

HERSHEY

ENTERTAINMENT & RESORTS

HOSPITALITY INTERN - FOOD & BEVERAGE

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, and Recreation Industries.

As a Front of House Food & Beverage intern, you will supervise daily dining room and service operations within our restaurants, banquets, or concessions operations. You will gain hands-on exposure to various aspects of food and beverage management, including floor service execution, staff training and scheduling, and inventory management while executing guest service standards and standard operating procedures. Food & Beverage interns can expect to utilize guest communication and hospitality skills to elevate the dining experience and optimize table turns, while learning the core values that support our mission. Working closely with the restaurant leadership team, you will gain invaluable management experience in a fast-paced food and beverage environment.

F&B Locations:

Candidates will be selected to work in one of the following areas within the Food & Beverage concentration:

- **Hershey Country Club:** Banquets/Hogan Grill/McCarthy Deck & Lounge/Splashes - Pool Side Snack Bar
- **Hershey Lodge:** Restaurants (Cocoa Beanery, Cocoa Cabana, Fire & Grain, Stacks, Revelry, The Bears' Den), Convention Services
- **The Hotel Hershey:** Banquets, Beverage, Chef's Market/Room Service/Villa Concierge Lounge, 1933 Restaurant & Tavern/Poolside/The Plaza Bar, The Circular, Trevi 5
- **Hersheypark Entertainment Complex:** Beverage, Premium Services/Cabanas, The Chocolatier
- **Downtown Restaurant Group:** Devon Seafood + Steak, Hershey Social Restaurant + Bar

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

HOSPITALITY INTERN –FOOD & BEVERAGE

Hershey Country Club

Job Description

This position is responsible for assisting in the supervision and administration of food and beverage activities at the Hershey Country Club. Primary job responsibilities for this position include Food and Beverage operational oversight of either Hogan Grill Restaurant, McCarthy Deck and Lounge, Banquet functions, Splashes poolside concessions, beverage cart and beverage barrel service, and providing support for snack huts. This role will also assist with Member Events.

Job Duties:

Duties may include, but are not limited to:

- Proactively monitoring and supporting guest service and hospitality standards.
- Leading food and beverage training within the outlet, to include regular reviews, and monitoring trained skills consistently.
- Helping to coach, direct and train seasonal employees.
- Daily oversight and supervision of FOH staff at Hogan Grill, McCarthy Deck and Lounge and Splashes.
- Daily support and financial settlement of F&B operations across HCC.
- Coordination and execution of on-course service for corporate golf outings, daily golf operations and member events.
- Daily planning and execution of catered banquet events.
- Support the planning, preparation and execution of member social events.

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:

- Must be willing and able to obtain RAMP Certification.
- 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:

- 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
- 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 various weather conditions.

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 - FOOD & BEVERAGE

Hershey Lodge: Restaurants

Job Description

This position is responsible for assisting in the supervision and the administration of food and beverage activities and other restaurants as assigned by the manager. Interns will be assigned to one or more of the following restaurants at Hershey Lodge: Cocoa Beanery, Cocoa Cabana, Fire & Grain, Stacks, Revelry, The Bears' Den.

Job Duties:

Duties may include, but are not limited to:

- Proactively monitoring and supporting guest service and hospitality standards
- Leading food and beverage training within the restaurants, including regular reviews and updates to training procedures. Monitors trained skills consistently.
- Understands all F&B items offered: ingredients, allergens, methods of preparation and proper service.
- Ensuring proper cash control procedures are followed daily.
- Ordering and maintaining par levels of product inventory. Adjusting par to forecast as needed.
- Assisting restaurant manager in forecasting business, scheduling staff and preparing weekly payroll.
- Controlling wage and supply costs within budget, adjusting to forecast as needed.
- Developing and maintaining inventory control measures.
- Maintaining all safety, health and sanitation standards.
- Assisting restaurant manager in interviewing potential applicants.
- Ensuring the work and service areas are clean and organized; reporting and following up on maintenance needs utilizing interdepartmental communication and the work order system.
- Cross training and supporting other F&B restaurants.
- Monitor responsible service of alcohol (RAMP).

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.
- Students Graduating college/university after Spring of 2027 will be considered.

Additional Qualifications

- Supervisory experience preferred including the ability to supervise multiple outlets simultaneously.

- 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.
- Proficiency in reading, writing and speaking English.
- Leadership, team building, motivating and organizational skills.
- Current ServSafe and RAMP certification must be obtained as a condition of continued employment in this position. Effective application of the training is required.

