Welcome to the INTERNSHIP EXPERIENCE

Resort and Commercial Recreation Association

USTA FLORIDA
I would like to take this opportunity to introduce our internship experience and say that Omni Orlando Resort at ChampionsGate is very dedicated in providing an outstanding learning, educational and fun experience for all of our interns. The “Internship Experience” is just that, an experience in which the interns will be challenged and educated from the beginning of the internship to the completion. The following is specific information regarding the recreation internship program. This internship program will be very unique and all students will gain valuable experience in which will help them understand more about the hospitality industry. As we are a nationally approved internship site through RCRA, you can be assured that our program has met some very high standards and that this program is one of the best!

Our internship program is designed to provide interns with a “hands on” experience that is like no other program. The Omni Orlando Resort at ChampionsGate is a four star – four diamond resort that sits on 1,500 beautiful acres. There are 720 luxuriously appointed guest rooms in our 16 story tower. Our spa has everything you could want, with body treatments, facials, a salon and many retail items for you to enjoy. You can also get a poolside massage. The pool area is like a mini waterpark in which we have our Formal Pool for adults only. There are 8 luxurious poolside cabana’s in which our guests can relax and get pampered all day. There is a whirlpool for you to unwind in as well. Our Family Pool has a 125’ enclosed waterslide, a towering waterfall, a whirlpool, a kid’s interactive water station and last but not least our 850’ lazy river to float around. Croc’s pool bar and grill is ready to serve all your favorite drinks and food while you enjoy the pools along with 3 other restaurants.
We also have in the pool area our sports courts, full court basketball, two lighted tennis courts, a sand volleyball court and a kid’s playground. Camp Omni and the game room are also located next to the pools. We have two championship golf courses, the National and International that play host to the Del Webb Father/Son Challenge shown on NBC. For the families, we have The Champions 9 Course which is our 9 hole, par 3 golf course. We have lights all around the course for night play as well and we are the only resort in Orlando to offer this feature. For those who like to shop we have our retail shops for people of all ages and a business center as well. The Omni Orlando Resort at ChampionsGate is sensible luxury with outstanding staff.

Interns are offered a quality internship program with exposure to a wide variety of recreation opportunities that are provided for our guests. I will be hiring interns that are hand-picked from colleges & universities across the United States and Canada to run all of the recreational programs for the resort. Interns are employed by The Omni Orlando Resort at ChampionsGate, and they receive all of the discounts offered to other Omni employees.

The Omni Orlando Resort at ChampionsGate recreation internship program is a very intense learning experience which includes monthly staff meetings, resume clinics, special guest speakers, business management exposure and much more. During your week of training, the interns are introduced to all areas of the resort. During training week, you will be exposed to all areas of the recreation department as well as the rest of the resort and you will learn how all of the accounting works, opening & closing procedures for all of the outlets, how to run activities & kids camps, rules & regulations and much more.
The interns responsibilities include running and creating activities, working at the pools, overseeing the water slide and lazy river, tournaments such as golf, tennis and volleyball, attending committee meeting such as (Safety Committee, OSC Committee and the Sensory Advisory Board) and much more. The Towel Hut will be our base of operation in which we welcome guests to the pool, hand out towels and all other retail and sporting equipment. Interns will also run the pool slide, pool concierge program, opening and closing shifts, activities and help in the development of the recreation department.

The interns handle charges and money, track transactions using the Micros computer system, Go Concierge to track cabanas, complete closing paperwork, accounting paperwork and compiling participation totals. Other experiences will include corporate recreation, holiday events, special event planning, scheduling, community programming, and much more. You will work five to six days a week, 40-45 hours a week, and you will accumulate over 600 hours during the course of your 12-15 week internship. You will get two days off a week and during the course of your internship, but depending on business levels, you may only get one day off.

Written mid-term and final evaluations are completed for each intern. I, along with my assistant, meet with each individual privately to discuss the evaluations and then send a copy to the intern’s advisor. This evaluation process is taken very seriously and the honest comprehensive review gives the intern a firm understanding of their accomplishments and their areas requiring improvement. I keep in constant contact with your internship supervisor during the course of your internship so all parties know how everything is going.
Each intern is required to complete a special project, regardless if your college or university requires it or not. The reason being is that this is going to give you experience designing and running a project on your own or with another intern depending on the size of the project. Your special project will be one that is beneficial to our guests and club members and will also be beneficial to the recreation department and the resort as a whole. It is to be completed on your own time. Some examples of special projects are: sports tournaments, teen activities, trips to area attractions, chartered tours, crazy games, our 4th of July carnival etc... Most colleges and universities require interns to complete a special project, which can be done in conjunction with the Recreation Department special project. Each intern will attend some committee meetings, which are the: Safety Committee, Omni Service Champion Committee and Sensory Advisory Board.

