

# HERSHEY

## ENTERTAINMENT & RESORTS

### HOSPITALITY INTERN - FOOD & BEVERAGE

Are you ready to launch your career within the Hospitality industry? Join our summer internship team and create sweet memories for our guests! Hershey Entertainment & Resorts is seeking interns to participate in our Summer Hospitality Internship Program (HIP). The HIP program is geared towards college students pursuing a degree from an accredited institution that will support a career in Hospitality & Tourism Management, Food & Beverage, and Recreation Industries.

Within the Food & Beverage concentration, interns will supervise one of our front-of-house food operations. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and will have exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern you will utilize your customer communication skills to increase productivity while learning the core values that support our mission. Working closely with your hiring managers, you will gain invaluable exposure and experience within the hospitality industry.

#### **F&B Locations:**

Candidates will be selected to work in one of the following areas within the Food & Beverage concentration:

**Hershey Country Club:** Banquets, Hogan Grill, McCarthy Deck & Lounge, Splashes - Pool Side Snack Bar

**Hershey Lodge:** Cocoa Beanery, Cocoa Cabana, Fire & Grain, Stacks, Revelry, The Bears' Den

**The Hotel Hershey:** Banquets, Chef's Market, 1933 & Poolside, Room Service, The Circular, Trevi 5, Beverage

**Hersheypark Entertainment Complex:** Beverage, Catering, Premium Services/Cabanas, The Chocolatier

**Downtown Restaurant Group:** Devon Seafood + Steak, Houlihan's Restaurant & Bar

*Please review the following pages for job descriptions of each of the locations.*

## **HOSPITALITY INTERN –FOOD & BEVERAGE**

### **Hershey Country Club**

#### **Job Description**

This position is responsible for assisting in the supervision and administration of food and beverage activities at the Hershey Country Club. Primary job responsibilities for this position include Food and Beverage operational oversight of either Hogan Grill Restaurant, McCarthy Deck and Lounge, Banquet functions, Splashes poolside concessions, beverage cart and beverage barrel service, and providing support for snack huts. This role will also assist with Member Events.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Proactively monitoring and supporting guest service and hospitality standards
- Leading food and beverage training within the outlet, to include regular reviews, and monitoring trained skills consistently
- Helping to coach, direct and train seasonal employees
- Daily oversight and supervision of FOH staff at Hogan Grill, McCarthy Deck and Lounge and Splashes
- Daily support and financial settlement of F&B operations across HCC
- Coordination and execution of on-course service for corporate golf outings, daily golf operations and member events
- Daily planning and execution of catered banquet events
- Support the planning, preparation and execution of member social events
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

#### **Job Requirements**

##### **Basic Qualifications:**

- Must be 18 years of age or older
- Must possess a valid driver's license
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2024 will be considered

##### **Additional Qualifications:**

- Must be willing and able to obtain RAMP Certification
- Strong customer service skills
- Proven leadership skills with an understanding of conflict resolution and problem solving
- Ability to communicate professionally and effectively

- Abide by appearance standards and be able to maintain hospitality standards for the assigned property
- Ability to maintain composure in a fast-paced environment
- Keyboarding skills and computer literacy

**Working Conditions:**

- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations
- This position will include driving company vehicles and/or golf carts. Must possess a valid driver's license
- Must be able to work a flexible schedule based on operational needs, including weekends and holidays
- Flexible work environment requires adaptability to demanding/fast pace, noise, and various weather conditions

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **Hershey Lodge: Restaurants**

