



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 2018 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 the Hospitality and Tourism Management, Food & Beverage, Entertainment and Recreation Industries.

Within the Food & Beverage concentration, interns will supervise in 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 will have 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.

F&B Locations:

A student will be selected to work in one (1) of the following areas within the Food & Beverage concentration:

Hotel The Circular Restaurant, Hotel Harvest Restaurant, Hotel Room Service, Hotel Trevi 5 Restaurant, Hotel Banquets, Lodge Fire & Grain, Lodge Hershey Grill Restaurant, Lodge Forebay Restaurant, Lodge Cocoa Beanery Restaurant, Lodge Bears Den Restaurant, Lodge Ripples Restaurant, Houlihans Restaurant + Bar, or Hersheypark Concessions, Hersheypark Full Service/Cabana Grill, Hersheypark Catering Services, Hersheypark Beverage, Cocoa Beanery, Research Blvd

Restaurants & Room Service Interns (The Hotel Hershey and Hershey Lodge):

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 executing all food and beverage orders and ensuring 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
- Coaching, directing and training 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 need

Banquets Intern (The Hotel Hershey):

Duties may include but are not limited to:

- Assist with room set-up
- Execute BEO'
- Supervise seasonal employees

Poolside F&B Intern (The Hotel Hershey and The Hershey Lodge)

Duties may include but are not limited to:

- Monitoring and executing all food and beverage orders and ensuring the quality and appearance of the presentation
- Supervise team of hourly employees tasked with concessions service of F&B
- Provide quality service to our guests
- Work cash registers and performing opening and closing operations
- Responsible to maintaining cleanliness of tables in pool area; and other duties as assigned
- Manage inventory levels to include: daily product requisition requests, minimizing waste and spoilage, and conducting inventory counts
- Monitor responsible service of alcohol

Hersheypark Food & Beverage Intern:

- Including: Concessions, Full Service/Cabana Grill, Hersheypark Catering, Hersheypark Beverage

- 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
- 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 expense
- Participate in menu development and program planning (Hersheypark Place and the Cabana Grill)
- Participate in menu development and program planning for catering events (Hersheypark Catering)
- Assist in supervision and execution of the daily beverage operations at Hershey Theater, Hersheypark Stadium Summer Concert Series, Giant Center events and Hersheypark (Hersheypark Beverage ONLY)
- Monitor inventory levels and purchase stock as necessary for beverage operations in all facilities (Hersheypark Beverage ONLY)
- Participate in bar menu creation and recipe development for venues and special events. (Hersheypark Beverage ONLY)

Cocoa Beanery Intern (Research Blvd):

Duties may include but are not limited to:

- Provides exceptional guest service to all guests by acting with a guest comes first attitude. Connect with guests by serving a variety of coffee offerings to our guests.
- Learning food and beverage menus in order to explain items to guests
- Preparing food according to company standard recipes (Creating and following food preparation lists)
- Answering guest questions and offering suggestions on food products to upsell.
- Handling the telephone in a professional manner
- Cashiering responsibilities including the handling of all money transactions, as well as credit cards and knowledge of the P.O.S system to properly ring in customers' orders and perform closing procedures as well as safety and security.
- Operating, maintaining, and cleaning all equipment, such as espresso and Panini machines, oven, blender, coffee maker, etc.
- Washing dishes/silverware/pots and pans whenever needed

- Execute store operations during scheduled shifts. Organize opening and closing duties. Maintaining a clean and orderly work area, such as emptying trash and cleanliness of restroom and dining areas to adhere to ServSafe and PA Department of Health guidelines and standards
- Recognizes guest and store needs by constantly evaluating environment. Handling guest complaints or concerns with a positive calm demeanor.
- Assist with new employee training. Encourage positive learning by providing respectful feedback.

Hershey Entertainment & Resorts is an Equal Opportunity Employer.