

## Human Resources Management Curriculum: 10 Week Minimum Internship (400 Hours)

At Custer State Park Resort, we are committed to fostering the next generation of hospitality management. Through the completion of our HERD Program, we hope that each student will gain necessary skills to jump into the workforce post-graduation. Interns will complete the necessary hours in multiple departments leaving Regency CSP Ventures well-rounded and versed in what it takes to to manage human resources.

### **INTERN KEY FUNCTIONS:**

- Provides excellent guest service.
- Assists the human resources director in organizing all human resource operations and functions per standards set by the company.
- Learns human resource office duties, functions, operations, and policies that affect each phase of the resort business.
- Observes and participates with experienced workers to acquire knowledge of methods, procedures and standards required for performance of departmental duties.



The following charts are to be kept with the Human Resources Office. As students complete their hours the manager can initial/sign-off that they have been fulfilled each day. Department hours do not have to be completed consecutively, but must be completed over the duration of the internship.

**HUMAN RESOURCES OFFICE: 300 HOURS REQUIRED**

Date	Hours Worked	GM Initials

- Answer the phone.
- Keeps desk uncluttered and tidy.
- Keeps all employee records/information confidential.
- Learns the complete process for hiring an employee in the system: starting with the application, proceeding with the background check, processing personal records, entering into Infitime, Great Plains Payroll, notifying the state, creating termination papers, scanning info to corporate and placing paperwork into individual files.
- Process pay increases including receiving the requests, sending them to be approved, adding the update to Infitime and GP. Lastly, filing the information.
- Keep all employee (350+) records in order.
- Ability to listen to HR requests and complete tasks.
- Use the scanner, fax, printer, file-cabinets, postage machine, etc. to conduct business.
- Addresses envelopes, mails documents as needed.
- Laminates as needed.
- Updates job descriptions and important documents.
- Learn to communicate with employees from a variety of countries and cultures.
- Follow company policies and procedures; know when to say no.
- Flexibility of switching from one issue to another with little notice.
- Keep in constant contact with lodge General Manager's regarding employee issues, pay raises, hiring needs, etc.



## EMPLOYEE APPRECIATION: 10 HOURS REQUIRED

Date	Hours Worked	GM Initials

- Create flyers employee appreciation days.
- Distribute employee appreciation products to each lodge.

## PAYROLL: 30 HOURS REQUIRED

Date	Hours Worked	GM Initials

- Enter employees into Great Plains payroll.
- Enter delicate information with attention-to-detail to avoid big oopsies.
- Double-check payroll and make corrections, keep records of all paystubs, fold and distribute checks/direct deposit slips.

## HIRING/RECRUITMENT: 40 HOURS REQUIRED

Date	Hours Worked	GM Initials

- Search out new applications on hiring platforms.
- Read cover letters and resumes.
- Interview and hire potential applicants.
- Process applicants through the background check system and process on-boarding paperwork.
- Develop new recruiting brochures, handouts, etc.
- Update welcome information to improve incoming employees' understanding of what to expect after arrival.
- Hire and fill positions for employees scheduled to leave.

## FLEX WEEKS: 20 HOURS REQUIRED

Date	Position	Hours Worked	GM Initials

- Intern is needed in a specific department.



Two weeks prior to departure, please have your intern complete the following:

**INTERNSHIP SYNOPSIS**

Please write what top three skills you have learned while completing the Human Resources Management Internship.

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What surprised you about jumping into a management position?

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Describe one adverse situation you navigated as an intern, how did you remedy the situation?

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## SURVEY

How likely are you to recommend this internship to others?

VERY  
UNLIKELY

UNLIKELY

NEUTRAL

LIKELY

VERY  
LIKELY

Do you feel like management provided support throughout this internship?

STRONGLY  
DISAGREE

DISAGREE

NEUTRAL

AGREE

STRONGLY  
AGREE

Overall, how challenging was this internship?

NOT VERY  
CHALLENGING

NOT  
CHALLENGING

NEUTRAL

CHALLENGING

VERY  
CHALLENGING

Did you increase the knowledge or number of skills you had prior to entering the internship?

STRONGLY  
DISAGREE

DISAGREE

NEUTRAL

AGREE

STRONGLY  
AGREE

Did the internship meet your expectations?

STRONGLY  
DISAGREE

DISAGREE

NEUTRAL

AGREE

STRONGLY  
AGREE

Is there anything we can improve upon?

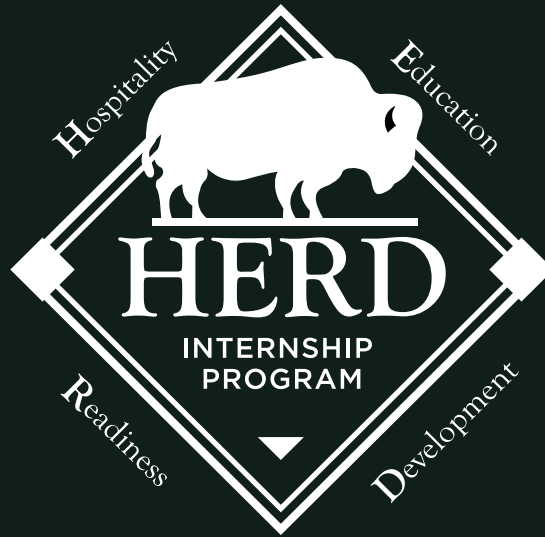
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[www.CusterResorts.com](http://www.CusterResorts.com)  
888-875-0001

I \_\_\_\_\_ (Intern), have completed the necessary hours to successfully earn my HERD Certification. I have physically worked these hours and am not falsifying any records to obtain my certificate.

\_\_\_\_\_  
*Intern Signature*

I \_\_\_\_\_ (General Manager), witness that the above Human Resources Management Intern has completed the necessary training. The intern has been present and worked these hours.

\_\_\_\_\_  
*General Manager Signature*

*\*General Manager, please submit the following document to HR.*

