NOTE: Students are to include all of the information on the work plan template, but the contact information appearing at the top and the compensation info at the very bottom are specific to the student and does not appear on these examples.

Agency Description:

Lighthouse Resort Services, Inc. is a Resort Operations and Property Management Company. They provide and manage year round and summer employees along with college interns majoring in hospitality management and leisure studies. They also provide Security Services using off-duty Police, Fire, EMS, and Ocean Rescue Personnel.

Their gated golf community, located on the Northern Outer Banks of NC in Corolla presents gracious resort living in a serene and enchanting environment. Their challenging golf course, magnificent ocean and pristine sound front offer a variety unparalleled in resort living.

They have an incredible commitment to quality and detail that shows in customer satisfaction. They keep The Currituck Club at the top of the competitive real estate market with their amenity package designs and providing the most elite resort services on the island.

Internship Description:

The focus of this internship is on guest services. Each intern will rotate through all positions to fully grasp all aspects of each. Interns will understand the importance of all positions required in successfully operating a resort. Interns will receive training in the management of positions. Interns will also complete projects and assignments that give practical experience in scheduling, accounting, inventory maintenance, and the implementation of future services. Some other areas that are involved include banquets, landscaping, and property management. Lighthouse Resort Services requires a minimum of 450 hours for satisfactory completion. Interns will gain experience in the following areas with percentages of time to be spent in each area in parenthesis:

Fitness Center (15%)

- Introduce intern to facility and operations
- Walk through of facility and operations of the facility
- Shadow current manager during probationary period (length to be determined)
- Maintain cleanliness and neatness of facility
- Fitness Center responsibilities
- Assisting guests

Trolly Service (15%)

- Introduce interns to the trolly and this service
- Shadow current manager of the trolly service
- Train interns in driving a trolly
- Teach trolly routes to interns
- Drive trolly routes alone
- Pick up and drop off guests at respective destinations

Surf Shack (15%)

- Introduce interns to the Surf Shack
- Conduct a walk through of the facility
- Shadow current manager of the Surf Shack
- Maintain cleanliness and neatness of the Surf Shack, organizing when necessary
- Surf Shack responsibilities
- Assisting guests
**Beach Valet** (15%)
- Introduce intern to this service
- Learn what duties of a Beach Valet entail
- Assisting guests

**Activities** (5%)
- Introduce interns to this service
- Learn what activities interns will be conducting
- Shadow current activity leaders
- Assisting guests

**Security** (5%)
- Introduce interns to the Security procedures of the Club
- Walk through any facilities maintained by security
- Shadow current manager of security
- Conduct security surveys
- Assisting guests

**Scheduling** (5%)
- Introduce interns to the scheduling process upheld by the club
- Learn appropriate scheduling procedures
- Perform scheduling tasks

**Accounting** (5%)
- Introduce interns to the accounting process of the club
- Familiarize interns with the budgeting process of the club
- Shadow current accountants for the club
- Perform accounting tasks for this department

**Inventory Maintenance** (5%)
- Introduce interns to the inventory maintenance process of the club
- Learn any inventory maintenance procedures
- Shadow current manager of this department
- Conduct inventory maintenance procedures

**Banquets** (5%)
- Introduce interns to banquet facilities and procedures
- Shadow current banquet manager
- Assist in hosting a banquet
- Assisting guests

**Landscaping** (5%)
- Introduce interns to landscaping practices of the club
- Learn proper landscaping techniques
- Shadow current landscaping manager or architect
- Assist manager or architect with landscaping duties
**Property Management (5%)**

- Introduce interns to this service
- Learn policies and procedures of property management for the club
- Shadow current property management manager
- Perform property management tasks

**Internship Outcomes:**

Throughout the internship I hope to gain a better understanding of how resorts operate. I not only want to better understand how to execute a successful program but to operate a resort as well.

**Fitness Center**

- To learn and understand all responsibilities and requirements dealing with fitness center operations, regulations, safety, and working with patrons
- To be able to run the fitness center alone if needed or with team members

**Trolley Service**

- To learn the routes and be able to drive the trolley hazard free
- To be able to create a fun experience for patrons riding with me

**Surf Shack**

- Gain understanding of the basic operations of the Surf Shack
- To be able to run a clean and maintained Surf Shack that best serves guests needs

**Beach Valet**

- To learn the best ways to serve guests needs while they are vacationing

**Activities**

- To be able to plan and execute small activities to large events
- To be able to plan events that patrons of all ages will enjoy

**Security**

- To learn the procedures for keeping the resort safe and free from harm
- To make patrons feel safe at all times while vacationing at the resort

**Scheduling**

- To learn and understand how to plan and schedule various aspects of the club operations

**Accounting**

- To learn the accounting and budgeting processes of the club that make it run well

**Inventory Maintenance**

- To learn and understand appropriate procedures for maintaining inventory

**Banquets**
To be able to plan and execute small activities to large events
To learn what patrons enjoy and give them events at which they will have fun

**Landscaping**

To learn what it takes to keep a resort well groomed

**Property Management**

To learn proper procedures for managing the property of the resort