2020 TRAVEL & HOSPITALITY INTERN
Job Description

Position: Travel & Hospitality Intern

Reports to: Senior Manager, Travel & Player Services

Required Skills & Qualifications:
- Detail oriented and organized
- Strong Customer service skills
- Ability to problem solve and multitask
- Strong written and verbal communication skills
- Positive attitude

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

Internship Duties:
- Fan Travel - Book hotel rooms and return confirmations for fans, sponsors, media, players
- Fan Travel - Learn the reservation booking system
- Fan Travel - Visit all hotels to learn each property and meet the contact
- Fan Travel - Manage reservation changes and cancelations
- Fan Travel - Manage hotel room availability and cut-off dates
- Fan Travel - Complete direct bill applications for new hotels
- Fan Travel - Prepare and distribute fan welcome packets for hotels
- Player Services - Coordinate Player Treat Day and Player Zoo Visit
- Player Services - Update player hotel spreadsheet with reservation details
- Player Services - Track Rogers Cup eliminations
- Player Services - Prepare arrivals spreadsheet and send to committees daily
- Player Services - Track tournament eliminations / player check-outs for billing purposes
- Player Services - Prepare player autograph items
- Player Services - Take Inventory of autographed items as its returned
- Player Services - Order and purchase supplies for private house rentals
- Player Services - Organize and maintain hotel folios, Enterprise bills, house paperwork
- Player Services - Assist with player appearances including ball kid visit and volunteer visit
- Player Services - Assist with the coordination of player giftings and experiences
- Community Relations - Manage donation spreadsheet and collect return forms for cataloging
- Community Relations - Conduct VIP tours for donation fulfillment

General Duties:
- Answer phone calls and general tournament questions
- Assist with the volunteer party in July
- Assist with set up and execution of special events
- Any other projects as assigned by the supervisor