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.
- 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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HOSPITALITY INTERN - FOOD & BEVERAGE

Hershey Lodge: Convention Services

Job Description

This position is responsible for administrative and event support to the convention services department of the Hershey Lodge.

Job Duties:

Duties may include, but are not limited to:

- Assist Catering Events Manager with coordination for the day of events at Hershey Gardens, Hershey Theatre, and Hershey Story Museum. This will include assisting with wedding ceremonies, wedding receptions, and other social events.
- Handle administrative duties in support of the Catering Events Manager to prepare for events. Coordinate load in and out of vendors, assist clients in setting up and dropping off supplies the day before the event, submit VIP amenity requests, and handle other pre-event activities. Coordinate delivery and pickup of goods and services for events.
- Coordinate and distribute event information to assist the Catering Events Manager and Convention Services Managers with the planning and execution of events. Review all paperwork to ensure completion and accuracy.
- Maintain and update all event order changes and ensure the Master book is always current. Email daily change sheet to appropriate departments.
- Compile and distribute client resumes with appropriate timing to maintain a consistent and reliable process for organizing and executing events. Ensure all information is shared with appropriate team members and departments.
- Greet on-site clients and inspect meeting space before the start of the event to ensure that space is properly set up by the BEO. As needed, arrange for corrections and adjustments to meet client needs.
- Collect and input final counts for events, coordinate billing and logistics, and update event information in the CRM system.
- Assist convention services team with detailing both on-site and offsite events, as assigned. Obtain function details, guarantee counts, and collect payment. Coordinate events on day-of-event to ensure fulfillment of client orders.
- Attend all applicable department meetings to gather and distribute necessary information to all stakeholders.
- Perform other duties as assigned.

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 2025 will be considered.

Additional Qualifications

- Proven employee/guest relations, communication, problem solving, and organizational skills
- RAMP Certification preferred.
- Computer experience and proficient in Word.
- Professional image representative of property image.
- Knowledge of food and beverage preferred.
- Ability to anticipate guests needs and respond promptly.
- Ability to work without direct supervision.

Working Conditions:

- Schedule will vary according to operating needs but will include late evenings, weekends, and holidays.
- Physical requirements include considerable walking and standing and lifting/moving up to 35lbs
- Selected students for this internship are responsible for having reliable transportation to and from work.
- This position will include driving company vehicles and/or golf carts.
- 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.

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HOSPITALITY INTERN - FOOD & BEVERAGE

The Hotel Hershey: Room Service, Chef's Market & Villa Concierge Lounge

Job Description

This position is responsible for assisting in the supervision and administration of food and beverage activities for the Chef's Market, In Room Dining operations and Villa Concierge Lounge at The Hotel Hershey. You will have the opportunity to see aspects of F&B management including service, staff training, inventory management, union staff management, overseeing the service team and order takers for each meal period, operating procedures and scheduling. As an intern, you will utilize your customer communication skills to increase productivity while learning the core values that support our mission.

Job Duties:

Duties may include, but are not limited to:

Room Service:

- Supervise service staff and order takers during am and pm shifts by providing support and guidance when needed.
- Communicate important information to the Banquet and Culinary teams pertaining to employee or guest feedback.
- Conduct pre-shift meetings with service team.
- Prepare weekly coffee break sheets for effective scheduling of staff.
- Conduct daily and weekly training on Forbes In-Room Dining standards.
- Close out POS system at the end of each shift.
- Initiate positive guest interactions and provide our guests with exceptional guest service.
- Conduct monthly food & beverage inventories.
- Conduct weekly food safety and sanitation audits.

Chef's Market:

- Leading opening and closing procedures.
- Proactively monitoring and supporting guest service and hospitality standards.
- Leading food and beverage training within the outlet, to include regular reviews, updates to training procedures, and monitoring trained skills consistently.
- Monitoring and executing all food and beverage orders to ensure the quality and appearance of presentation.
- Understanding all F&B items offered: ingredients, allergens, methods of preparation and proper service.
- Ensuring proper cash control procedures are followed daily.

- Conducting monthly inventory counts, ordering and maintaining par levels of product inventory and adjusting par to forecast as needed.
- Managing inventory levels to include daily product requisition requests and minimizing waste and spoilage.
- Assisting outlet manager in forecasting business and scheduling staff.
- Maintaining all safety, health and sanitation standards.
- Ensuring the work and service areas are clean and organized; reporting and following up on maintenance needs utilizing interdepartmental communication and the work order system.
- Assisting outlet manager in interviewing potential applicants.
- Helping to coach, direct and train seasonal employees.
- Attending weekly Food & Beverage staff meetings and/or team meetings as needed.