#### **Job Description**

This position is responsible for assisting in the supervision and the administration of food and beverage activities and other restaurants as assigned by the manager. Interns will be assigned to one or more of the following restaurants at Hershey Lodge: Cocoa Beanery, Cocoa Cabana, Fire & Grain, Stacks, Revelry, The Bears' Den.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Proactively monitoring and supporting guest service and hospitality standards
- Leading food and beverage training within the restaurants, including regular reviews and updates to training procedures. Monitors trained skills consistently
- Understands all F&B items offered: ingredients, allergens, methods of preparation and proper service
- Ensuring proper cash control procedures are followed daily
- Ordering and maintaining par levels of product inventory. Adjusting par to forecast as needed
- Assisting restaurant manager in forecasting business, scheduling staff and preparing weekly payroll
- Controlling wage and supply costs within budget, adjusting to forecast as needed
- Developing and maintaining inventory control measures
- Maintaining all safety, health and sanitation standards
- Assisting restaurant manager in interviewing potential applicants
- Ensuring the work and service areas are clean and organized; reporting and following up on maintenance needs utilizing interdepartmental communication and the work order system
- Cross training and supporting other F&B restaurants
- Monitor responsible service of alcohol (RAMP)
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

#### **Job Requirements**

##### **Basic Qualifications:**

- Must be at least 18 years of age or older
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2024 will be considered

##### **Additional Qualifications**

- Supervisory experience preferred including the ability to supervise multiple outlets simultaneously
- Basic computer skills in Microsoft Office, including Word and Excel
- Knowledge and experience in POS system(s)
- Demonstrated ability to interface and interact professionally with managers, employees and guests
- Knowledge and use of service, labor and cost controls in F&B a plus
- Proven leadership and organizational skills
- Proficiency in reading, writing and speaking English
- Leadership, team building, motivating and organizational skills
- Current ServSafe and RAMP certification must be obtained as a condition of continued employment in this position. Effective application of the training is required

**Working Conditions:**

- Physical requirements include ability to walk and stand 85-100% of the shift, bend, reach and lift up to 50 lbs
- Schedule will vary according to operating needs, but will include days, evenings, weekends and holidays
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time
- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations

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# **HOSPITALITY INTERN - FOOD & BEVERAGE**

## **The Hotel Hershey: Banquets**

### **Job Description**

This position is responsible for assisting in the management and administration of all food and beverage event operations for the Hotel Banquet Department. This shall include but is not limited to reading Event Orders to verify needs from culinary to service with a comprehension of the specific standards warranted for the style of event.

### **Job Duties:**

*Duties may include, but are not limited to:*

- Supervise service staff during events by providing support and guidance when needed
- Communicate important information to the Banquet, Culinary and Conference planning teams
- Assist with room set ups
- Conduct pre-shift meeting prior to each event
- Execute event orders according to the client's needs
- Initiate positive guest interactions and provide our guests with exceptional guest service.
- Prepare Banquet Function Reports after each event
- Prepare and finalize daily banquet checks.
- Conduct monthly food and beverage inventories
- Conduct weekly food safety and sanitation audits
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

### **Job Requirements**

#### **Basic Qualifications:**

- Must be at least 18 years of age or older
- Must possess a valid driver's license
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2024 will be considered

#### **Additional Qualifications:**

- Proven employee/guest relations, communication, problem solving and organizational skills
- RAMP Certification preferred
- ServSafe Certification preferred
- Computer experience and proficient in Word
- Professional image representative of property image

- Knowledge of food and beverage preferred
- Ability to anticipate guests needs and respond promptly
- Ability to work without direct supervision

**Working Conditions:**

- Schedule will vary according to operating needs but will include early mornings, late evenings, weekends and holidays
- Physical requirements include considerable walking and standing and lifting/moving up to 35lbs
- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations
- This position will include driving company vehicles and/or golf carts. Must possess a valid driver's license

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **The Hotel Hershey: Beverage**

#### **Job Description**

This position is responsible for assisting in the management and administration of the front-of-house operations in the Iberian Lounge, Banquet events requesting beverage service, and Jazz on the Veranda. This shall include but is not limited to overseeing service, staff training, inventory management, staff management, operating procedures, and scheduling.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Monitoring responsible alcohol service
- Communicate important information to the Banquet and Conference planning teams, as well as communication between FOH & BOH teams
- Proactively monitoring and supporting guest service and Forbes standards
- Ensuring proper cash control procedures are followed daily
- Maintaining all safety, health and sanitation standards
- Attending weekly Food & Beverage staff meetings, Daily & Weekly Banquet meetings.
- Prepare Beverage Function Reports after each shift.
- Preparing banquet bar reads, gratuity sheets, and submitting daily banquet bar checks.
- Conduct monthly beverage inventory
- Provide quality service to our guests, handle guest complaints, and table touches.
- Supervise multiple outlets simultaneously
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

