



2019 TRAVEL & HOSPITALITY INTERN

Job Description

Position: Travel & Hospitality Intern

Reports to: Travel & Player Services Manager

Required Skills & Qualifications:

- Detail oriented
- Organization skills
- Customer service skills
- Ability to problem solve and multitask
- Committed to high quality work
- Strong written and verbal communication
- Positive attitude
- Proficient in Microsoft Excel

Objective: To do whatever it takes to provide a great experience for fans, players, and guests.

Internship Duties:

- Book hotel rooms for fans, VIPs, and tournament affiliates via phone and email.
- Email room reports to hotels as reservation requests are made from the database.
- Use an online reservation system to monitor incoming reservations.
- Process reservations in a timely manner and distribute confirmation numbers to guests.
- Study all hotel contracts and familiarize yourself with the details of each property.
- Visit all partner hotels to learn their features and to meet your contact at each hotel.
- Ensure fan hotel accommodations are booked accurately and efficiently.
- Monitor hotel inventory daily and contact hotels to adjust room blocks as necessary.
- Follow eliminations at other tournaments the week before ours.
- Track the scheduled check-in of players to eliminate no-shows at hotels.
- Coordinate the Player Treat Day program.
- Assist supervisor with processing player reservations and VIP transportation requests.
- Assist with other projects including player private housing.
- Submit a wrap-up report including recommendations to improve the internship

General Duties:

- Take ticket orders and answer general tournament questions.
- Assist with the move to the tournament site in July
- Assist with the volunteer party in July.
- Assist with set up and execution of special events.
- Any other projects as assigned by the supervisor.