



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:

<https://www.international-internships.com/?go=USAFieldSpecificPlacements>

GUEST SERVICES & FRONT DESK

LOCATION: ESTES PARK, COLORADO

Phase 1 – Orientation– April 01 to April 15

Objective:

The Family Resort Conference Center on 860 acres can host up to 4,000 guests at one time. We provides not only lodging in the form of cabins, lodge rooms, or family reunion cabins, but also meals and a variety of outdoor activities. The participant will be a Guest Services trainee learning how the the Resort operates a successful non-profit organization in the hospitality industry.

Task:

During Orientation the participant will be introduced to Guest Registration, the Conference Office, the Kitchen, Buildings and Grounds, Housekeeping, Conference Setup and Support, our Chapel and Chaplain, Sweet Memorial and the Administration building. The participant will attend the Park Center HR full-day orientation to learn about the organization, its history, policies, procedures, etc. The participant will learn about the reservations system as it relates to our groups and receive in-depth training and preparation for group arrivals. The participant will learn beyond the black and white in providing excellent guest service with professionalism. The participant will learn tasks through shadowing the front desk supervisors. The participant will learn to complete financial transactions including check-ins, check-outs, balancing a drawer and evaluating a transaction shift report for the deposit to be turned into our cashier. The participant will learn to check-in and out family/individual and groups as well as making family/individual reservations for walk-in guests. The participant will be taken on a guided tour to visit one or two of our lodge rooms, cabins and meeting spaces. The participant will learn how to make keys, verify room assignments, verify meeting rooms, check room rosters, create meal tickets and prepare some legal documents for our groups including tax affidavits. The participant will begin attending formal classroom sessions led by leadership such as the CEO and the CFO in order to learn about running an 860 acre property with over 700

lodge rooms, over 215 cabins, over 40 meeting rooms, and 10 reunion cabins, in addition to our recreational facilities throughout our campus.

Phase 2 – Guest Registration – April 16 to June 16

Objective:

As stated in Phase 1, the Resort can host over 4,000 guests in one evening. The participant will be a trainee in Guest Services focusing on learning our resort management software and how a large conference center manages its information and guest registration.

Task:

The participant will learn by shadowing front desk supervisors and then through hands on training while being shadowed. We will teach the participant the intricacies of our guest registration system including check-in/out, making adjustments, adding/removing items, and many other functions within our guest registration system.

Phase 3 – Guest Services/Departmental Visits Stage 1 – June 17 to September 01

Objective:

The Resort offers more than just lodging for families, it also hosts very large conferences as well as weddings. The participant will be exploring these different areas of guest services. The participant will continue to train in the guest services department as their main function.

Task:

While continuing their training in guest service, the participant will visit the conference department, group sales and spend time with our wedding/banquet coordinator. We may adjust the dates that trainees visit these departments.

Phase 4 – Guest Services/Departmental Visits Stage 2 – September 02 November 15

Objective:

The participant will continue to explore the different areas within guest services during this phase. Not only is the Resort a family conference center, but it is also a non-profit organization. An additional role that the participant will have is to participate in the

International Training Classes taught by leaders within our organization. The participant will continue to train in the guest services department as their main function.

Task:

While continuing the participant training at the front desk and in guest services, the participant will also track deposits made by each department, verify account balances and analyze/run reports from other departments.

Phase 5 – Guest Services - Back Office Function – November 16 to January 15

Objective:

The participant will be a guest services trainee learning the back-office functions of the guest services department. The participant will continue to train in the guest services department as their main function.

Tasks:

The participant will have shadowed the night auditor in the previous stage, learning to generate, review and distribute Maestro specific reports. The participant will continue back office training in reviewing guest departure reports to prepare charges for the next day. The participant will learn how the inventory control process relates to internal cash control. The participant will also see some of our accounting policies for the Park Center. The participant will attend a quarterly safety meeting led by our risk manager Dave Francis.

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)