



TITLE: Hospitality Intern

REPORTS TO: Facilities Coordinator

STATUS: Full Time (Seasonal)

REVISION DATE: February 2017

BASIC FUNCTION: Help Massanetta Springs fulfill its mission by providing excellent hospitality to all of Massanetta's guests.

SUPERVISORY RESPONSIBILITIES: None.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Using reports, diagrams, and other instructions, set up, refresh, take down and clean up meeting spaces
2. Clean public spaces, restrooms and Massanetta cottages
3. Alongside Volunteers and Reservations Coordinator, provide coverage at the front desk including, but not limited to:
 - a. Checking guests in and out
 - b. Answering Guest Questions
 - c. Selling Snacks and Gift Shop Items (Including use of credit card machine)
4. Provide care for all indoor and hanging plants in Massanetta buildings
5. Provide assistance to other departments on an "as needed basis" (Housekeeping, Grounds, Programs, Administration, etc.)
6. Other duties as assigned

REQUIRED SKILLS AND QUALIFICATIONS:

Education: No educational requirement, but you must be old enough to operate required Massanetta equipment.

Experience: No previous experience needed. A knowledge of Massanetta's ministry, or some knowledge of the hospitality industry is helpful.

Skills & Qualities: Able to lift at least 25 lbs, attention to detail, able to complete a task based on verbal or written instructions, a desire to provide excellent customer service.

- Work Schedule: Full time seasonal. Weekends and Nights required. Occasional overnight work (front desk staffing) may be required.
- Working Conditions: This position will be an active one, as our meeting spaces and cottages are spread out across our 100+ acre campus.
- Required License: Current, clear license to operate a vehicle.
- Background Check: Must pass a criminal background check and understand and agree to Massanetta Springs' Protection of Minors Policy.

The above position description has been reviewed and its content is believed to be complete and accurate. Massanetta Springs, Inc., as an employer, retains the discretion to add or change the functions, responsibilities, and/or qualifications for this position at any time.

This position description does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. This description is intended to describe the general nature and level of work being performed by people assigned to this job. This should not be construed as an exhaustive list of all responsibilities, duties, skills, knowledge, and abilities required of job incumbents. Further, the description is not intended to limit or in any way modify the right of any supervisor to assign, direct or control the work of employees under his/her supervision.

_____	_____
Employee	Date
_____	_____
Supervisor	Date
_____	_____
Reviewed by Executive Director	Date