

HERSHEY

ENTERTAINMENT & RESORTS

HOSPITALITY INTERN – GUEST SERVICES

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, Entertainment and Recreation Industries.

Within the Guest Services concentration, interns 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.

Guest Services Locations:

Candidates will be selected to work in one of the following areas within the Guest Services/Housekeeping concentration:

Hershey Lodge: Front Office, Guest Services, Housekeeping, VIP Services

The Hotel Hershey: Front of House, Guest Relations, Housekeeping

Hersheypark Camping Resort: Front Office

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

HOSPITALITY INTERN - GUEST SERVICES

Hershey Lodge: Front Office

Job Description

Within the Guest Services concentration, 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:
- Assisting in the organized, efficient operation of the Front of House in a supervisory capacity
- Assist in overseeing the daily operation of the Front of House including all tasks on the daily checklists
- Coordinating and delegating assignments to the Front of House team members
- Orchestrating and expediting the checkin and checkout process in all areas of the Front of House
- Answering the PBX Main phone lines
- 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:

- 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 heat

Hershey Entertainment & Resorts is an Equal Opportunity Employer

HOSPITALITY INTERN - GUEST SERVICES

Hershey Lodge: Guest Services

Job Description

Within the Guest Services concentration, 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:

- Training with and then leading the Concierge, Bell, Greeter, Drivers, and Front Desk teams
- Training as a coordinator/manager and providing resolutions to our guests
- Helping check in Platinum Guest rooms, and ensuring VIP room deliveries
- Assisting the Managers with Concert Series Shuttle service at Hersheypark
- Assisting our greeters maintain a safe, friendly, and efficient environment at Hershey Lodge on busy nights
- Completing one mostly self-led summer long project. (The specific project goals will provide learning opportunities, and help our Guest Services Team excel)
- Updating and maintaining our Guest Services manuals
- 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:

- 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 heat

Hershey Entertainment & Resorts is an Equal Opportunity Employer

HOSPITALITY INTERN - GUEST SERVICES

Hershey Lodge: Housekeeping

Job Description

Within the Housekeeping department, 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:

- Inspecting guest rooms for cleanliness, engineering challenges & ensuring all standards have been met
- Assisting the housekeepers in turning rooms by stripping dirty linen, trash, and making beds
- Assisting in training employees in cleaning procedures
- Proper use of cleaning agents and equipment
- Placement of supplies and amenities
- Monitoring staff activity to ensure safe working practices
- Overseeing 20 to 30 staff members on a daily basis by enforcing department, company, and union rules
- Answering and following up on phone calls from both guests & employees (For example: lost & found calls, guest requests, employee needs)
- Using the property management system and other departmental software to update room status, check rooms, print reports, enter work orders, answering & responding to emails
- Handling guest opportunities in a professional and appropriate manner
- Understanding all areas of Housekeeping management by the end of program
- 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:

- 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 heat
- Must be able to work six days per week during busy periods to assist the overall operation and team
- Physical requirements include the following
- Walking (up to 95% of shift), standing, bending, stooping, reaching, lifting up to 35lbs, observing cleanliness of facility and communicating verbally
- The regular schedule is between 5:30 AM and midnight. Days off will rotate, but weekends and holidays are required
- Requested days off will be granted if business operation allows

Hershey Entertainment & Resorts is an Equal Opportunity Employer

HOSPITALITY INTERN - GUEST SERVICES

Hershey Lodge: VIP Services

Job Description

Within the Guest Services concentration, 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:

- Reviewing VIP profile, reservations, special request, and room type
- Making outreach call prior to Guest arrival, print valet logs, and ensure all Platinum packets are prepared
- Confirm amenity for the guest
- Inspect VIP room/rooms prior to guest arrival
- Greet and welcome the VIP Guest at arrival when checking in at the concierge & ensure an elevated level of service
- Follow up with guest prior to departure to see how their experience and stay was at the Lodge and thank them for staying with us
- 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:

- 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

Hershey Entertainment & Resorts is an Equal Opportunity Employer

HOSPITALITY INTERN – GUEST SERVICES

The Hotel Hershey: Front of House

Job Description

This position is responsible for the organized, efficient operation of the Front of House at The Hotel Hershey in a supervisory capacity.

