trainee/Intern- I hereby acknowledge, understand and agree to the attached Training/Internship Placement Plan.				
Trainee/Intern Signature		Date (mm-dd-yyyy)		
Ya-Fang Shih		02/18/2009		
Supervisor- I certify that I will provide on-site supervision and that this training/internship is known and approved by this company/business or organization (site of activity). I will ensure that the required insurance is in place that meets 22 CFR 62.14 and provide the sponsor with written evaluations of the trainee/intern's performance, including the number of hours performed, the type of training, and the quality of the performance. At minimum, I will submit the evaluation at the mid-point and end of the program.				
Supervisor's Signature		Date (mm-dd-yyyy)		
[Signature]		02/04/2009		
Sponsor- I approve the attached Training/Internship Placement Plan. I certify the following:				
1. Sufficient planning, equipment, and trained personnel will be dedicated to provide the training/internship specified;				
2. The training/internship program is not designed to recruit and train aliens for employment in the United States;				
3. Trainees/Interns will not displace full-time or part-time U.S. employees; and				
4. That training and internship programs in the field of agriculture meet all requirements of the Employment Relationship under the Fair Labor Standards Act and the Migrant and Seasonal Agricultural Worker Protection Act (29 CFR Part 500).				
I understand that false certification may subject me to criminal prosecution under 18 U.S.C. 1001, which reads: "Except as otherwise provided in this section, whoever, in any matter within the jurisdiction of the executive, legislative, or judicial branch of the Government of the United States, knowingly and willfully falsifies, conceals, or covers up by any trick, scheme, or device a material fact; makes any materially false, fictitious, or fraudulent statement or representation; or makes or uses any false writing or document knowing the same to contain any materially false, fictitious, or fraudulent statement or entry; shall be fined under this title or imprisoned not more than 5 years, or both."				
Sponsor's Signature (RO/ARO)		Date (mm-dd-yyyy)		
[Signature]				
Program Sponsor Name		Program Number		
American Hospitality Academy		P-4-12097		

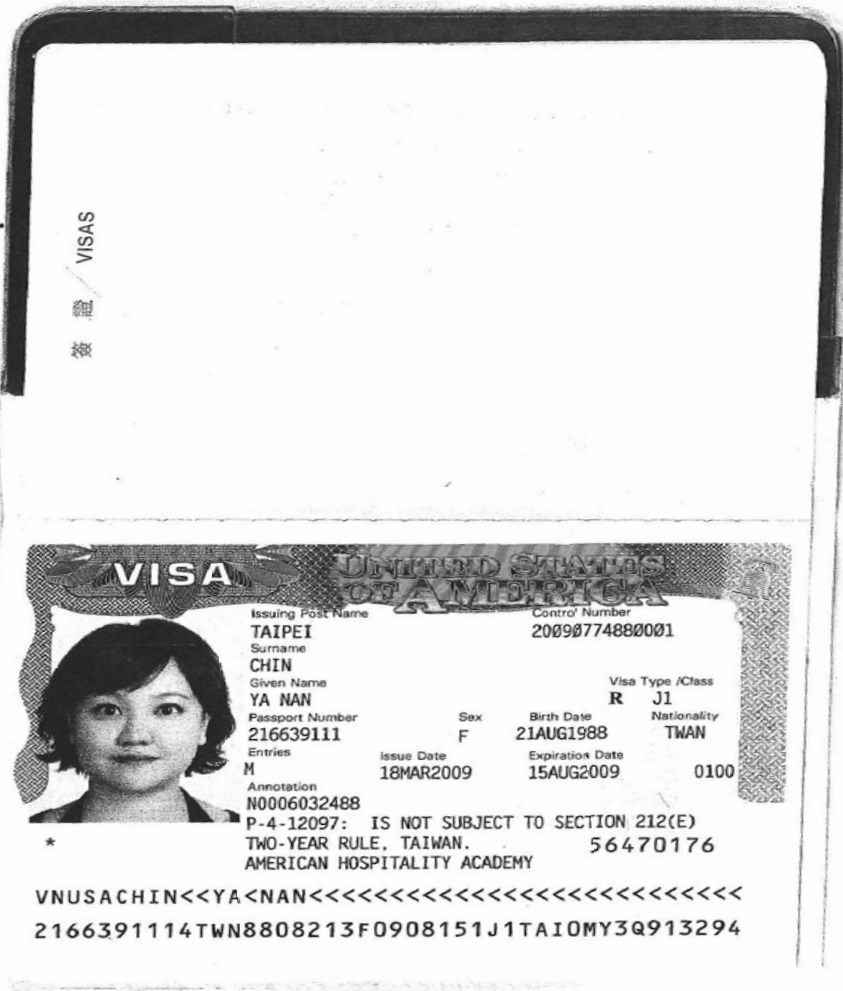
DS-7002
04-2007

*Public reporting burden for this collection of information is estimated to average 60 minutes per response, including time required for searching existing data sources, gathering the necessary data, providing the information required, and reviewing the final collection. Persons are not required to provide this information in the absence of a valid OMB approval number. Send comments on the accuracy of this estimate of the burden and recommendations for reducing it to: U.S. Department of State (A/ISS/DIR) 1800 G St. NW, Washington, DC 20520.

