

Hospitality Intern-Grill Room Captain

Location: Menomonee Falls, WI

Position Type: Seasonal, Summer Internship

Department: Golf Operations

Reports to: Clubhouse Manager

Schedule: Up to 40 hours per week. Interns onboard for a 12-week period over a May-August timeframe. Start and end dates flexible. Shifts vary between 6:30am-9:00pm; weekdays, weekends, and holidays.

Salary: \$11-\$15 hourly, plus tips, based on qualifications.

Cover Letter required with **Resume**

Overview

Silver Spring Golf Club, a premier facility for golf outings, weddings, and other events, has an opportunity for qualified college students to gain meaningful experience over a 12-week summer period in a **Hospitality Intern-Grill Room Captain** position. Through an experiential and structured approach to learning that compliments current coursework, the intern will gain real-life experience in the Hospitality/Food & Beverage side of golf course operations. In addition to serving as a Captain in the golf clubhouse Grill Room, the intern will receive exposure to Food & Beverage operations at Silver Spring's banquet facility.

Duties and Responsibilities

- Interact with customers and coworkers in a friendly, courteous, and professional manner.
- Utilize foreUP POS software to record transactions and process payments for food and beverage, and to view the daily tee sheet to monitor course play and determine beverage cart service needs.
- Adhere to cash handling and credit card processing policies and procedures.
- Perform opening and closing checklist procedures.
- Stock and maintain appropriate inventory levels in the grill room and on beverage carts.
- Consult and communicate with the Food & Beverage Manager and Kitchen staff regarding menu questions, length of wait, and product availability.
- Take an active role in coaching and developing junior Grill Room and Beverage Cart Servers.
- Assist Tournament team with golf event set-up, service, and break down.
- Maintain a work area that adheres to the highest standards of cleanliness, organization, presentation, and service.
- Work with the other interns on a season long project encompassing 1) identification of a meaningful opportunity for improvement in the operation, and 2) drafting of a proposal that defines the problem and opportunity, identifies scope and costs/benefits, and recommends steps for implementation.

Minimum Qualifications

- Current enrollment at an accredited 4-year university
- Pursuing a bachelor's degree in Hospitality, Business, or a related field. Minimum 3.0 GPA.
- At least 18 years of age.
- Menomonee Falls bartender's license, to be obtained during training.
- Available to complete at minimum a 12-week program (June thru August)
- Passion for service, positive attitude, team orientation.
- Excellent written and verbal communication skills. Strong interpersonal skills.

- Ability to work unsupervised, reflecting self-motivation, dependability, and punctuality.
- Ability to work a flexible schedule based on golf operations activity and needs. Schedules to include evenings, weekends, and holidays.
- Computer literate, with ability to learn new software platforms. Familiarity with Microsoft Office Suite applications.

Preferred Qualifications

- Previous work experience in customer service or sales.
- Previous work experience in hospitality industry or golf operations.
- Knowledge of and experience playing the game of golf.

Physical Qualifications

- Ability to lift and carry up to 30 pounds.
- Ability to stand on feet for extended periods of time.
- Ability to stoop, kneel, and crouch.

Benefits

- Flexible schedule.
- Staff Uniforms and merchandise discounts.
- Employee meals.
- Playing and practice privileges.
- Eligible for awards under employee performance recognition programs.