#### **Job Requirements**

##### **Basic Qualifications:**

- Must be at least 18 years of age or older
- Must possess a valid driver's license
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2024 will be considered

##### **Additional Qualifications:**

- Proven employee/guest relations, communication, problem solving and organizational skills
- RAMP Certification preferred
- Basic computer skills in Microsoft Office, including Word and Excel
- Professional image representative of property image
- Knowledge of food and beverage preferred



- Ability to anticipate guests needs and respond promptly, as well as maintain composure in a fast-paced environment.
- Ability to work without direct supervision

**Working Conditions:**

- Schedule will vary according to operating needs but will include early mornings, late evenings, weekends and holidays
- Physical requirements include ability to walk and stand 85%-100% of shift and lifting/moving up to 35lbs
- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations
- This position will include driving company vehicles and/or golf carts. Must possess a valid driver's license

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **The Hotel Hershey: Chef's Market**

#### **Job Description**

This position is responsible for assisting in the supervision and administration of food and beverage activities for the Chef's Market as assigned by the outlet manager. You will have the opportunity to see aspects of F&B management including service, staff training, inventory management, union staff management, operating procedures and scheduling. As an intern, you will utilize your customer communication skills to increase productivity while learning the core values that support our mission.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Leading opening and closing procedures
- Proactively monitoring and supporting guest service and hospitality standards
- Leading food and beverage training within the outlet, to include regular reviews, updates to training procedures, and monitoring trained skills consistently
- Monitoring and executing all food and beverage orders to ensure the quality and appearance of presentation
- Understanding all F&B items offered: ingredients, allergens, methods of preparation and proper service
- Ensuring proper cash control procedures are followed daily
- Conducting monthly inventory counts, ordering and maintaining par levels of product inventory and adjusting par to forecast as needed
- Managing inventory levels to include daily product requisition requests and minimizing waste and spoilage
- Assisting outlet manager in forecasting business and scheduling staff
- Maintaining all safety, health and sanitation standards
- Ensuring the work and service areas are clean and organized; reporting and following up on maintenance needs utilizing interdepartmental communication and the work order system
- Assisting outlet manager in interviewing potential applicants
- Helping to coach, direct and train seasonal employees
- Attending weekly Food & Beverage staff meetings and/or team meetings as needed
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

#### **Job Requirements**

#### **Basic Qualifications**

- Must be at least 18 years of age

- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2025 will be considered

### **Additional Qualifications**

- Must abide by appearance standards
- Supervisory experience preferred
- Basic computer skills in Microsoft Office, including Word and Excel
- Knowledge and experience in POS system(s)
- Ability to correctly handle payment transactions including receiving cash and making correct change
- Demonstrated ability to interface and interact professionally with managers, employees and guests
- Knowledge and use of service and labor
- Proven leadership and organizational skills
- Proficiency in reading, writing and speaking English
- Leadership, team building, motivating and organizational skills

### **Working Conditions**

- Physical requirements include ability to walk and stand 85-100% of the shift, bend, reach and lift up to 50 lbs
- Must be able to work a flexible schedule based on operational needs, including days, nights, weekends and holidays
- Open work environment requires maintained composure and adaptability to fast pace and noise
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time
- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **The Hotel Hershey: 1933 Restaurant & Tavern, Poolside, and Villa Concierge Lounge**