Each intern will also be given 3 assignments to complete during their internship. The assignments are: creating a resort activity guide, developing a teambuilding event for a corporate group, and complete a Performa (budget) for a Holiday Activity. These assignments are to give the intern more experience and for the managers to see the thought process of the intern.

We also offer our “Resort Shadow Program” which gives the interns an opportunity to get a first hand look at what the other department duties are and what a typical day is for them. This is a chance to see the different departments and how they work. The intern would choose a specific person to shadow and it could be from one hour to one day depending on how busy the other department is that day. It will be very similar to cross training with the other departments, enabling you to get hands on experience in other areas of the resort. Some examples of the various departments are: marketing, accounting, food & beverage, front office, sales, golf, catering, conference services and housekeeping just to name a few. Shadowing would take place
during the off hours of the Interns Recreation schedule. Hours worked shadowing other departments would also be off the clock. This leaves more of an opportunity for interns to gain as much experience in other departments as possible.

Another part of the internship is our “Intern Exchange” program in which we will take you to other resorts in the Orlando area. This program is designed to give you an idea and an understanding of how other resort recreation departments operate and what types of programs they have to offer. You and other interns will go to these area resorts and observe the operations of the different recreation departments. In turn, the other may send their interns to The Omni Orlando Resort at ChampionsGate and they will tour our property and get an idea of how our recreation department operates. This is a good way for you to meet other interns and directors and do a little networking.

Housing is not provided, but we will assist in locating a place for you in good communities along with pricing. Interns will get paid $10.00 hr and are covered under the resorts workers compensation plan. We have a community that is 5 minutes from the resort which most interns have stayed and it is a great place.

Participating in this internship program requires a lot of hard work and dedication; therefore interns are not allowed to hold a second job. Interns must also be taking the internship for college credit (the number of credits will depend on your school) and have an internship supervisor. It also requires interns to be very flexible, quick thinkers, enthusiastic, open minded and self motivated, because in the hospitality field, things can change very quickly and you need to be ready for any situation that comes up. This internship is going to give you real world experience. You will gain a tremendous amount of information and knowledge about how the recreation department runs and how the hospitality & hotel business is operated overall. It will be up to you to want to learn as much as you can, because the internship is what you make of it. The
more you put into your internship, the more you will get out of it and it will prepare you for your future.

Internship positions are open to college students with the intent on completing their college requirements for an internship experience in Parks, Recreation and Tourism Management, Hotel and Restaurant Management, Public Relations, Education and any other related majors in the hospitality field.

Please, as soon as possible, fill out the application completely and send back along with your cover letter, resume, and three professional references (written letters) to:

Chris Thomas
DIRECTOR OF RECREATION
THE OMNI ORLANDO RESORT AT CHAMPIONSGATE
1500 MASTERS BLVD
CHAMPIONSGATE, FL 33896

Once I have received your application, cover letter, resume & three professional references, I will review your qualifications and then contact you to set up a phone interview. If you have any questions or concerns when you receive this information, please do not hesitate to
call me directly at 1-407-238-6502. My fax number is 1-407-238-6525 and my E-mail address is cthomas@omnihotels.com.

Internship positions will be filling up very quickly, so do not miss out on a chance to have a great educational experience in the beautiful Orlando area and complete your internship requirements at one of the nation’s top 4 star-4 diamond resorts! You can also check us out on the web at www.omniorlandoresort.com or www.championsgate.com to see more about the resort. Again, thank you for your interest in our internship experience!

I would also suggest that each student become a member of RCRA (Resort & Commercial Recreation Association). If you need any further information on what RCRA is all about, please feel free to ask me or email RCRA at info@r-c-r-a.org or look them up on the web at www.r-c-r-a.org. I highly recommend you looking into becoming a member.
The Omni Orlando Resort at ChampionsGate opened in October 2004 and has already received the following awards of distinction:

- Conde Nast – Readers’ Poll – Top 100 Golf Resorts 2006
- AAA Four Diamond Award  2005 & 2006
- Meeting & Conventions – Gold Tee Award  2006
- Meeting & Conventions – Gold Key Award  2005 & 2006
- Successful Meetings – Pinnacle Award  2005 & 2006
- Golden Links Award Meetings Group – Corporate Golf Resort Excellence 2004 & 2005
- Resorts & Great Hotels – Connoisseur’s Choice  2005 & 2006
- Great Golf Resorts of the World – 2005 Selection List
- Corporate & Incentive Travel – Greens of Distinctions Award 2005 & 2006
- Golden Links Award for Best New Golf Course/Renovation 2004 & 2005
• Expedia.com Travelers’ voted # 3 in 2005 top 10 list of four-star, four-diamond resorts in the United States
• The Best of Yahoo! 2005 in 6 different categories: Luxury, Spa, Romance, Pools, Families and Wired (Wi Fi)
• Trip Advisors Travelers’ Choice – Best Pool – United States 2005

