

Stables and Equine 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 an equine and ranch facility.

INTERN KEY FUNCTIONS:

- Provides excellent guest service.
- Assists the Stables/Ranch managers in organizing all stables operations and functions per standards set by the company.
- Learns stables office, wrangler duties, ranch 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 Stables/Ranch Manager. 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.

STABLES SALES OFFICE: 80 HOURS REQUIRED

Date	Hours Worked	GM Initials	
			<input type="checkbox"/> Answers the phone. <input type="checkbox"/> Creates online bookings with in-person guests and over the phone. <input type="checkbox"/> Is familiar with ride policies, pricing, and ride selection. <input type="checkbox"/> Is familiar with POS system and processing payments. <input type="checkbox"/> Matches guests needs/requirements to a suitable ride. <input type="checkbox"/> Ensures all riders properly fill out waivers. <input type="checkbox"/> Fits helmets to riders under 18 years old and adults who opt to wear one. <input type="checkbox"/> Creates ride lists for wranglers to load families in order. <input type="checkbox"/> Cleans the office. <input type="checkbox"/> Loads rides when all office duties are caught up. <input type="checkbox"/> Runs end-of-day audit report and makes deposit to the lodge.

STABLES LOADER: 40 HOURS REQUIRED

Date	Hours Worked	GM Initials	
			<input type="checkbox"/> Is the primary contact at the stables for the working day. <input type="checkbox"/> Keeps track of outgoing and incoming rides. <input type="checkbox"/> Ensures the rotation of horses going out is on-track. <input type="checkbox"/> Ensures rides are departing at the correct time, notes this on the daily schedule and ride sheets returned to the office. <input type="checkbox"/> Leads the Lil' Buckaroo riders on their first horse experience. <input type="checkbox"/> Refills water troughs, mucks poo, grooms horses, completes daily chores while rides are out. <input type="checkbox"/> Helps on contracted bus days to load large groups back-to-back.

DOCTORING: 10 HOURS REQUIRED

Date	Hours Worked	GM Initials

- Notifies Stables Manager immediately of any livestock injuries.
- Assists the Stables Manager in specialized feeding and supplements.
- Follows schedule/system to distribute electrolytes.
- Administers Intramuscular injections to horses needing medication in the neck triangle.
- Orally administers wormer.
- Cleans open wounds and applies ointment and bandages as needed.
- Applies gall salve and MTG as necessary.
- Bathes horses with skin conditions needing treatment.
- Consults with the Stables Manager regarding horses needing time-off from the rotation.
- Notifies Stables Manager of any medications/supplies needed/running low.

FLEX WEEKS: 30 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 Stables and Equine 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

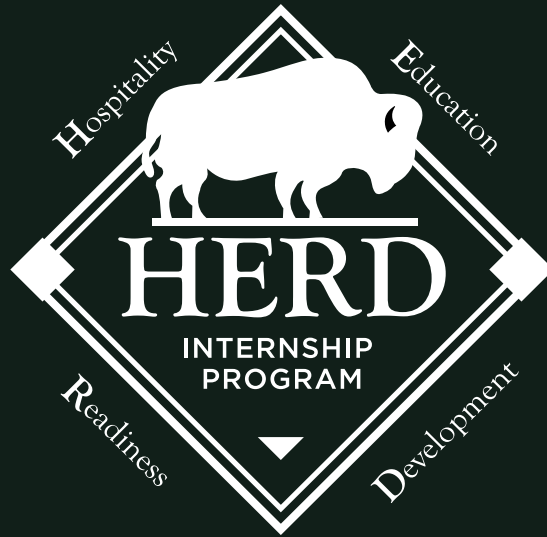
DISAGREE

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 Stables and Equine 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.*

