



Currently Available Internship Position in the USA

The position listed below is currently accepting applications. If you prefer, you can request to have a **Custom Internship in New York City** and we will shop your CV/ Resume around to different companies and organizations until we find one that offers you a position. Internships are almost always unpaid.

To apply for this open position, follow this link and click on APPLY NOW:

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GUEST SERVICES – CONFERENCE FOCUS

LOCATION: WINTER PARK, COLORADO

Phase 1 – Orientation – April 01 to April 15

Objective:

The Resort is 12 miles from Winter Park in Grand County, Colorado. Our 5,100 acres are sprinkled with cabins for individual families to rent, lodge rooms to host families and groups, and large reunion cabins that were designed specifically with family reunions in mind. There are also campgrounds and yurts available to rent. More than 60 miles of trails on the property are perfect for cross-country skiing and snowshoeing in the winter and biking and hiking in the summer. Indoor activities include swimming, a climbing wall, roller-skating, a craft center and more. The Intern/Trainee will be the Conference Trainee learning how we host our large groups and family reunions. The goal for this phase is for the participant to be introduced to the property through orientations and initial Guest Services Training.

Task:

The participant will perform and learn the following tasks:

- Attend the Property Orientation as well as International Training Program Orientation.
- Learn Maestro PMS system by shadowing Conference staff members.
- Use email and phone to confirm details of large group contracts by shadowing conference staff members.

Phase 2 - Conference - Family Reunions – April 16 to August 31

Objective:

One of the most successful sectors of business that the Property offers is in Family Reunions. The property has cabins and facilities specifically tailored to these events. The participant will learn how we prepare families to have a successful reunion. The most important part of this department is the customer service provided to the members and guests. The Intern/Trainee will get the most effective training and experience by partaking in on-the-job training to serve our members and guests, as well as daily working experience in a progressive manner.

Task:

The participant will learn large group contract preparation, advanced English skills, experience and knowledge of the hospitality industry, computer experience and skills (Maestro PMS System) as it relates to reserving meeting spaces and planning for family reunions. The Intern/Trainee will perform and learn the following tasks:

- Use email and phone to confirm details of a group stays.
- Book activities for a group as needed.
- Take deposits and final balances for a group.
- Write and revise family reunion cabin contracts.
- Check in and out groups of ranging size and market segment.

Phase 3 – Guest Services: Front Desk – September 01 to October 31

Objective:

The most important part of this department is the customer service provided to the members and guests. Applying the skills learned in previous phases, the participant will be able communicate effectively with the guests. There is a lot of one-on-one communication with guests which will build their confidence to deal with complaints and concerns.

Task:

The participant will perform and learn the following tasks:

AM Shift Tasks:

- Reports: Arrivals, Departures, In-House, Room Discrepancies, VIP In-House, Emergency
- Verify Registration Cards are printed for the day's arrivals and make sure meal tickets, maps and the guest bulletins are attached.
- Guest Check-ins and Check-outs and Update Room Status according to Housekeeping Reports

- Log guest packages, faxes, and messages and make sure all are delivered
PM Shift Tasks:
- Reports: Arrivals, Departures, In-House, Room Discrepancies, VIP In-House, Emergency
- Perform bucket check by removing old registration cards and then sorting alphabetically
- Print registration cards for the next day and make the packets

Phase 4 – Center Services and Support – November 01 to January 01

Objective:

In order for the participant to best assist guests that will be arriving at the Resort, they will further explore the Guest Services Department by learning about Conference Services. Building on phases 1, 2, and 3, the purpose of this phase is for the Intern/Trainee to learn more about the conference department.

Task:

The participant will learn and perform the following tasks under the supervision of the Conference Services manager:

- Meeting room set-up & break-down, Management of refreshment orders, Management and handling of A/V equipment, Dispersal and retrieval of roll-away beds, cribs, high-chairs and A/V equipment.
- Lobby inspections: - Coffee machines: boxes and condiments are stocked - Brochure racks are stocked and organized

COMPENSATION

This is a seasonal, hourly (based on 40 hours/week) position, paying \$220/week, with employee perks including:

- Room (shared room in our staff dormitory with free Wi-Fi and no bills!)
- Board (3 buffet-style meals per day, 7 days per week)
- Other employee perks and discounts, including:
 - Access to the Property facilities, which include: an indoor pool, basketball gymnasium, fitness classes, hiking/biking/skiing trails, climbing wall, library, and craft shop
 - Free Resort Passes for skiing, rock climbing, mountain biking, and golf (dependent on season and resort - limited number available, first come first served basis)

- Free gear rentals for sports and outdoor activities
- Employee programming, including free or discounted staff trips, provided by the Human Resources Office
- Discounted nights at the Property (with some date restrictions based on season/occupancy)