



1000 PGA TOUR Blvd.
Ponte Vedra Beach, FL 32082
(904) 285-7777
www.sawgrassmarriott.com

Dear Ms. Amy Chandler,

The **Sawgrass Marriott Golf Resort & Spa**, in beautiful Ponte Vedra Beach, Florida, has started the application process for the **2010 Summer Recreation Internship Program!** We are looking for motivated individuals with a positive attitude, excellent work ethic, and who are customer service orientated to join our team.

The mission of the Recreation Internship Program is to provide prospective recreation interns an opportunity to learn basic recreation operations, duties, and responsibilities within a premiere resort environment. The basic role for any Recreation Intern is working at the Associate Level, while gaining real-world and hands-on working experience in the resort recreation field. Intern opportunities and program development is dependant on the term of the internship. The minimum internship term requirement is twelve weeks. A more extensive role and added responsibilities are provided to those who commit to a longer term. The Recreation Intern will work closely with the Recreation Manager and Supervisor to ensure not only that the Intern successfully fulfills their academic and institutional requirements, but also their obligations to the Sawgrass Marriott Golf Resort & Spa.

For those who qualify, our internship program offers housing, meals, payment of \$7.25 per hour, and any of the standard associate benefits that an intern may be eligible for. Please feel free to contact me with any further questions or for any additional information regarding our internship program. I am looking forward to talking with you and helping you and your students have a positive internship experience.

Sincerely,

A handwritten signature in blue ink that reads "Cassie Henle".

Cassie Henle

Recreation Manager

Office: (904) 280-7061

Work Cell: (904) 509-8386



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Dear Prospective Intern,

Please allow us a moment to tell you about the Sawgrass Marriott Golf Resort and Spa. The resort first opened in 1987 and has prospered into its own paradise. With its cascading waterfalls and immaculate landscaping, our Resort is one of the most beautiful resorts in Northeast Florida. We offer our guests a complete resort experience, boasting outstanding meeting space and convention facilities in addition to organized recreation, golf, tennis and beach access.

Our award winning resort provides 508 beautifully appointed guest rooms, 24 spacious suites, and 80 villas suites. The Sawgrass Marriott Resort offers its guests eight distinct dining outlets to meet everyone's dining pleasures. Our most elegant restaurant is the Augustine Grille, North Florida's most exclusive establishments.

Guests at Sawgrass never wonder what activity to do next. Within our 4800-acre resort, guests can enjoy our health club facilities, bicycling throughout the resort and golf communities, miniature golf, fishing in our lagoons, tennis and playing on our beautiful private beach. Home of the PGA Tour and Association of Tennis Professionals (ATP), our golf facilities challenge and inspire enthusiasts of all skill levels. At the end of the day, guests may relax in our hot tubs, steam rooms, sauna, or enjoy a facial or massage.

The Recreation Department also offers supervised day and evening programs for our guests' children. Programs range from the daytime Swagrass Xplorer's to the evening Kids Night Out. Individualized team building programs designed for corporate groups staying at the Resort are also a main focus of the Recreation Department. Some of these programs include Beach Olympics, Scavenger Hunts, Bedrock Derby and our famous Floating Hole. Organizing and implementing holiday programs are a highlight of an intern's experience at Sawgrass.

We at the Sawgrass Marriott Golf Resort and Spa believe in providing a quality work and learning environment for students. We have enclosed details of our internship program for you to review. Thank you for your interest in our program and we look forward to speaking with you further about our program.

Sincerely,

A handwritten signature in cursive script that reads "Cassie Henle".

Cassie Henle
Recreation Manager

INTERNSHIP PROGRAM OUTLINE

This outline is designed for an intern in the Recreation Department. It may be adjusted to fit the expectations of colleges, the Sawgrass Marriott Resort, the Recreation Department, and the individual intern.

- I. Administration
 - A. Office Procedures
 1. Scheduling participants for children's activities
 2. Closing out daily summary reports
 3. Scheduling
 - B. Tiki Hut Procedures
 1. Administrating towel service
 2. Keeping accurate pool product inventory
 3. Closing out daily summary reports
 - C. Recreation
 1. Administrating bicycle service
 2. Keeping accurate inventory of merchandise
 3. Closing out daily summary reports
- II. Programming
 - A. Group Files
 1. Working closely with sales office
 2. Developing programs for assigned group
 3. Organizing set-ups with other departments
 4. Purchasing supplies for group event
 5. Implementing the event
 6. Billing group after event completion
 - B. Weekly Children's Programs
 1. Developing daily activities for children of various age groups
 2. Conducting activities for children
 3. Purchasing necessary supplies for activities
 - C. Calendar Programming
 1. Planning a daily activities calendar for an assigned month
 2. Planning a holiday program
 3. Purchasing all items related to the execution of programs
 4. Liaising with the other departments in order to carry out programs
- III. Meetings
 - A. Orientation
 1. Discussing company policies
 2. Reviewing benefits packages
 3. Discussing rating systems and scales

