Job Description

SEA PINES RECREATION & FITNESS INTERNS CURRICULUM

General Orientation/Administrative/Training (0.5 weeks)

- General Resort Orientation and site tours
- General Guest Service and Safety training
- Managerial overview of Lodging and Hospitality operations
- Tours of the Sea Pines Resort Outlets

Recreation Activities (12 weeks)

- Greeting and welcoming guests in a refined and efficient manner
- Determining guests' needs and delivering a high level of personalized guest services
- Registering and instructing participants in fitness and recreation programs, tours, and classes
- Acting as Recreation Concierge in providing Resort information to guests and employees
- Up-selling and cross-promoting various amenities and services to guests in a manner that will increase both guest satisfaction and resort revenue
- Working effectively and efficiently as a team member in a highly-demanding environment

Fitness Operations (10 weeks)

- Assisting and monitoring individual and group aerobic, strength, and flexibility exercises
- Demonstrating correct use of exercise equipment and exercise routines
- Assisting in individual and group aerobic, strength, and flexibility exercises
- Inspecting and monitoring recreation and fitness facilities and activities for compliance with state DHEC and Sea Pines rules and regulations
- Responsible for opening & closing procedures.

Bike Shop Operations (8-9 weeks)

- Develop and implement a full overview of department (i.e. walk-in rentals, deliveries, pickups, walk-in returns)
- Performing all transactions, reservations into computer database
- Responsible for opening and closing procedures
- Demonstrate skills to assist guest in a professional manner (i.e. how to size a bike, adjust seats, size helmets, distribute locks/baskets)
- Overall knowledge of all roads and directions of Sea Pines

Recreation and Fitness Management Development (6-8 weeks)

- Monitoring and reporting inventories of Recreation supplies and equipment
- Monitoring and reporting departmental revenues and expenses
- Performing special projects as part of recreation and fitness management learning and development
- Assisting department manager with daily operating procedures
- Recording and tracking guest satisfaction and opportunities for improvement
- Facilitate various Recreation Programs (Summer, Holidays, Special Events)
Pool Operations (2-3 weeks)

- Assist in pool maintenance and monitoring guest usage
- Responsible for making sure those using the facilities follow all of the posted DHEC and Sea Pines Rules and Regulations
- Develop into a public relations employee who helps with resort information and maintains a clean and safe facility

Eco-tours and interpretive studies (3-4 weeks)

- Conducting EcoTours and educational tours of natural, historical, and cultural aspects of the area
- Coordinating interpretive and educational classes for Sea Pines guests

Teambuilding/Corporate Group Recreation (3-4 weeks)

- Assist in facilitation of Teambuilding activities
- Implementing new ideas to Teambuilding events
- Conducting groups through our Teambuilding-Ropes Course

Required Skills

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty in the training plan satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret, technical procedures, safety rules, operating and maintenance instructions, and governmental regulations. Ability to speak effectively, present information, and respond to questions from groups of managers, guests, vendors, professional organizations, and the general public.

**MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages.

**SOCIAL SKILLS**

Ability to interact effectively with members, guests, vendors, professional organizations, and employees of diverse ages, backgrounds, and interests. Individual must be responsible and have the maturity to lead others to perform at a high level. Must have excellent guest-service skills and be capable of handling effectively difficult guests and guest complaints. Must be able to communicate well with others inside the company as well as with people outside the company (members, guests, vendors, etc.).

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently is required to stand; walk; and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and climb or balance. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions and risk of solar radiation. The employee is occasionally exposed to wet and/or humid conditions, moving mechanical
parts, fumes or airborne particles, toxic or caustic chemicals, and vibration. The noise level in the work environment is usually moderate.

**Required Experience**

Customer Service skills,

**Job Location**

Hilton Head Island, South Carolina, United States

**Position Type**

Intern