Page 1 of 2

Program Sponsor Name American Hospitality Academy		Program Number P-4-12097	
TRAINING/INTERNSHIP PLACEMENT PLAN			
An acceptable Training/Internship Placement Plan should cover a definite period of time and should consist of definite phases of training or tasks performed with a specific objective for each phase. The plan must also contain information on how the trainees/interns will accomplish those objectives (i.e. classes, individual instruction, shadowing, etc.). Each phase must build upon the previous phase to show a progression in the training/internship. A separate copy of page 2 must be completed for each phase if applicable (i.e.; if the trainee/intern is rotating through different departments).			
Name of Trainee/Intern (Last, First, MI) Shih Yu-Fang		Field of Training/Internship Resort/Event Management	
Name of Phase Advanced Rotation	Start Date for this Phase 08-05-2009 (mm-dd-yyyy)	End Date for this Phase 09-05-2009 (mm-dd-yyyy)	Phase <u>4</u> of <u>4</u>
Specific Objective for This Phase <p>During the final stage, the on-the-job training will bridge the seminars and competency assignments provided throughout the structured program. The program enhanced the participant's skills with the hospitality industry through exposure to American techniques, methodologies and expertise. During this phase, the participant advance to a higher level of training, putting what was learned into action. Further enhancing their skills, the participant completes AHA competency and attends scheduled seminars.</p>			
Skills to be Imparted for This Phase <p>During this rotation of the progressive work base training, the participant will be trained and gain knowledge in advanced department functions to include scheduling, training, side work management, supervisor tasks and leadership responsibilities. Through the competency assignments during this phase, the participant is exposed to the techniques and methods used in the hospitality industry. Additionally, seminar attendance builds their professional development and interpersonal relationship skills.</p>			
Justification for On-The-Job Training <p>The on-the-job training is an essential component and is necessary for achieving the goals and objectives of the training. It provides participants with the opportunity to learn the skills necessary to be successful in the hospitality industry. The participant will gain significant first-hand knowledge of the role of the operation, of their interdependence, and the responsibilities of a team member in each position. It bridges the seminars and competency assignments providing a structured training program.</p>			
Chronology or Syllabus of Training or Tasks Performed During This Phase <p>During this rotation of the progress work/base training, the participant will be trained and gain knowledge in advanced recreation event services functions. Training positions are advanced to add additional responsibilities and learning opportunities that may include trainer, lead event coordinator, supervisor assistant, and/or supervisor. The participant will receive advanced assignments which may include; scheduling, training new staff, planning a special event for a holiday, working with other departments on a special event, weekly financial closing and leadership responsibilities. During this phase the participant complete AHA assigned competency. Additionally, the participant will attend scheduled professional development and cultural understanding seminars. At the successful completion the participant receive professional certification from the AHA and American Hotel and Lodging Association during this phase.</p>			
Method of Evaluation and the Frequency of Supervision During This Phase <p>The host property provides continuous on site supervision and mentoring of the participant by experienced and knowledgeable supervisors and management team. Completion of seminars and course assignments is monitored by AHA; additionally the participant is required to submit competency and coursework assignments outlining the aspects learned during this training phase. Participant and host property completes a midterm and final performance and program evaluation.</p>			

97 年度海外實習學生-金亞男簽證及 Offer









Dear Ya-Nan Chin:

Congratulations! You have passed your final interview and your placement with the AHA has been secured. Attached is your training agreement, please note, J1 Training Participants will receive the personalized training plan under separate email.

The details of your training program are as follows:

The details of your AHA Training/ Internship are as follows:

YOUR AHA ID#:.....24662

LOCATION:Myrtle Beach, SC

RESORT:..... Sheraton's Broadway

TRAINING POSITION:.....Activities Coordinator

BEGINNING DATE:March 26, 2009

ENDING DATE:August 26, 2009

You must have all documents and payment submitted by the due date listed below in order to secure your placement with AHA and your host property.

February 23, 2009

Upon receipt of your documents, signed training agreement and fees, your visa documents will be mailed.

Congratulations again on your acceptance into AHA's *Passport to Culture* Program. We look forward to working with you as you begin your hospitality career!