Omni Hotels Mission Statement

Mission

Omni Hotels' Mission is to exceed the expectations of our guests, inspire and reward our associates and provide superior financial results to those who entrust us with managing their assets.

Vision

Omni Hotels will be a global, four-diamond hotel company offering consistent products and services in key business and leisure destinations. Our growth will be achieved through hotel ownership, management and selective franchising. We will be known for our innovation, exemplary service and superior financial performance. Omni Hotels is committed to being the employer of choice in the hospitality industry.

HISTORY OF THE OMNI ORLANDO RESORT

ChampionsGate preserves the natural resources and peaceful setting that has long held its place in the history of Osceola County. Ranch lands, undeveloped prairie, woods and wetlands still dominate the
area and provide a glimpse of a Central Florida that is rich in a history of cattle ranching and the citrus industry. With ranches and citrus groves still mixed among the landscape, ChampionsGate creates a picturesque view of yesterday and today to the enjoyment of visitors and residents alike.

ChampionsGate has been a vision of its’ developer, Rida Development since 1987 when David Mitzner and subsequently, his son, Ira Mitzner began accumulating land which now represents the 1,200 acre master planned resort community. In 2000 ChampionsGate started to become a reality with the development of two championship golf courses and a Village retail area. Shortly thereafter, David Leadbetter, the #1 golf instructor in the world moved his world headquarters to ChampionsGate. And, in 2003, ChampionsGate secured a five year commitment to host the Del Webb Father/Son Golf Challenge, broadcast nationally on NBC-TV.

The Omni Orlando Resort at ChampionsGate broke ground in November of 2002 and opened October 2004. With the completion of the resort ChampionsGate is destined to become one of the top golf destinations in the country. This 720-room destination golf resort is the first of it’s kind in Central Florida offering guests a self-contained world-class golf experience defined as – Sensible luxury, natural beauty and convenience in a four-star, four-diamond meeting golf resort and spa, for the rejuvenation of your mind, body and spirit.
THE OMNI ORLANDO RESORT AT CHAMPIONSGATE

INTERNSHIP REQUIREMENTS
POSITION: Intern
DEPARTMENT: Recreation
SUPERVISOR: Director of Recreation
TYPE OF POSITION: Recreation Department offers a 15 week year-round internship program

JOB FUNCTIONS:
The following functions are expected but not limited to:

RECREATION ATTENDANT
* Responsible for directing and leading activities for guests of all ages
* Responsible for running all kids camps and teen programs
* Responsible for programming and implementation of new activities
* Responsible for equipment inventory, preparation and repair
* Responsible for marketing & promotions of recreation programs
* Responsible for completing daily financial worksheets
* Responsible for implementing and completing special projects and special events
* Responsible for attending all weekly staff meetings
* Responsible for opening and closing procedures of all outlets
* Responsible for maintaining friendly guest relations
* Responsible for pool attendant, holiday events, corporate events, office work
* Responsible for additional duties as required
*Responsible for enforcing all pool rules to ensure the safety of guests
*Responsible for renting cabanas and making sure they are clean
*Responsible for checking pool passes of resort guests
*Responsible for straightening chairs on daily basis
*Responsible for operating computer and credit card machine
*Responsible for collecting money, daily deposits, and financial worksheets
*Responsible for all opening and closing procedures
*Responsible for checking all equipment for safety
*Responsible for other duties as required

**JOB REQUIREMENTS:**
*Currently majoring in recreation, hospitality, tourism or related field
*At least junior status (depending on college or university)
*Physical requirements include the ability to lift a minimum of 50 pounds, ability to run, walk, climb & swim, see & hear, speak & write fluent English.
*Certified in Safety & First Aid and CPR
*Availability for any required hours
*Must provide adequate transportation, unless approved by managers
*Approval by university and current intern advisor
*Interviewed and approved by the Director of Recreation
*Must follow all rules, including dress code policies, put forth by The Omni Orlando Resort at ChampionsGate
*100% commitment to guest satisfaction
Thank you for your interest in the Omni Orlando Resort at ChampionsGate and have a great day!!

Chris Thomas