



## Summer Internship Program May 26, 2020 - August 7, 2020 Job Description

**Department Name:** Hospitality Services and Retail Operations  
**Intern's Supervisor:** Nancy Farinacci  
**Timesheet Approver:** Chris Moir  
**Assignment Location/Campus:** Jerry Sue Thornton Center (JSTC), 2500 East 22nd St., Cleveland, OH  
**Job Category (Select up to 2):** Hospitality Management Customer Service/Office Administration  
**Number of Openings:** 2 **Work Schedule/Hours:** 9:00 a.m. - 2:00 p.m., TBD/Flexible  
**Internship Duration:** Other  
**Internship Dates (Start/End):** May 26, 2020 /July 3, 2020

**Department Description:** (e.g. mission statement, department responsibilities)

Our goal is to maintain and exceed the highest expectations of our clients, both internally and externally relative to customer service, planning and executing of events. Also, to maintain a full execution of documentation of all events, communication tracking, and continuous expansion of our database for events including working with perspective Encore students. We seek to further strengthen the knowledge and skills in the hospitality industry relative to career goals for our students.

**Job Responsibilities:** (e.g. functions and/or projects)

- Assist with the day-to-day operations of the Event Services Department
- Assist with planning, executing and participating in major events
- Engage in post event evaluations, in analyzing and critiquing prior events and assessment of recap to further enhance future events

**Required Qualifications:** (e.g. declared major; specific coursework; competencies, knowledge, skills, and abilities)

- High energy level and enthusiasm for client/customer satisfaction
- Basic knowledge of Microsoft Office Suite (Word, Excel and internet applications)
- Excellent communication skills-verbal and written

**Preferred Qualifications:** (e.g. declared major; specific coursework; competencies, knowledge, skills, and abilities)

- Business or Hospitality Major
- Advanced communication skills-verbal and written
- Experience and high interest in hospitality field