



<b><u>JOB TITLE</u></b>	<b><u>NUMBER OF EMPLOYEES</u></b>	<b><u>SALARY GRADE</u></b>	<b><u>UNION</u></b>
Hotel Operations Intern	1	H07	N/A
<b><u>LICENSE</u></b>	<b><u>JOB CODE</u></b>	<b><u>DEPT. CODE</u></b>	<b><u>EEO CLASS</u></b>
35-Casino Employee Registration	4010	2200	5-Admin Support Workers

**DUTIES**

- The Hotel Operations Intern will be provided with a professional learning experience in a hands-on, project oriented work environment.
- This internship opportunity will prepare students for entry into the business world by providing an understanding of the application of their current/recent coursework in Business Management and/or Hospitality Management to the daily functions of the Hotel Operations professional in the Casino/Hospitality Industry.
- The Student Intern will have the opportunity to shadow various areas of Hotel Operations (including: Front Desk, VIP Check In, Valet Operations, Bell & Door Services, Housekeeping and Environmental Services) and will be given assignments and projects to complete.
- To enrich their learning experience, the Student Intern will receive personalized training and mentorship from our team of professionals.
- The Student Intern will also have the opportunity to develop and/or strengthen their planning, organizational, time management, communication, customer service and interpersonal skills.
- The Student Intern will learn about the importance of customer service.
- Performs all other related duties as assigned.
- Promotes outstanding customer relations.

**REPORTS TO**

1901–Hotel Services Manager

**REPORTING TO POSITION**

N/A

## QUALIFICATIONS

- Currently enrolled in a college or university, pursuing a degree in Business Management or Hospitality Management.
- GPA of 3.0 or higher.
- Must be a self-starter.
- Excellent communication and interpersonal skills, necessary.
- Excellent guest relations.

## ESSENTIAL PHYSICAL FUNCTIONS

(C) Standing	
(F) Walking	
(O) Sitting	
(O) Kneeling	
(N) Running	
(O) Lifting	Max Weight: 20 lbs
(O) Pushing	Max Weight: 20 lbs
(O) Pulling	Max Weight: 20 lbs
(O) Carrying	Max Weight: 20 lbs
(F) Bending	
(F) Stooping	
(O) Climbing Stairs	
(N) Climbing Ladders	Max Height: N/A
(N) Working at a Height Level Above The Floor	Max Height: N/A
(C) Finger Dexterity	
(C) Full Use of Both Hands	
(N) Crawling	
(O) Balancing	
(N) Throwing	
(O) Twisting	
(O) Reaching	Max Height: 3'
(N) Driving	
(O) Working On or With Moving Machinery	
(F) Working at Rapid Work Speed	
(O) Working in Isolation	
(C) Working Around People	
(C) Hearing Conversation	
(C) Hearing High Acuity	
(C) Speaking Clearly	
(C) Seeing Near	
(C) Seeing Far	
(C) Seeing – Depth Perception	
(C) Seeing - Color Vision	

Other-Describe:

**ESSENTIAL MENTAL FUNCTIONS**

- (C) Writing English
- (C) Reading English
- (C) Speaking English
- (F) Working under Pressure/Stress
- (C) Speaking With Guests/Customers
- (C) Speaking With Employees
- (C) Working with Basic Math Skills
- (C) Making Decisions Based On Facts
- (C) Making Decisions Based On Data
- (C) Making Decisions Based On Personal Judgment
- (F) Making Accurate Measurements According To Set Standards
- (O) Planning and/or Supervising the Activities Others

**ESSENTIAL INTERACTIVE FUNCTIONS**

- (C) Working under Close Supervision
- (F) Working under Minimal Supervision
- (C) Working and Interacting With Management in a Professional and Courteous Manner
- (C) Working and Interacting With Co-Workers in a Professional and Courteous Manner
- (C) Working and Interacting With Guests in a Professional and Courteous Manner

**ESSENTIAL ENVIRONMENT FUNCTIONS**

- (C) Working Inside
- (O) Working Outside
- (C) Working in a Fast Paced Environment
- (N) Exposed To Chemicals Describe:
- (O) Exposed To Dust, Fumes, Gases, Describe: Car/Bus Exhaust, Fumes, Gases
- (F) Exposed To Smoke
- (F) Exposed To Excessive Noise
- (O) Working in Dimly Lit Areas
- (F) Working in Sudden Marked Changes of Temperature and Humidity

Other Describe:

**Key**

- |                |                        |
|----------------|------------------------|
| Not Applicable | (N)                    |
| Occasional     | (O) Under 2 hours      |
| Frequent       | (F) 2 hours to 5 hours |
| Constant       | (C) more than 5 hours  |

**REVISION DATE(S):**