

HERSHEY

ENTERTAINMENT & RESORTS

HOSPITALITY INTERN – HOUSEKEEPING

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.

As a Housekeeping Intern, you will gain hands-on leadership experience supervising daily staff and enforcing department, company, and union regulations. Working with our leadership team, you will learn to inspect guest rooms, resolve engineering issues, handle guest needs, and train staff on cleaning procedures and chemical safety. You will also assist housekeepers with room turnovers, respond to inquiries, and use Property Management Systems to update room statuses, log maintenance orders, and manage reports - all while building a strong foundation in high-volume housekeeping operation.

Housekeeping Locations:

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

- **Hershey Lodge:** Housekeeping
- **The Hotel Hershey:** Housekeeping
- **Hersheypark Camping Resort:** Housekeeping

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

HOSPITALITY INTERN - HOUSEKEEPING

Hershey Lodge: Housekeeping

Job Description

Within the Housekeeping department, you will utilize your customer communication skills to increase productivity while learning HE&R's Core Values that support our mission. Working closely with your 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.
- Ensuring proper use of cleaning agents and equipment.
- Ensuring proper 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 guests & employees (i.e., lost & found calls, guest requests, employee questions/concerns).
- Using the property management system and other departmental software to update room status, check rooms, print reports, enter work orders, answer & respond to emails.
- Handling guest opportunities in a professional and appropriate manner.
- Understanding all areas of Housekeeping management by the end of program.

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 2027 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.
- Must 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. 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 as business operations allow.
- Flexible work environment requires adaptability to demanding/fast pace, noise, and heat
- 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.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

Hershey Entertainment & Resorts is an Equal Opportunity Employer

HOSPITALITY INTERN - HOUSEKEEPING

The Hotel Hershey: Housekeeping

Job Description

Within the Housekeeping department, you will utilize your customer communication skills to increase productivity while learning HE&R's 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 guests & employees (i.e., lost & found calls, guest requests, employee questions/concerns).
- 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.

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 2027 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.

- Must abide by appearance standards and be able to maintain hospitality standards.
- 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 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.
- 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

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

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HOSPITALITY INTERN - HOUSEKEEPING

Hersheypark Camping Resort: Housekeeping

Join the team at Hersheypark Camping Resort, campground located a few miles down the road from Hersheypark amusement park that features log and deluxe cabins, tent sites, and partial and full-hookup sites.

This intern is responsible for ensuring that all work performed by the housekeeping department in cabins, bathhouses, and public areas meets the expected standards of cleanliness and consistency.

Job Duties (Duties marked with an asterisk are essential functions of this job):

- Inspect all cabins and surrounding areas for cleanliness and maintenance challenges (Including but not limited to: Interior, Exterior, Fire Pit, Deck/Patio, Picnic Table & Grounds).*
- Perform tasks such as cleaning cabins, public areas and bathhouses; replacing light bulbs, smoke detector batteries, etc. to ensure a comfortable guest experience.*
- Inspect bath houses, laundry rooms, and public areas to include the game room, shuttle stop and registration area for cleanliness and maintenance challenges.*
- Assist housekeeping staff to ensure all cabins are ready for the assigned check in time.*
- Utilize the property management system and other departmental software to assign cabins, print reports, assign daily tasks, log maintenance needs, and answer/respond to company emails, as well as daily recordkeeping of assignments, staff, and guest opportunities.*
- Complete housekeeping supply inventory and provide accurate information to the purchasing manager.*
- Train and coach employees in cleaning procedures, processes and standards.*
- Monitor staff activity to ensure productivity and safe work practices.*
- Handle guest opportunities in a professional and appropriate manner.
- Perform other duties as assigned

Qualifications:

- Must be 18 years of age or older.
- Must possess a valid driver's license.
- Minimum of 1 year of customer service experience.
- Must be actively enrolled in a College/University and Majoring/Minoring in the

- Hospitality & Tourism, Food & Beverage, Travel & Tourism or related fields. Students graduating college/university after Spring of 2027 will be considered.

Knowledge, Skills, and Abilities:

- Excellent written and verbal communication skills.
- Proficient in Microsoft Office and Google Suite.
- Previous experience with conflict resolution and problem solving.
- Highly motivated and self driven.

Job Demands:

- Must be able to:
 - Walk, stand 90% of shift
 - Bend, stoop, lift 70% of shift
 - Carry, sit, climb ladders 50% of shift
 - Work in confined spaces 30% of shift
- Lift, pull, and push a maximum of 75 lbs unassisted
- Exposure to basic cleaning chemicals, propane, and gasoline
- Must be able to work a flexible schedule based on operational need, including weekends, holidays, and evenings
- Employees are subject to a variety of weather conditions, including but not limited to: extreme heat, sun exposure, cold, and inclement weather. Work is almost exclusively outdoors
- The selected candidate for this internship must have reliable transportation. 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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