

# RESORT OPERATIONS INTERNSHIP DEPARTMENT DESCRIPTIONS



Our College Internship Program is an immersion experience offering interns work exposure in a department within one of our vacation ownership resorts. The program cultivates knowledge, skills and abilities through learning and performing operational duties along with supplemental learning activities such as eLearning, and job shadowing. Interns will also participate in virtual meetings with company leaders and work on project activities and/or a business case.

**Housekeeping:** Opportunity to learn hands-on experience of the housekeeping department. Although, each internship is unique due to the property's size and scope, interns will initially learn the process of villa cleaning and the role of the house aids so that they can progress into room inspections and room assignments, in addition to overview of leadership tasks such as team member scheduling, labor cost, inventory streamlining, and supply ordering. This department is known for providing individuals a fast track into leadership within the hospitality industry. Interns will have the opportunity to collaborate with other departments; therefore, this experience will allow you to learn more about the front desk, loss prevention, and engineering departments. Our organization's Sr. Director of Customer Experience started out as a Houseman in our organization and quickly yet steadily, moved through the ranks. The housekeeping department is one of the most important components to the resort operation and gaining the skillset in this department will certainly set interns up for success on their career journey into hospitality management.

**Food & Beverage:** Opportunity to learn hands-on experience of the food and beverage department. Although, each internship is unique due to the property's size and scope, interns will be able to learn what is encompassed in the areas of serving, functions/catering, food prep, and an overview of the leadership tasks such as team member scheduling/labor cost and inventory/supplies ordering. Interns will have the opportunity to rotate between all food outlets which include pool bar, market place which is a sandwich shop and mini grocery market, and quick service restaurants. Interns will have the opportunity to collaborate with other departments; therefore, this experience will allow them to learn more about the front desk, housekeeping, loss prevention, and engineering departments. The food and beverage department is an important component to the resort operation, and gaining the skillset in this department will certainly set interns up for success on their career journey into hospitality management.

**Safety & Security:** Opportunity to learn hands-on experience of the Loss Prevention department. Although, each internship is unique due to the property's size and scope, interns will be able to learn what is encompassed in the areas of guest relations, loss prevention, safety, investigations, theft/fraud, complaints, and an overview of the leadership tasks. Interns will learn and conduct properly "walks", oversee the safety at the pool areas, resolve lock issues, assist in managing parking areas, and service Lost & Found. Interns will have the opportunity to collaborate with other departments; therefore, this experience will allow them to learn more about the front desk, housekeeping, loss prevention, and engineering departments. The Loss Prevention department is an important component to the resort operation and gaining the skillset in this department will certainly set interns up for success on their career journey into hospitality management.

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**Guest Services/Front Desk:** Opportunity to learn hands-on experience of the Front Office department. Although, each internship is unique due to the property's size and scope, interns will be able to learn what is encompassed in the areas of guest relations, bell services, concierge services, marketing, and an overview of the leadership tasks. Interns will learn and perform the duties of a Front Office Agent, checking the guests in and out, assisting with guest questions, learning the daily operational duties, and resolving issues that arise. Interns will have the opportunity to collaborate with other departments; therefore, this experience will allow them to learn more about the front desk, housekeeping, loss prevention, and engineering departments. The Front Office department is an important component to the resort operation and gaining the skillset in this department will certainly set interns up for success on their career journey into hospitality management.

**Recreation:** Opportunity to learn hands-on experience of the Recreation/Activities department. Although, each internship is unique due to the property's size and scope, interns will be able to learn what is encompassed in the areas of guest relations, activities planning/organizing, safety activities coordinating/executing, promoting a fun environment, health & fitness, child care, and an overview of leadership tasks. Interns will learn to facilitate resort activities and will work directly with guests as they build memorable experiences at the site. Interns will have the opportunity to collaborate with other departments; therefore, this experience will allow them to learn more about the front desk, housekeeping, loss prevention, and engineering departments. The Recreation/Activities department is an important component to the resort operation and gaining the skillset in this department will certainly set interns up for success on their career journey into hospitality management.