Villa Concierge Lounge:

- Leading the team through a successful opening and closing of the space.
- Communicate updates through Pre-shift meetings and monitoring service.
- Maintaining all safety, health and sanitation standards in addition to Hershey standards.
- Ensure all FOH and BOH areas are clean and presentable.
- Helping to coach, direct and train seasonal employees.
- Demonstrate a working knowledge of food safety and allergens of offerings.
- Managing daily and weekly store orders, facilitating any necessary replacements for missing items.
- Completing daily departmental tracking reports.
- Assisting management with special offerings and events.
- Monitoring and maintaining guest facing signage.
- Assisting guests with questions and requests while touching tables.

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:

- Proven employee/guest relations, communication, problem solving and organizational skills.
- RAMP Certification preferred.
- ServSafe Certification preferred.
- Knowledge of POS system helpful.
- Computer experience and proficient in Word.
- Professional image representative of property image.
- Knowledge of food and beverage preferred.
- Ability to anticipate guests needs and respond promptly.

- Ability to work without direct supervision.

Working Conditions:

- Schedule will vary according to operating needs but will include early mornings, late evenings, weekends and holidays.
- Physical requirements include considerable walking and standing and lifting/moving up to 50 lbs.
- 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 - FOOD & BEVERAGE

The Hotel Hershey: Banquets

Job Description

This position is responsible for assisting in the management and administration of all food and beverage event operations for the Hotel Banquet Department. This shall include but is not limited to reading Event Orders to verify needs from culinary to service with a comprehension of the specific standards warranted for the style of event.

Job Duties:

Duties may include, but are not limited to:

- Supervise service staff during events by providing support and guidance when needed
- Communicate important information to the Banquet, Culinary and Conference planning teams.
- Assist with room set ups.
- Conduct pre-shift meeting prior to each event.
- Execute event orders according to the client's needs.
- Initiate positive guest interactions and provide our guests with exceptional guest service.
- Prepare Banquet Function Reports after each event.
- Prepare and finalize daily banquet checks.
- Conduct monthly food and beverage inventories.
- Conduct weekly food safety and sanitation audits.

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:

- Proven employee/guest relations, communication, problem solving and organizational skills.
- RAMP Certification preferred.
- ServSafe Certification preferred.
- Computer experience and proficient in Word.
- Professional image representative of property image.
- Knowledge of food and beverage preferred.
- Ability to anticipate guests needs and respond promptly.
- Ability to work without direct supervision.

Working Conditions:

- Schedule will vary according to operating needs but will include early mornings, late evenings, weekends and holidays.
- Physical requirements include considerable walking and standing and lifting/moving up to 35lbs.
- 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 - FOOD & BEVERAGE

The Hotel Hershey: Beverage

Job Description

This position is responsible for assisting in the management and administration of the front-of-house operations in the Iberian Lounge, Banquet events requesting beverage service, and Jazz on the Veranda. This shall include but is not limited to overseeing service, staff training, inventory management, staff management, operating procedures, and scheduling.

Job Duties:

Duties may include, but are not limited to:

- Monitoring responsible alcohol service.
- Communicate important information to the Banquet and Conference planning teams, as well as communication between FOH & BOH teams.
- Proactively monitoring and supporting guest service and Forbes standards.
- Ensuring proper cash control procedures are followed daily.
- Maintaining all safety, health and sanitation standards.
- Attending weekly Food & Beverage staff meetings, Daily & Weekly Banquet meetings.
- Prepare Beverage Function Reports after each shift.
- Preparing banquet bar reads, gratuity sheets, and submitting daily banquet bar checks.
- Conduct monthly beverage inventory.
- Provide quality service to our guests, handle guest complaints, and table touches.
- Supervise multiple outlets simultaneously.

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:

- Proven employee/guest relations, communication, problem solving and organizational skills.
- RAMP Certification preferred.
- Basic computer skills in Microsoft Office, including Word and Excel.
- Professional image representative of property image.
- Knowledge of food and beverage preferred.
- Ability to anticipate guests needs and respond promptly, as well as maintain composure in a fast-paced environment.

- Ability to work without direct supervision.

Working Conditions:

- Schedule will vary according to operating needs but will include early mornings, late evenings, weekends and holidays.
- Physical requirements include ability to walk and stand 85%-100% of shift and lifting/moving up to 35lbs.
- 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.
- This position will include driving company vehicles and/or golf carts.