Sincerely,

Todd Huffstetler

American Hospitality Academy

Director of Enrollment and Compliance

Toll Free in the USA 800.864.6762

Phone: 843.785.7566

Fax: 843.785.4368

Email: Todd@americanhospitalityacademy.com

Web-site: www.AmericanHospitalityAcademy.com

學海築夢教師訪視報告

報告人: 呂學尚

本系實施實習制度已超過十年，但是能夠派學生前往海外知名旅館進行實習，此次為第一次。在教育部學海築夢經費支持下，系上在美國教育基金會(AIEF)和美國餐旅學院(AHA)協助下，安排施雅芳同學和金亞男同學分別在美國的福羅里達州和南卡羅來納州兩處的渡假勝地學習先進國家的餐旅技能與異國文化。

在系上主任委任之下，於五月十九日踏上訪視之路探視本系開路先鋒的兩位同學，經過二十多小時的飛行終於抵達美國 Florida 州的奧蘭多，距離上次來奧蘭多已相隔十五年，幸有系上老師熱心提供有美國地圖的 GPS，使我能不需太費力的找到了施雅芳同學的宿舍。雅芳同學的宿舍和 AHA 的辦公室都在同一個社區。AHA 會幫在當地實習的同學安排交通車接送來自世界各國並於不同飯店實習的學員，這些學員們在通過 AHA 測驗後，AHA 安排他們於不同知名飯店進行不同職務的實習，為了使這些來自不同國家學員能有更寬廣國際觀，不同地區學員皆被安排與來自不同國家的人住在一起，對本校施同學來說是一個非常新的經驗。雅芳也表示，他從來沒想過他能夠有機會能出國，更沒想過在國外能工作六個月，對他來說這一切彷彿是一場夢，而且夢想實現。



在看到雅芳與來自荷蘭和巴西學員們的互動，心中非常肯定的告訴自己這孩子

長大不一樣了。與 AHA 的幾位主管們訪談中了解，這些主管與輔導員，在此工作之前也都是實習生身份，也都是在 AHA 協助下進行實習，所以對於實習生有什麼需求以及可能會碰到的問題都能夠感同身受的進行輔導與協助。除了協助學生日常生活問題外，AHA 也會安排一系列的課程來教育同學，課程項目如生涯發展、如何解決問題與衝突、態度的養成與團體合作的重要性等等相關的專業課程。所有來自各國的學員們不論於哪家飯店工作都必須參予這些課程，上完課後還有各種不同檢核表來檢視學員們學習狀況，如此的搭配讓與 AHA 合作的飯店非常放心的安排學員們至他們的單位實習。在所有實習課程結束後，AHA 亦會頒發結業證書給學員們。

隔天到雅芳的實習飯店(Blue & Green Fountain Resort)參觀並拜訪雅芳的主管。該飯店為美國一連鎖分時度假旅館，設備非常的豪華，館內設施應有盡有。雅芳服務於該飯店的 Activity Center，部門主管對雅芳讚譽有加，同事們也都非常高興能有來自台灣的同学與他們共識，對他們來說來自東方的同事是陌生的更別提來自台灣的小女生。景文的這位小女生在飯店擔任活動指導員，從不太敢講英文到必須用第二外語並且站在一群外國客人面前帶活動，同學自己都承認對他來說是一個很大的突破。除了工作上有很豐富的工作學習，AHA 固定於每周有兩天帶同學到 shopping mall 或超市購物，讓同學能夠於工作之餘尚能有機會享受附近生活。

此外同學們也會於不同時段介紹自己的國家，讓所有學員們能夠藉由不同的文化背景藉此活動能夠有多一份認識，讓所有學員們不單只認識對方表面上是來何方，透過文化節慶的活動，讓學員們各自介紹自己國將的文化、服裝、特色小吃等等，讓學生對國際文化與交流有更伸一刻的認識。學生在此地的活動可說是多采多姿非常豐富。



雅芳在此的實習當中，幸運地能將過去所學的英文，流利的運用於工作與生活中，服務技術與概念也都大大提升，在老師訪視時學生的主管與督導都對其表現給

與肯定與讚美，學生不只是在個人的學習上有長足的進步，在國民外交上更是讓來自遙遠的巴西與荷蘭的學員們對台灣能有更深一層的認識。學生表示若是未來能有機會希望能再到此地工作，並對於教育部與學校能夠讓同學有此機會來此進行學習並可轉換成學分被承認，學生對此感到非常幸運與感恩。

