

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.

As a Guest Services Intern, you will assist in leading front-of-house guest operations at one of our premier resort properties. Working alongside seasoned hospitality leaders, you will train with and help manage core guest-facing teams - including Front Desk, Concierge, Bell Services, Greeters, and Drivers - while proactively maintaining elite service standards, resolving guest inquiries, and overseeing VIP room deliveries. This fast-paced role will leverage your communication, problem-solving, and leadership skills to elevate the guest experience while providing foundational resort management exposure to launch your career.

Guest Services Locations:

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

- **Hershey Lodge:** Front of House Operations
- **The Hotel Hershey:** Front of House, Guest Relations
- **Hersheypark Camping Resort:** Front Office
- **Hershey Inn and Suites:** Front Office/Housekeeping/Food & Beverage

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

HOSPITALITY INTERN - GUEST SERVICES

Hershey Lodge: Front of House Operations

Job Description

Within the Guest Services concentration, 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:

- Assisting in the organized, efficient operation of the Front of House in a supervisory capacity.
- Assisting with the oversight of 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.
- Training with and then leading the Concierge, Bell, Greeter, Drivers, and Front Desk teams.
- Training as a coordinator/supervisor and providing resolutions to our guests.
- Assisting with our Value Loyal arrival experience, Guest rooms, and ensuring VIP room deliveries.
- Assisting Greeters maintain a safe, friendly, and efficient environment at Hershey Lodge
- Completing one mostly, self-led summer project. (The specific project goals will provide learning opportunities, and help our Guest Services Team excel)
- Updating and maintaining our Guest Services manuals.
- Additional crosstraining available in other departments within Hershey.

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 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.

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 – 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:

- 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 operations 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 Star standards.
- Conducting on-going training and support 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 2027 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.
- 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.

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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.
- Maintain 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 our Elite guests based on estimated arrival times obtained during the reservation process.
- Create guest itineraries. Add and prepack all information for their arrival.
- Continually obtain guest information which can be placed in their profile which will help 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.
- Ensure excellent guest service, complaints and problems are promptly resolved, and requests for special services are carried out to the Hotel 5 Diamond standards.

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 2027 will be considered.

Additional Qualifications:

- The ability to work under pressure.
- 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.

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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 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:

- 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.
- Assisting with handling guest and employee opportunities.
- Ensuring accurate financial reconciliation of daily receipts and guest resolutions.
- Processing cash and credit card transactions.

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:

- HE&R transportation is not provided for this position.
- 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.

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HOSPITALITY INTERN - HERSHEY INN AND SUITES

Job Description

Hershey Inn & Suites is a select-service property that is part of The Official Resorts of **Hersheypark**. The four-story property includes 130 rooms, including seven suites, and amenities like complimentary hot breakfast, a lobby bar, grab-and-go snacks in the lobby marketplace, an arcade, a fitness center, and an indoor pool open year-round.

This position is responsible for assisting in the supervision and the administration of food and beverage, front office, and housekeeping operations within Hershey Inn and Suites. Interns selected will cross-train across multiple departments within their program.

Food & Beverage Job Duties:

Duties may include, but are not limited to:

- Proactively monitor and support guest service and hospitality standards.
- Understand all F&B items offered: ingredients, allergens, methods of preparation and proper service.
- Ensure proper cash control procedures are followed daily.
- Order and maintain par levels of product inventory. Adjust pars to forecast, as needed
- Assist General Manager in forecasting business, scheduling staff and preparing weekly payroll.
- Control wage and supply costs within budget, adjusting to forecast, as needed.
- Develop and maintain inventory control measures.
- Maintain all safety, health and sanitation standards.
- Assist General Manager with interviewing potential applicants.
- Ensure the work and service areas are clean and organized; report and follow up on maintenance needs utilizing interdepartmental communication and the work order system
- Monitor responsible service of alcohol. (RAMP)

Front Office Job Duties:

Duties may include, but are not limited to:

- Assist 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.
- Coordinate and delegate assignments to the Front of House team members.
- Orchestrate and expedite the checkin and checkout process in all areas of the Front of House.

Housekeeping Job Duties:

Duties may include, but are not limited to:

- Inspect guest rooms for cleanliness, engineering challenges & ensure all standards have been met.
- Assist housekeepers in turning rooms by stripping dirty linen, trash, and making beds
- Assist in training employees in cleaning procedures.
- Ensure proper use of cleaning agents and equipment.
- Ensure proper placement of supplies and amenities.
- Monitor staff activity to ensure safe working practices.
- Oversee 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).
- Use the property management system and other departmental software to update room status, check rooms, print reports, enter work orders, answer & respond to emails.
- Handle guest opportunities in a professional and appropriate manner.

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.
- Rising juniors and seniors preferred. Students graduating college/university after Winter 2026/Spring of 2027 will be considered.
- Must possess valid driver's license.

Additional Qualifications

- Work experience within a hospitality setting preferred.
- 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.
- Leadership, team building, motivating and organizational skills.
- Ability to maintain composure in a fast-paced environment.

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.
- HE&R transportation is not provided for this position.

- 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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