Job Functions:

Duties may include, but are not limited to:

- Functions include orchestrating and expediting the registration and checkout process in all areas of the Front of House in accordance with Forbes 5 Star Standards
- Overseeing the daily operation of the Front of House including all tasks on the daily checklists
- Coordinating and delegating assignments to the Front of House team members
- Ensuring excellent guest service, complaints and problems are promptly resolved, and requests for special services are carried out to the Hotel 5 Diamond standards
- Conducting on-going training and support in all areas of the Front of House
- Must be proficient in all areas of the Front of House
- Becoming familiar with resort and area attractions and offerings
- Generating revenue through upsells by offering upgraded room accommodations

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:

- Industry Experience in the Hospitality/Tourism field is preferred
- Must be proficient in all areas of the Front of House
- Skilled in the use of Microsoft Office applications, including Excel and Word
- Proficient working with details on a daily basis for prolonged periods of time

Working Conditions:

- While performing the duties of this job, the employee is required to:
 - Reach Forward Occasionally (<33%)

- Climb Stairs Occasionally (<33%) (50ft maximum height)
- Lift Occasionally (<33%) (50lbs maximum weight)
- Reach Overhead Occasionally (<33%)
- Finger Dexterity Occasionally (<33%)
- Hand/Eye Coordination Occasionally (<33%)
- Bend Occasionally (<33%)
- Sit Occasionally (<33%)
- Stand Occasionally (<33%)
- Walk Occasionally (<33%)
- This job requires a good sense of vision (either corrected or uncorrected). Visual ability to operate moving equipment such as a car, truck, golf carts, etc.
- This job requires the visual ability to perform detailed work at close distances (computer screens, accounting ledgers, using measurement devices)
- This job regularly requires verbal communication of detailed information to others either by phone or in person
- Must be able to speak and read the English language
- Substantial movements (motions) of the wrists, hands, and/or fingers (Repetitive motion)
- The position is subject to both environmental conditions. Activities occur inside and outside
- 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
- This position will include driving company vehicles and/or golf carts. Must possess a valid driver's license

Hershey Entertainment & Resorts is an Equal Opportunity Employer

HOSPITALITY INTERN – GUEST SERVICES

The Hotel Hershey: Guest Relations

Job Description

This position is responsible for all ensuring exceptional guest satisfaction with returning guests of The Hotel Hershey.

Job Functions:

Duties may include, but are not limited to:

- Become familiar with resort and area attractions and offerings
- Collaborate with Central Reservations, Front Desk and other departments to fulfill Elite Guests requests/preferences
- Maintain guest profiles in Resort Suite
- Coordinate and deliver special guest amenities and welcome cards
- Keep inventory of special amenities and record delivery. Track amenity spending.
- Perform and track outreach calls to all Elite Guests, Return Guests, Villa Guests, Virtuoso Guests, Extended Stay Guests & Special Occasion Guests
- Lobby presence – Personally welcome back our Elite guests based on ETA's obtained during the reservation process
- Create guest itineraries. Add and prepack all information for their arrival
- Continually obtain guest information which can be placed on their profile which will help us to create consistent and unparalleled guest experiences
- Generate revenue through room, spa, dining, golf, and cabana reservations, in addition to room upsells and walk-in reservations at the Front Desk
- Become acclimated to all departments in the Front of House to assist with busy periods and call offs
- Ensuring excellent guest service, complaints and problems are promptly resolved, and requests for special services are carried out to the Hotel 5 Diamond standards
- 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:

- The ability to work under pressure
- Front desk experience is helpful
- Possesses knowledge of the resort and area attractions
- Knowledge of AAA Five Diamond standards for resorts and destinations
- Basic knowledge of excel, word, powerpoint applications in conjunction with the Windows Vista operating system.
- Strong telephone and communication skills
- Ability to work with others in a professional manner

Working Conditions:

- Ability to work in a hectic, fast-paced environment.
- Physical requirements include standing (up to 100% of the shift), hearing, speaking, performing detailed work at close distances; and finger dexterity.
- Ability to work a flexible eight-hour shift between the hours of 6:00 a.m. and midnight, including weekends and holidays.
- 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

Hershey Entertainment & Resorts is an Equal Opportunity Employer

HOSPITALITY INTERN - GUEST SERVICES

The Hotel Hershey: Housekeeping

Job Description

Within the Housekeeping department, 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:

- Inspecting guest rooms for cleanliness, engineering challenges & ensuring all standards have been met
- Assisting the housekeepers in turning rooms by stripping dirty linen, trash, and making beds
- Overseeing 20 to 30 staff members on a daily basis by enforcing department, company, and union rules
- Answering and following up on phone calls from both guests & employees (For example: lost & found calls, guest requests, employee needs)
- Using the property management system and other departmental software to update room status, check rooms, print reports, enter work orders, answering & responding to emails
- Handling guest opportunities in a professional and appropriate manner
- 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:

- 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 heat

Hershey Entertainment & Resorts is an Equal Opportunity Employer

HOSPITALITY INTERN - GUEST SERVICES

Hersheypark Camping Resort: Front Office

Job Description

Within the Guest Services concentration, 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:

- Assisting in the supervision of Office & Reservation clerks
- Overseeing the daily operation of the Front Office to include opening and closing procedures
- Coordinating and delegating assignments to the Front of House team members
- Greeting guests, assisting with check-in and check-out, answering guest questions and completing reservations
- Assist in handling guest and employee opportunities
- Financial reconciliation of daily receipts and guest resolutions
- Processing cash and credit card transactions
- 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:

- 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 heat

Hershey Entertainment & Resorts is an Equal Opportunity Employer