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HOSPITALITY INTERN - FOOD & BEVERAGE

The Hotel Hershey: 1933 Restaurant & Tavern, Poolside, and The Plaza Bar

Job Description

Within the Food & Beverage concentration, interns will supervise one of our front-of-house food operations. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, 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:

- Supervise host(ess), wait staff, service attendants, and bar area employees.
- Learn & maintain health, safety, and sanitation standards.
- Provide quality service to our guests, handle guest complaints, & table-touches.
- Monitor the restaurant floor & leading communication between FOH & BOH.
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation.
- Train in all positions within 1933, Poolside, and The Plaza Bar in order to have a better understanding of each position including FOH & mixology training.
- Coach, direct, and train seasonal hires.
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing.
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls.
- Lead opening and closing procedures of 1933, Poolside, and The Plaza Bar.
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed.
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts.
- Attend weekly Food & Beverage staff meetings and/or team meetings as need
- Work cash registers and lead opening and closing operations.
- Responsible for maintaining cleanliness of tables in pool area and other duties as assigned.
- RAMP Certification preferred.
- Monitor responsible service of alcohol.

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.
- 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 various weather conditions.
- You will be cross-trained to work in 1993 Restaurant & Tavern, Poolside, and The Plaza Bar environments.

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 - FOOD & BEVERAGE

The Hotel Hershey: The Circular

Job Description

Within The Circular, interns will supervise the front-of-house food service operation. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, scheduling, forecasting, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, 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:

- Supervise host(ess), wait staff, server assistants, and bar area employees.
- Learn & maintain health, safety, and sanitation standards.
- Provide quality service to our guests, handle guest complaints, & table-touches.
- Monitor the restaurant floor & leading communication between Front of House & Back of House.
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation.
- Train in all positions within The Circular in order to have a better understanding of each position including Front of House & mixology training.
- Coach, direct, and train seasonal hires.
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls
- Lead opening and closing procedures of The Circular.
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed.
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts.
- Attend weekly Food & Beverage staff meetings and/or team meetings as need
- Monitor responsible service of alcohol.

Job Requirements

Basic Qualifications:

- Must be 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.
- 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.
- 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.
- Must be able to work a flexible schedule based on operational needs, including day, night, weekends and holidays.
- Flexible work environment requires adaptability to demanding/fast pace, noise, and various weather conditions.

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HOSPITALITY INTERN - FOOD & BEVERAGE

The Hotel Hershey: Trevi 5

Job Description

Within the Food & Beverage concentration, interns will supervise one of our front-of-house food operations. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, 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:

- Supervise host(ess), wait staff, server assistants, and bar area employees.
- Learn & maintain health, safety, and sanitation standards.
- Provide quality service to our guests, handle guest complaints, & table-touches
- Monitor the restaurant floor & leading communication between Front of House & Back of House.
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation.
- Train in all positions of the restaurants in order to have a better understanding of each position including Front of House & mixology training.
- Coach, direct, and train seasonal hires.
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls
- Lead opening and closing procedures of assigned restaurant.
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed.
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts.
- Attend weekly Food & Beverage staff meetings and/or team meetings as needed
- Monitor responsible service of alcohol.

Job Requirements

Basic Qualifications:

- Must be 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.
- 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.
- 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.
- 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.

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HOSPITALITY INTERN - FOOD & BEVERAGE

The Chocolatier, Bar + Patio

Job Description:

Within the Food & Beverage concentration, interns will supervise our front-of-house food operation. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, 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:

- Provide quality service to our guests, handle guest complaints, & table-touches.
- Monitor the restaurant floor & leading communication between FOH & BOH.
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation.
- Train in all positions of the restaurants in order to have a better understanding of each position including FOH & mixology training.
- Coach, direct, and train seasonal hires.
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls.
- Lead opening and closing procedures of assigned restaurant.
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed.
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts.
- Assist department managers with any special assignments.
- Conduct pre-shift meetings for the AM & PM staff members.
- Attend weekly Food & Beverage staff meetings and/or team meetings as needed.

Job Requirement:

Basic Qualifications:

- Must be 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.
- 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.
- 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
- 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

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HOSPITALITY INTERN - FOOD & BEVERAGE

Hersheypark: Beverage

Job Description:

Within the Food & Beverage concentration, interns will supervise one of our front-of-house food operations. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, 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:

- Assist in supervision and execution of daily operations throughout Hersheypark F&B Outlets.
- Assist in completion of physical inventories, weekly profit and loss statement creation, and other financial metrics.
- Reinforce employee training programs, including newly hired employee training and continued development of employees in supervisory roles to meet established hospitality standards.
- Monitor daily operation of outlets to ensure adherence to all safety and sanitation standards as well as allergen guidelines.
- Assist in the creation of employee schedules and monitor labor expense
- Assist in supervision and execution of the daily beverage operations at Hershey Theater, Hersheypark Stadium Summer Concert Series, Giant Center events, and Hersheypark
- Monitor inventory levels and purchase stock as necessary for beverage operations in all facilities.
- Participate in bar menu creation and recipe development for venues and special events.

