

Premium Internship Opportunity



Industry:	Hospitality
Location:	Grand Hotel on Mackinac Island Michigan http://www.grandhotel.com/
Length of Internship:	6 months May 2009 to October 2009
Services/Products Offered by Company:	Grand Hotel, America's Largest Summer Resort. Located on Mackinac Island, where the automobile has been banned since the 1880's, the hotel opened its doors for its first summer season in 1887 and has been open every summer since. Grand Hotel features 8 restaurants, 385 guest rooms, 2 golf courses and acres of beautiful gardens.
Intern's Title:	Front Office Intern
Field of Internship:	Front Office Operations
Qualifications of Intern Candidate(s):	Interns must be university students or recent graduates with strong customer service skills and eagerness to learn and grow in the hospitality industry.
Main Tasks of Intern:	Intern will shadow front desk agents and learn from the management team in order to obtain a general understanding of the front desk functions and to assist in the performance of front office functions. The intern will learn how to operate the PBX systems and will successfully be able to perform all transactions such as answering calls, transferring calls, identifying the correct departments to assist with individual guest requests and how to process. The intern will

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	<p>learn how to handle all guests requests for assistance, and refine their problem resolution skills. The intern will learn and understand all aspects relating to room requests, housekeeping requests, reservation requests, engineering requests, and all guest and resort related questions.</p>
Overall Objective of International Internship:	<p>Intern will gain hands-on Front Office and customer service experience at a luxury and historic US Hotel.</p>
Method of Training:	<p>Hands-on training as a Front Office intern.</p>
Number of Internships Available:	<p>2</p>
Salary:	<p>\$10.00 per hour.</p>
Housing:	<p>Estimated Cost = \$14 per day (3 Meals per day included)</p> <p>Grand Hotel provides dormitory style housing for its entire staff. Most rooms are configured as one large room with 2 beds, 2 dressers, 2 desks and an area for hanging clothes. 4 Persons typically share bathroom. TV and phone can be hooked up and Human Resources has the phone numbers for these services, payment will be at the students' expense. Located near housing is the Commissary, where there are laundry facilities, vending machines, TV, microwave, coffeemaker, ping-pong, pool table. This is also where the students can exchange dirty linens and towels. Also, internet usage is not available at the hotel or in housing. There is a public library and internet café within two miles of Grand Hotel. Wireless internet connectivity is available in various locations throughout the island. There are no automobiles on the island, so all transportation is by foot or by bicycle.</p>
Any other relevant details:	<p>Mackinac Island is 80% State Park and this provides for miles of biking and hiking trails. The downtown area has a multitude of shops and restaurants. Businesses provide many opportunities for summer workers like activity nights and get togethers that include food prepared from their native country. Entertainment on the Island - Accomplished musicians performing styles from classical, big band, folk, rock, country, and blues, to club DJ's and karaoke abound.</p> <p>America's second national park, Mackinac Island State Park is a nature preserve and learning center for Great Lakes nature enthusiasts. They also offer tours of the historic Fort and other buildings. Walking, biking and riding trails meander through the boreal forest. Natural landmarks such as the slowly-eroding limestone formations of Arch Rock, Devil's Kitchen and Sugar Loaf encourage the traveler to adopt a system of measuring time in hundreds of years, rather than in the hours, minutes, and seconds of everyday life in the twenty-first century.</p>

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There is also biking, horseback riding, and carriage tours of the island. There are 4 churches that offer a variety of services and activities. Weekly free employee dinners are available at the Catholic Church. This is a chance for international students to meet.

Ecosystem - The landscape of Mackinac Island comprises fields, meadows, marshes, swamps, bogs, coastline, boreal forest, limestone formations and caves. Mackinac Island lies in the Alleghenian Zone. The Hemlock-White Pine hardwood forest has rich undergrowth of birch, elm, and maple. The aquatic insect population is significantly developed and the ecosystem of the Island is dependent on many life forms to keep the balance. On the Island, Mackinac State Historic Parks preserves the environment for all plant and animal life while at the same time provides an atmosphere for humans to reflect, explore and rejuvenate their spirits. Taking the time to explore the landscape while respecting the environment is an integral part of the Mackinac Island experience.