



INTERNSHIP *Spotlight*

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Extended Stay Hotel

TELL US ABOUT YOUR INTERNSHIP.

There were several things that came along with this position. This hotel was under renovation for my first three months. During the time of my internship, I learned mostly the management side of the business. This consisted of reading the daily reports and learning the importance of sticking to the monthly budget when ordering linen, breakfast items, etc. I have also been training as a member of the sales team. I worked extensively on relationship building with both my team and my guests. I also have learned the importance of obeying the rules of supply and demand; in other words, I have learned to increase and decrease rates when necessary.

WHAT WAS THE MOST MEMORABLE EXPERIENCE DURING YOUR INTERNSHIP?

I truly enjoyed the beginning of every new day. Just being able to exchange positive words of encouragement daily with guests first thing in the morning was always a pleasure. When I found out why people were staying with us, I left a card to wish them a happy birthday or express our deepest sympathies. The responses from these small acts mark my greatest moments in the hospitality industry.

WHY DO YOU THINK THE EMPLOYER CHOSE YOU?

My employer chose me because of my background in restaurant ownership and my willingness to come up with ways to encourage employee retention without money raises.

WHAT CAREER ADVICE WOULD YOU GIVE OTHER STUDENTS?

Make memorable experiences, and put what you learn in class to work for you. For example, I learned how to create a proposal in my communications class. Using this knowledge, I then came up with an idea and presented it to my managers, and it gained me a promotion in to front desk management two months later. Don't be afraid to be a change agent in your job. If you don't like the way things are done, come up with a solution and present it.

WHY DID YOU CHOOSE YOUR MAJOR?

I love the hospitality industry, and I count it an honor to serve others. I knew after 23 years in the restaurant business that I wanted to do something different. I decided to try hotels, and I ended up loving it. I got my first job in this industry three years ago, and I'm grateful I've found my niche.



To learn more about internship opportunities, contact the Career Services Office
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