



Sports Club Operations Internship

Summary: The Boar's Head Sports Club (BHSC) intern will gain practical and pragmatic experience while both working and shadowing directors and team members in several BHSC departments to gain an understanding of the requirements involved in successful club operations. Departments involved include: Operations, Aquatics, Fitness, Member Services, Squash, Tennis, Recreation and Childcare to identify areas of guest service that could be improved with either training, process improvement, or both.

Goals (include, but not limited to):

- Develop relationships with all operational department managers; learn their challenges and opportunities to improve member/guest experience
- Learn the guest process at each operational department and review the physical challenges and how through either training or process improvement, the greeting and assisting of guests could be improved
- At the end of the 12-week assignment will present a project to improve guest service or team member operations

Sports Club Overview Breakdown: Home-area will be front desk operations (time will be spent here most days); and, a rotation through the different areas/departments will also occur daily. Exposure and understanding of how each department functions and operates will be expressed; however, more emphasis can be spent in a particular area depending on interest/career goals of the intern.

Outline:

- Front Desk Operations
 - o General Club Info
 - o Club Management Exposure (Club Automation) and Property Management Systems
 - o Front Desk Duties
- Fitness Floor Experience
 - o Shadow w/ Director
 - o Understanding of personal training; requirements and business acumen
 - o Group Exercise Class Scheduling
 - Work w/ Group Exercise Coordinator on Summer Scheduling
- Childcare
 - o Licensing Requirements/Importance
 - o Kids Night Out Participation
 - Shadow in June
 - Organize/Lead in July
- Tennis
 - o Assist with Memorial Day round robin tournament (tournament management)
 - o Lead 4th of July Round Robin



- Summer Camp Management w/ Tennis Director
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HUMAN RESOURCES

- Swim Team
 - Shadow the first two home meet event setup
 - Lead event setup for 3rd home swim meet
 - Assist w/ planning swim team BBQ party
 - Coordination of swim team field trip sign-ups
 - Billing Management of field trips
- Squash
 - Camp Event Organization
 - Camp Management Billing w/ Squash Director
- Recreation
 - Shadow daily/weekly camp
 - Plan, organize, and lead a camp event/activity
- Membership
 - Importance of Membership to the Club's operations
 - Membership Sales Manager: Sales and Marketing strategies
 - Shadow Membership Tours
 - Assist with summer "member social" event
 - Planning & Execution of event
- Operations
 - Review monthly budgeting/expenses
 - Review SOP's & daily checklists
 - Work with Operations team updating
 - Overview of purchasing
 - Adaco purchasing system
 - Vendor relationships
 - Product knowledge
 - Assist with quarterly inventory (June)
 - Physical Count
 - Input of counts into inventory management
 - Understanding of overage/shortage
- Club Manager
 - Shadow/Meet to understand job duties/daily schedule

Four Diamond Service Expectations

- All associates exhibit a professional vocabulary that is devoid of common slang.
- Guests are graciously escorted to areas when directions are requested.
- There is evidence that all associates are empowered by management to resolve guest issues immediately.
- All phone calls are answered promptly within three rings.
- All associates are appropriately attired; including a name tag.



- All associates demonstrate appropriate behavior and hygiene.

HUMAN RESOURCES

Forbes Travel Guide Basic Standards

- Telephone conversation is calm and clear.
- The guest is always asked permission before being placed on hold.
- No telephone hold longer than 30 seconds without offering call-back.
- Staff acknowledges the guest when appropriate and reasonably possible.
- Staff is highly articulate and avoids slang and excessive use of phrase-fragments.
- Staff is polite and maintains a gracious tone and appropriate pace throughout the interaction.
- Staff readily smiles and maintains an engaging expression.
- Staff makes eye contact and keeps focus on the guest.
- Staff exhibits a genuine sense of interest and concern for the guest.
- Staff is thoughtful and intuitive, demonstrating anticipatory service when appropriate and helpful.
- Cross-departmental channels of communication among staff are consistent and complete.
- Staff performs the requirements of their department knowledgeably and proficiently.
- Staff can capably answer questions about the entire hotel or obtains effective and prompt assistance.
- The guest's name is used naturally as a signal of recognition.
- Staff closes interactions with polite, appropriate remarks.
- All staff encountered are wearing professional, clean and well-fitted uniforms.
- All staff encountered are extremely well-groomed.
- Staff maintains alert posture and behaves professionally in view of the guest.
- Staff does not decline any request without offering appropriate alternatives.
- The service is handled without excessive delays or interruptions.

Safety Responsibilities

All team members must learn and comply with all Resort safety rules; must use appropriate safety equipment at all times; must immediately report all unsafe conditions to supervisors; must be familiar with all safety features or equipment, machinery or materials encompassed by job duties; and must check with supervisor if there is a question as to the safe procedure to be used for any job function.



HUMAN RESOURCES

Standard Specifications

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other team members or guests.

This description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties.

This job description in no way states or implies that these are the only duties to be performed by the team member occupying this position. Team members will be required to perform any other job-related duties assigned by their supervisor.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Guest Service Commitment

"I acknowledge that the Forbes Travel Guide Standards and the AAA Four Diamond Service Standards at The Boar's Head have been explained to me. I understand that I am personally responsible for creating an environment of hospitality through my daily actions. The Boar's Head will continue in their commitment to guest service through new initiatives and processes. I am aware it is my obligation to acquire knowledge of any new standards and participate in continued training.

The Boar's Head is committed to being Virginia's most outstanding resort, defined by its spectacular setting and passion for personalized service. As an associate of The Boar's Head I will adhere to these standards and strive to uphold them through-out the duration of my employment."

Boar's Head Team Values

Effective Communication

We are committed to delivering accurate and timely information across and among all departments and ensuring everyone's voice can be heard.



HUMAN RESOURCES

Leaders as Role Models

Our leaders are experienced and committed to helping solve problems and are responsible for creating an environment for success. We are all leaders, building a trust and supporting each other.

Teamwork and Collaboration

We are one Boar's Head Team supporting one another as we pursue shared goals.

Invest in Team Members

We invest in our team members and are committed to compensating them competitively.

Respect for Each Other

We are committed to mutually respecting one another and the creativity and ideas of all team members. We are committed to engaging, listening and trusting our fellow team members.

Adequate Resources

We understand the needs of our business and commit to providing, supporting, and carefully managing the necessary resource to ensure service excellence.

Employee Name: _____ Hire Date: _____

Employee Signature: _____ Date: _____

Trainer Signature: _____ Date: _____

Manager Signature: _____ Date: _____

01/28/2019