#### **Job Description**

Within the Food & Beverage concentration, interns will supervise one of our front-of-house food operations. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, you will utilize your customer communication skills to increase productivity while learning the core values that support our mission. Working closely with your hiring managers, you will gain invaluable exposure and experience within the hospitality industry.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Supervise host(ess), wait staff, service attendants, and bar area employees
- Learn & maintain health, safety, and sanitation standards
- Provide quality service to our guests, handle guest complaints, & table-touches
- Monitor the restaurant floor & leading communication between FOH & BOH
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation
- Train in all positions within 1933, Poolside, and Villa Concierge Lounge in order to have a better understanding of each position including FOH & mixology training
- Coach, direct, and train seasonal hires
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls
- Lead opening and closing procedures of 1933, Poolside, and Villa Concierge Lounge
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts
- Attend weekly Food & Beverage staff meetings and/or team meetings as need
- Work cash registers and lead opening and closing operations
- Responsible for maintaining cleanliness of tables in pool area and other duties as assigned
- RAMP Certification preferred
- Monitor responsible service of alcohol
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

#### **Job Requirements**

**Basic Qualifications:**

- Must be 18 years of age or older
- Must possess a valid driver's license
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2025 will be considered

**Additional Qualifications:**

- Strong customer service skills
- Proven leadership skills with an understanding of conflict resolution and problem solving
- Ability to communicate professionally and effectively
- Abide by appearance standards and be able to maintain hospitality standards for the assigned property
- Ability to maintain composure in a fast-paced environment
- Keyboarding skills and computer literacy

**Working Conditions:**

- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations
- This position will include driving company vehicles and/or golf carts. Must possess a valid driver's license
- Must be able to work a flexible schedule based on operational needs, including weekends and holidays
- Flexible work environment requires adaptability to demanding/fast pace, noise, and various weather conditions
- You will be cross-trained to work in 1993 Restaurant & Tavern, Poolside, and Villa Concierge Lounge environments

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **The Hotel Hershey: Room Service**

#### **Job Description**

This position is responsible for assisting in the management and administration of all food and beverage In Room Dining operations for the Hotel Hershey. This shall include but is not limited to, understanding of the menu and operational standards, overseeing the service team and order takers for each meal period.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Supervise service staff and order takers during am and pm shifts by providing support and guidance when needed
- Communicate important information to the Banquet and Culinary teams pertaining to employee or guest feedback
- Conduct pre-shift meetings with service team
- Prepare weekly coffee break sheets for effective scheduling of staff
- Conduct daily and weekly training on Forbes In-Room Dining standards
- Close out POS system at the end of each shift
- Initiate positive guest interactions and provide our guests with exceptional guest service
- Conduct monthly food & beverage inventories
- Conduct weekly food safety and sanitation audits
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

#### **Job Requirements**

##### **Basic Qualifications:**

- Must be at least 18 years of age or older
- Must possess a valid driver's license
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2025 will be considered

##### **Additional Qualifications:**

- Proven employee/guest relations, communication, problem solving and organizational skills
- RAMP Certification preferred
- ServSafe Certification preferred
- Knowledge of POS system helpful
- Computer experience and proficient in Word
- Professional image representative of property image

- Knowledge of food and beverage preferred
- Ability to anticipate guests needs and respond promptly
- Ability to work without direct supervision

**Working Conditions:**

- Schedule will vary according to operating needs but will include early mornings, late evenings, weekends and holidays
- Physical requirements include considerable walking and standing and lifting/moving up to 35lbs
- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations
- This position will include driving company vehicles and/or golf carts. Must possess a valid driver's license

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **The Hotel Hershey: The Circular**

#### **Job Description**

Within The Circular, interns will supervise the front-of-house food service operation. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, scheduling, forecasting, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, you will utilize your customer communication skills to increase productivity while learning the core values that support our mission. Working closely with your hiring managers, you will gain invaluable exposure and experience within the hospitality industry.

