



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: WINTER PARK, COLORADO

Phase 1 – Guest Service Introduction – April 15 to April 30

Objective:

The trainee will be introduced to the Property, the Guest Services Department, and the main communication system.

Task:

The participant will receive a cross training, introducing them to the various departments including Guest Services and Rooms Management. The participant may spend more time in one department during the first month and learn how specific departments relate and coordinate with all other departments in Guest Services.

Phase 2 - Guest Service – AM and PM shifts – May 01 to August 15

Objective:

To learn the importance of morning procedures performed by the Front Desk in both the afternoon and evening shift that contribute to Guest Service at the Property.

Task:

In this phase, the participant will be exposed to the daily operations of the front desk. The participant will have direct exposure to customer service with guests. The participant will learn the reservation computer system, reservation procedures, and learn how the front desk interacts with all other departments within the rooms division.

During the AM shift, the participant will learn how to use Maestro to check in/out guests, run reports, check front desk arrival report, look at daily departures and check in-house reservations. The participant will check the front desk dashboard for any discrepancies, print out registration cards, meal tickets, maps and guest bulletins, run emergency report, look up group rosters, restrict phones, update room status, and check to see that all guests' packages, faxes, and messages have been delivered. This will continue on the PM shift, where the participant will also learn to print out the weekly bulletins, do a key inventory and print registration cards for the next day.

Phase 3 – Guest Service – Property Accounting – August 15 to Oct 15

Objective:

The participant's role will be to learn about the SMR property accounting and continue to build upon skills learned in phase 1 and 2.

Task:

The most important part of this department is the guest services provided to the members and guests. The participant will get the most effective training and experience by serving our members and guests with on-the-job training and daily working experience in a progressive manner. With the above accumulative skills that the participant will acquire, they will be able to apply the skills in the appropriate field that the participant intends to work in. There will be specific training for certain tasks and a lot of one on one communication with guests, which leads to more confidence for each participant. On the job training is also a way that the participant can show what they have learned. The participant will perform and learn the following tasks: Verify deposits for each department on SMR property, post each total for every account, make sure all house accounts balance individually, post guest's charges to their individual accounts, and run an ending report to make sure that all the deposits balanced.

Phase 3 – Guest Service – Night Audit – October 15 to December 15

Objective:

During this phase of the internship training, the participant will develop all the skills necessary to perform the duties of a Night Auditor.

Task:

The participant will be trained in basic hotel accounting methods, closing out the front desk and reporting receipts. The participant will learn to organize the front desk for the next business day by preparing guest bills for check out. The participant will learn to perform the following tasks: Operate the Maestro system specific night audit

functions/reports, check the correct status, emergency report, charge report, in-house report, and shift report. Also check to make sure there are no open folios, settle credit cards for the day, balance the deposit for the day, count safe for the property, count drawers and stamps, print reports for the property and association staff, daily weather report, ski report (winter), snow conditions (winter), and backup tape procedures in order to provide the most up to date information for guests.

Phase 4 – Quality Inspection – December 16 to April 14

Objective:

The participant will be learning about training and manuals as well as the Quality Inspection Team. The participant will also learn from the organization leaders about non-profit and family conference center management.

Task:

The participant will review and make suggestions for updates to the training manuals in the following areas: income audit, switchboard and the winter activities guide. The participant will learn effective communication and training methods by teaching new employees in the front desk area about income audit. The participant will participate in the Quality Inspection committee at the property by attending meetings and inspecting cabins and lodge rooms. The participant will attend a Department Director and Assistants meeting to learn about the communication and decision making process.

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)