Job Requirement:

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.
- 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.
- Must be certified or be able to pass an alcohol service class (RAMP – will be provided) and Food Safety training (ServSafe – will be provided).

Working Conditions:

- The selected candidate for this internship must have reliable transportation to get to and from work.
- 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.

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 - FOOD & BEVERAGE

Hersheypark: Premium Service/Cabana Grill

Job Description:

Within the Food & Beverage Premium Services Operations, interns will supervise front-of-house food operations across Hersheypark, Hersheypark Stadium, and GIANT Center. You will have the opportunity to see all aspects of F&B management including service, staff management/training, inventory management, operating procedures, and exposure to participating in projects such as menu development and program planning for premium service outlets and seasonal events. As an intern, 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:

- Assist in supervision and execution of daily operations throughout Hersheypark F&B outlets, including Hersheypark Stadium VIP/Catering and GIANT Center Suites/Catering
- Assist in completion of physical inventories.
- Monitor inventory levels and purchase stock as necessary in coordination with the Culinary team.
- Reinforce employee training programs, including newly hired employee training and continued development of employees in supervisory roles to meet established hospitality standards.
- Monitor daily operation of outlets to ensure adherence to all safety and sanitation standards as well as allergen guidelines.
- Assist in the creation of employee schedules and monitor labor expenses.
- Participate in menu development and program planning.

Job Requirement:

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.

- 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.
- Some positions may require a valid driver's license.

Working Conditions:

- The selected candidate for this internship must have reliable transportation to get to and from work.
- 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 - FOOD & BEVERAGE

Devon Seafood + Steak

Job Description:

Within the Food & Beverage concentration, interns will supervise front-of-house operations. You will have the opportunity to see all aspects of F&B management including service, staff training, staff management, operating procedures, and exposure to department specific projects. As an intern, you will utilize your communication skills to increase productivity, guest experience, while learning the core values that support our mission. Working closely with the Leadership Team, you will gain invaluable exposure and experience within the hospitality industry.

Job Duties:

Duties may include, but are not limited to:

- Provide quality service to our guests, handle guest complaints, & table-touches.
- Monitor the restaurant floor & leading communication between FOH & BOH.
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation.
- Train in all positions of the restaurants in order to have a better understanding of each position including FOH & mixology training.
- Coach, direct, and train staff.
- Learn how to write schedules, office reporting, Social Media, and Marketing.
- Assist the venue manager with scheduling, payroll & labor controls.
- Lead opening and closing procedures of assigned restaurant.
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed.
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage.
- Assist department managers with any special assignments.
- Conduct pre-shift meetings for the staff members.
- Attend weekly Food & Beverage staff meetings and/or team meetings as needed.

Job Requirement:

Basic Qualifications:

- Must be 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
- 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.
- 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.
- 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 - FOOD & BEVERAGE

Hershey Social Restaurant + Bar

Job Description:

Within the Food & Beverage concentration, interns will supervise our front-of-house food operation. You will have the opportunity to see all aspects of F&B management including service, staff training, inventory management, staff management, operating procedures, and exposure to participating in projects such as menu development and program planning for concessions outlets and seasonal events. As an intern, 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:

- Provide quality service to our guests, handle guest complaints, & table-touches.
- Monitor the restaurant floor & lead communication between FOH & BOH.
- Monitor and execute all food and beverage orders and ensure the quality and appearance of the presentation.
- Train in all positions of the restaurants in order to have a better understanding of each position including FOH & mixology training.
- Coach, direct, and train seasonal hires.
- Learn how to write schedules, handle cash, office reporting, Social Media, and Marketing
- Assist the venue manager with cover forecasting, scheduling, payroll & labor controls
- Lead opening and closing procedures.
- Participate in cross-training duties across other Food & Beverage outlets (per property) as needed.
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts.
- Assist department managers with any special assignments.
- Conduct pre-shift meetings for the AM & PM staff members.
- Attend weekly Food & Beverage staff meetings and/or team meetings as needed.

Job Requirement:

Basic Qualifications:

- Must be 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.
- 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.
- 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:

- The selected candidate must have reliable transportation 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.
- 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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