#### **Job Duties:**

*Duties may include but are not limited to:*

- Supervise host(ess), wait staff, server assistants, and bar area employees
- Learn & maintain health, safety, and sanitation standards
- Provide quality service to our guests, handle guest complaints, & table-touches
- Monitor the restaurant floor & leading communication between Front of House & Back of House
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation
- Train in all positions within The Circular in order to have a better understanding of each position including Front of House & mixology training
- Coach, direct, and train seasonal hires
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls
- Lead opening and closing procedures of The Circular
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts
- Attend weekly Food & Beverage staff meetings and/or team meetings as need
- Monitor responsible service of alcohol
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

#### **Job Requirements**

#### **Basic Qualifications:**

- Must be 18 years of age or older



- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2025 will be considered

**Additional Qualifications:**

- Strong customer service skills
- Proven leadership skills with an understanding of conflict resolution and problem solving
- Ability to communicate professionally and effectively
- Abide by appearance standards and be able to maintain hospitality standards for the assigned property
- Ability to maintain composure in a fast-paced environment
- Keyboarding skills and computer literacy

**Working Conditions:**

- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations
- Must be able to work a flexible schedule based on operational needs, including day, night, weekends and holidays
- Flexible work environment requires adaptability to demanding/fast pace, noise, and various weather conditions

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **The Hotel Hershey: Trevi 5**

#### **Job Description**

Within the Food & Beverage concentration, interns will supervise one of our front-of-house food operations. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, you will utilize your customer communication skills to increase productivity while learning the core values that support our mission. Working closely with your hiring managers, you will gain invaluable exposure and experience within the hospitality industry.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Supervise host(ess), wait staff, server assistants, and bar area employees
- Learn & maintain health, safety, and sanitation standards
- Provide quality service to our guests, handle guest complaints, & table-touches
- Monitor the restaurant floor & leading communication between Front of House & Back of House
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation
- Train in all positions of the restaurants in order to have a better understanding of each position including Front of House & mixology training
- Coach, direct, and train seasonal hires
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls
- Lead opening and closing procedures of assigned restaurant
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts
- Attend weekly Food & Beverage staff meetings and/or team meetings as needed
- Monitor responsible service of alcohol
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

#### **Job Requirements**

#### **Basic Qualifications:**

- Must be 18 years of age or older

- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2024 will be considered

**Additional Qualifications:**

- Strong customer service skills
- Proven leadership skills with an understanding of conflict resolution and problem solving
- Ability to communicate professionally and effectively
- Abide by appearance standards and be able to maintain hospitality standards for the assigned property
- Ability to maintain composure in a fast-paced environment
- Keyboarding skills and computer literacy

**Working Conditions:**

- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations
- Must be able to work a flexible schedule based on operational needs, including weekends and holidays
- Flexible work environment requires adaptability to demanding/fast pace, noise, and various weather conditions

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **The Chocolatier, Bar + Patio**

#### **Job Description:**

Within the Food & Beverage concentration, interns will supervise our front-of-house food operation. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, you will utilize your customer communication skills to increase productivity while learning the core values that support our mission. Working closely with your hiring managers, you will gain invaluable exposure and experience within the hospitality industry.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Provide quality service to our guests, handle guest complaints, & table-touches
- Monitor the restaurant floor & leading communication between FOH & BOH
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation
- Train in all positions of the restaurants in order to have a better understanding of each position including FOH & mixology training
- Coach, direct, and train seasonal hires
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls
- Lead opening and closing procedures of assigned restaurant
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts
- Assist department managers with any special assignments
- Conduct pre-shift meetings for the AM & PM staff members
- Attend weekly Food & Beverage staff meetings and/or team meetings as needed

#### **Job Requirement:**

##### **Basic Qualifications:**

- Must be 18 years of age or older
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2024 will be considered

##### **Additional Qualifications:**

- Strong customer service skills
- Proven leadership skills with an understanding of conflict resolution and problem solving
- Ability to communicate professionally and effectively
- Abide by appearance standards and be able to maintain hospitality standards for the assigned property
- Ability to maintain composure in a fast-paced environment
- Keyboarding skills and computer literacy

**Working Conditions:**

- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations
- Must be able to work a flexible schedule based on operational needs, including weekends and holidays
- Flexible work environment requires adaptability to demanding/fast pace, noise, and various weather conditions

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **Hersheypark: Beverage**

#### **Job Description:**

Within the Food & Beverage concentration, interns will supervise one of our front-of-house food operations. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, you will utilize your customer communication skills to increase productivity while learning the core values that support our mission. Working closely with your hiring managers, you will gain invaluable exposure and experience within the hospitality industry.

