

Sales and Event 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 sales, catering, and events.

INTERN KEY FUNCTIONS:

- Provides excellent guest service.
- Assists the food and beverage and catering/sales managers in supervising all banquet and catering service operations and functions per banquet standards set by the company.
- Learns sales, catering, and banquet events 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.
- **Frequently moves from Sales to Catering to Event's departments as the need arises to support fellow staff members in achieving the company mission.**



Photo Courtesy Cassie Madden

EVENT MANAGEMENT/ACTING BANQUET CAPTAIN: 20 HOURS REQUIRED

Date	Hours Worked	GM Initials	
			<input type="checkbox"/> Check banquet space to ensure spaces are event-ready. <input type="checkbox"/> Assign opening tasks to banquet staff. <input type="checkbox"/> Hold pre-event meeting with banquet staff. <input type="checkbox"/> Communicate with chef for all catering needs. <input type="checkbox"/> Assist with food serving. <input type="checkbox"/> Be point of contact for all wedding vendors (DJ, photographer/ videographer, wedding coordinator, cake vendor, etc.), as well as the contact for the bridal party. <input type="checkbox"/> Check-in with bartender to make sure they are doing well throughout the night. <input type="checkbox"/> Check-in and out security at scheduled times. <input type="checkbox"/> Clean and assure all rooms are cleared and broken down after the function.

FLEX WEEKS: 20 HOURS REQUIRED

Date	Position	Hours Worked	GM Initials	
				<input type="checkbox"/> 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 Sales and Event Management Internship.

What surprised you about jumping into a management position?

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

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

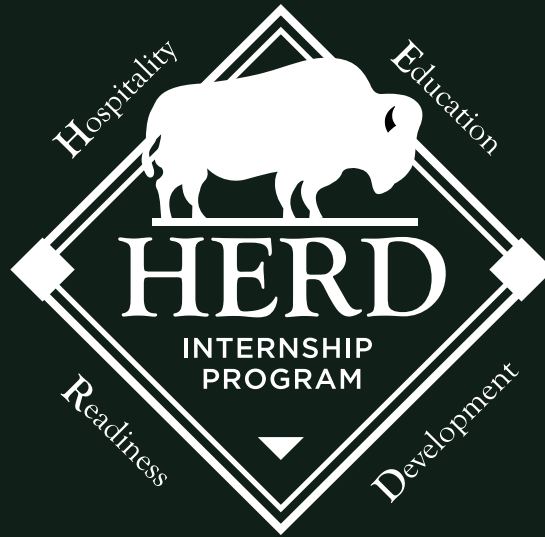
DISAGREE

NEUTRAL

AGREE

STRONGLY
AGREE

Is there anything we can improve upon?



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 Sales and Event 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.*