拜訪完雅芳後，轉赴南卡州繼續訪視的行程，學生金亞男同學於此州渡假勝地 Myrtle Beach 的 Sheraton resort hotel(喜來登渡假飯店)進行實習，此家飯店是一家世界知名的連鎖高檔飯店，亞男在此亦是擔任活動指導員的工作，除了要帶來此住宿的小小客人們遊戲外，亦要帶大人們進行水中或水上的有氧活動，對他是一個非常新鮮的經驗，平常在台灣能與外國人用英文交談已屬不易，在此不只工作上要用英文，與其朝夕相處的室友們亦只有一種共通語言那就是英文。看到他的語言的進步實感心慰。老師去訪視他時，不論是所屬活動部主管或是客房部主管都對他的表現讚譽有加，EUNICE(亞南)很自豪的告訴訪視老師，他在那的表現絕對沒丟景文人的臉更沒丟台灣人的臉。由於，實習學員們來自世界各地，所以亞南也無法倖免的必須介紹台灣的文化給他的國際友人們，正好訪視老師在他們報告前抵達，特別將兩人帶到當地唯一僅有的亞洲超市尋找可以做出台灣美食的素材。亞南與同是景文科大餐飲管理系的李驥亞同學一同將台灣文化以豐富的美食佳餚加上吸引人的台灣美景簡報檔，將台灣最好的一面介紹給國外友人，得到來自各國學員們的讚賞與驚嘆，AHA 更將兩人的所做的報告於 E-news 中刊登。亞南與李驥亞不單只有在工作上努力表現，更在國民外交上為台灣做出最好的呈現。

由於亞南實習的飯店與部門亦是透過 AHA 的協助安排，所以 AHA 在此地亦提供與佛羅里達州相似的課程訓練同學，此外亞南的飯店屬於國際知名酒店集團 Starwood 集團旗下喜來登飯店所管理，不只在服務上有一套非常好的標準讓員工能各依循，在對員工在職訓練上更是提供豐富的課程內容，讓旗下所屬飯店在提供服務給客人時都能達到全球一致的表準。相信經過如此具國際規模飯店的訓練之後，同學在個人職場生涯及專業度上有更向上提升，在未來他們的職涯當中，具備國際級酒店的視野與訓練，這樣的經驗絕對是其他學子所望塵莫及。





結語：

看到雅芳與亞男兩位同學都能夠極力的爭取機會，經過了層層的考試，包括了筆試與口試以及美國的聘雇單位直接以越洋電話進行面試，通過考試後，兩個小女生就這樣鼓起勇氣分別的飛到美國兩個著名的度假勝地進行實習，為來自世界各國不同的客人們提供服務，與來自不同文化背景的同事們互相學習，對於台灣的年輕學子來說實在是一個非常難得的學習機會，相信為他們個人的國際視野的拓展更是一個非常難得的經驗。對於他們未來的生涯發展一定亦有很大的幫助，不論兩人未來是否在餐旅產業，但這六個月的國際經驗對他們來說決對是有助益的，特別的是兩人皆成功的扮演台灣最好的外交大使將自己的文化藉由不同的方式介紹給自己的國外友人們，部裡的此項計畫對有實力，但經濟上不太能夠有機會出國的台灣莘莘學子來說，確確實實的為他們開了一扇大門。

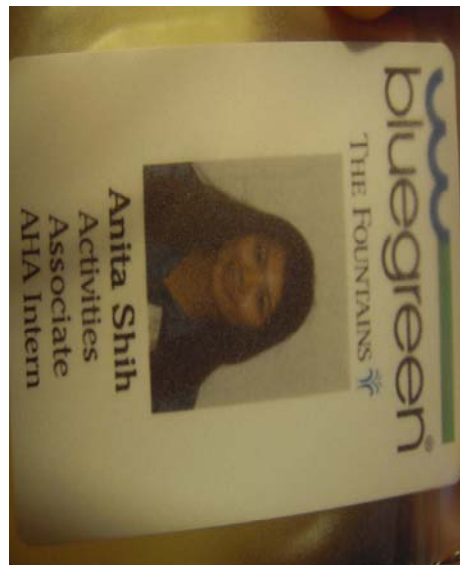
附錄：此行兩位同學實習的飯店與生活照片

當期實習學員相片皆會被標示在地圖上↓



雅芳飯店的大廳 ↓

雅芳工作識別證 ↓



下圖:訪視老師離開前帶雅芳做最後一次的大餐之旅





雅芳實習飯店一隅

以下為亞男的飯店包括住宿的宿舍等



AHA 所安排亞男的住宿處，社區後方有高爾夫球場



AHA 所安排亞男的住宿處

亞男實習的飯店（左起為亞南、訪視老師與本校餐飲系李同學）





亞男服務的區域之一(多功能泳池)



Sheraton Hotel 的房間非常豪華 亞男的主管帶領訪視老師參觀



下班後，訪視老師帶亞男去打牙祭好好補一補