#### **Job Duties:**

Duties may include, but are not limited to:

- Assist in supervision and execution of daily operations throughout Hersheypark F&B Outlets
- Assist in completion of physical inventories, weekly profit and loss statement creation, and other financial metrics
- Reinforce employee training programs, including newly hired employee training and continued development of employees in supervisory roles to meet established hospitality standards
- Monitor daily operation of outlets to ensure adherence to all safety and sanitation standards as well as allergen guidelines
- Assist in the creation of employee schedules and monitor labor expense
- Assist in supervision and execution of the daily beverage operations at Hershey Theater, Hersheypark Stadium Summer Concert Series, Giant Center events, and Hersheypark
- Monitor inventory levels and purchase stock as necessary for beverage operations in all facilities
- Participate in bar menu creation and recipe development for venues and special events
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

#### **Job Requirement:**

#### **Basic Qualifications:**

- Must be 18 years of age or older
- Must possess a valid driver's license
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2024 will be considered

**Additional Qualifications:**

- Strong customer service skills
- Proven leadership skills with an understanding of conflict resolution and problem solving
- Ability to communicate professionally and effectively
- Abide by appearance standards and be able to maintain hospitality standards for the assigned property
- Ability to maintain composure in a fast-paced environment
- Keyboarding skills and computer literacy
- Must be certified or be able to pass an alcohol service class (RAMP – will be provided) and Food Safety training (ServSafe – will be provided)

**Working Conditions:**

- Transportation is not provided for this program. All selected students must have reliable transportation to and from work assignments
- This position will include driving company vehicles and/or golf carts. Must possess a valid driver's license
- Must be able to work a flexible schedule based on operational needs, including weekends and holidays
- Flexible work environment requires adaptability to demanding/fast pace, noise, and various weather conditions

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **Hersheypark: Premium Service/Cabana Grill**

#### **Job Description:**

Within the Food & Beverage Premium Services Operations, interns will supervise front-of-house food operations across Hersheypark, Hersheypark Stadium, and GIANT Center. You will have the opportunity to see all aspects of F&B management including service, staff management/training, inventory management, operating procedures, and exposure to participating in projects such as menu development and program planning for premium service outlets and seasonal events. As an intern, you will utilize your customer communication skills to increase productivity while learning the core values that support our mission. Working closely with your hiring managers, you will gain invaluable exposure and experience within the hospitality industry.

#### **Job Duties:**

- Assist in supervision and execution of daily operations throughout Hersheypark F&B outlets, including Hersheypark Stadium VIP/Catering and GIANT Center Suites/Catering
- Assist in completion of physical inventories
- Monitor inventory levels and purchase stock as necessary in coordination with the Culinary team
- Reinforce employee training programs, including newly hired employee training and continued development of employees in supervisory roles to meet established hospitality standards
- Monitor daily operation of outlets to ensure adherence to all safety and sanitation standards as well as allergen guidelines
- Assist in the creation of employee schedules and monitor labor expense
- Participate in menu development and program planning

#### **Job Requirement:**

##### **Basic Qualifications:**

- Must be 18 years of age or older
- Must possess a valid driver's license
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2024 will be considered

##### **Additional Qualifications:**

- Strong customer service skills
- Proven leadership skills with an understanding of conflict resolution and problem solving
- Ability to communicate professionally and effectively



- Abide by appearance standards and be able to maintain hospitality standards for the assigned property
- Ability to maintain composure in a fast-paced environment
- Keyboarding skills and computer literacy
- Some positions may require a valid driver's license

**Working Conditions:**

- Transportation is not provided for this program. All selected students must have reliable transportation to and from work assignments
- Must be able to work a flexible schedule based on operational needs, including weekends and holidays
- Flexible work environment requires adaptability to demanding/fast pace, noise, and heat

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **Devon Seafood + Steak**

#### **Job Description:**

Within the Food & Beverage concentration, interns will supervise front-of-house operations. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to department specific projects. As an intern, you will utilize your communication skills to increase productivity, guest experience, while learning the core values that support our mission. Working closely with the Leadership Team, you will gain invaluable exposure and experience within the hospitality industry.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Provide quality service to our guests, handle guest complaints, & table-touches
- Monitor the restaurant floor & leading communication between FOH & BOH
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation
- Train in all positions of the restaurants in order to have a better understanding of each position including FOH & mixology training
- Coach, direct, and train staff
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with scheduling, payroll & labor controls
- Lead opening and closing procedures of assigned restaurant
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts
- Assist department managers with any special assignments
- Conduct pre-shift meetings for the staff members
- Attend weekly Food & Beverage staff meetings and/or team meetings as needed

#### **Job Requirement:**

##### **Basic Qualifications:**

- Must be 18 years of age or older
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students Graduating college/university after Spring of 2024 will be considered

##### **Additional Qualifications:**

- Strong customer service skills

- Proven leadership skills with an understanding of conflict resolution and problem solving
- Ability to communicate professionally and effectively
- Abide by appearance standards and be able to maintain hospitality standards for the assigned property
- Ability to maintain composure in a fast-paced environment
- Keyboarding skills and computer literacy

**Working Conditions:**

- Limited transportation will be provided from the housing partner location to Hersheypark, The Hotel Hershey, and the Hershey Lodge. Selected students are responsible for reliable transportation outside of the provided transportation times and destinations
- Must be able to work a flexible schedule based on operational needs, including weekends and holidays
- Flexible work environment requires adaptability to demanding/fast pace, noise, and heat

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## **HOSPITALITY INTERN - FOOD & BEVERAGE**

### **Houlihan's Restaurant & Bar**

#### **Job Description:**

Within the Food & Beverage concentration, interns will supervise our front-of-house food operation. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, you will utilize your customer communication skills to increase productivity while learning the core values that support our mission. Working closely with your hiring managers, you will gain invaluable exposure and experience within the hospitality industry.

#### **Job Duties:**

*Duties may include, but are not limited to:*

- Provide quality service to our guests, handle guest complaints, & table-touches
- Monitor the restaurant floor & lead communication between FOH & BOH
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation
- Train in all positions of the restaurants in order to have a better understanding of each position including FOH & mixology training
- Coach, direct, and train seasonal hires
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls
- Lead opening and closing procedures of assigned restaurant
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts
- Assist department managers with any special assignments
- Conduct pre-shift meetings for the AM & PM staff members
- Attend weekly Food & Beverage staff meetings and/or team meetings as needed

#### **Job Requirement:**

##### **Basic Qualifications:**

- Must be 18 years of age or older
- Must be actively enrolled in a College/University and Majoring/Minoring in the Hospitality & Tourism, Food & Beverage, Travel & Tourism or related field
- Students graduating college/university in 2025 will also be considered

##### **Additional Qualifications:**

- Strong customer service skills
- Proven leadership skills with an understanding of conflict resolution and problem-solving
- Ability to communicate professionally and effectively
- Abide by appearance standards and be able to maintain hospitality standards for the assigned property
- Ability to maintain composure in a fast-paced environment
- Keyboarding skills and computer literacy

**Working Conditions:**

- Transportation is not provided for this program. All selected students must have reliable transportation to and from work assignments
- Must be able to work a flexible schedule based on operational needs, including weekends and holidays
- Flexible work environment requires adaptability to demanding/fast pace, noise, and heat

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