4. Discussing safety and health factors
5. Touring the hotel
- B. Staff Meetings
 1. Attending Quality Meetings
 - a. Ways to improve guest satisfaction
 - b. Ways to improve employee satisfaction
 - c. Ways to make individual departments stronger
 2. Attending Pre-Convention Meetings
 - a. Introduction of group contact person
 - b. Discuss specific upcoming corporate function/ group event
 - c. Introduction/attendance of all department heads
 3. Attending Forecast Meetings
 - a. Quick review of all upcoming groups staying in-house
 - b. Changes and revisions noted by sales managers, etc.
 4. Attending Loss Prevention Meetings
 - a. Suggestions from employees regarding loss prevention, safety issues
 5. Attending Recreation Department meetings & weekly intern meetings
 - a. Discuss departmental operational strengths/weaknesses
 - b. Interns receive weekly assignments and projects
 - c. Seminars by Executive Committee members
- IV. Shadowing
 - A. Understanding the operations of other departments
 - B. Writing up a synopsis of each visit
- V. Major Project
 - A. Deciding on a project
 - B. Working to complete project few weeks prior to the end of the internship
 - B. C. Updating and discussing with supervisor of progress on a weekly basis**
- VI. Maintenance of Facilities
 - A. Cleaning of assigned work areas
 - B. Updating bicycle maintenance records
 - C. Upkeep of pools and surrounding areas
 - D. Upkeep of tennis courts, miniature golf course, and surrounding areas
 - E. Working knowledge of Espresso Maintenance Response Center**

Qualifications:

- PARTIAL DEGREE IN RECREATION OR RELATED FIELD

- ENTHUSIASM FOR WORKING WITH PEOPLE AND LEARNING THE INDUSTRY
- SOME EXPERIENCE IN PROGRAMMING FOR GROUPS AND/OR CHILDREN
- CPR CERTIFICATION
- FIRST AID CERTIFICATION
- HEALTH INSURANCE COVERAGE (INTERNS ARE NOT COVERED UNDER THE RESORT'S POLICY)
- PROOF TO WORK IN THE UNITED STATES (COPY OF DRIVER'S LICENSE & COPY OF SOCIAL SECURITY CARD)
- SUCCESSFUL COMPLETION OF A BACKGROUND CHECK

Application Procedures: After reviewing the information, interested students should submit the following information:

- COVER LETTER SPECIFYING INTERNSHIP DATES
- COMPLETE RESUME WITH PRESENT AND PERMANENT ADDRESS AND PHONE NUMBER
- THREE REFERENCES (PROFESSIONAL OR ACADEMIC)
 - PROVIDE EITHER REFERENCE LETTERS OR TELEPHONE NUMBERS WHERE THEY CAN BE REACHED, YOUR RELATIONSHIP
- PROOF OF HEALTH INSURANCE
- COPIES OF VALID FIRST AID AND CPR CERTIFICATIONS
- PROOF OF ELIGIBILITY TO WORK IN THE UNITED STATES
 - DRIVER'S LICENSE, SOCIAL SECURITY CARD AND BIRTH CERTIFICATE
- COMPLETED REQUEST FOR BACKGROUND INFORMATION

THIS INFORMATION SHOULD BE SENT TO:

Sawgrass Marriott Resort
 ATTN: Cassie Henle, Recreation Manager
 1000 PGA Tour Boulevard
 Ponte Vedra Beach, FL 32082

Please call Cassie Henle at (904) 285-7777 ext. 6707 with any questions.

Intern Responsibilities

Position Summary: The intern will be available to assist in the following areas:

- SOCIAL/GROUP RECREATION
- PROGRAM PLANNING/ THEME DEVELOPMENT
- PROGRAM IMPLEMENTATION
- A MAJOR PROJECT
- MAINTENANCE OF FACILITIES
- PROGRAM EVALUATION

The internship program runs equivalent in time to one full semester. They are as follows: Spring-January to May, Summer-May to September, and Fall- September to December.

Administration: Interns will partake in the daily operational activities of the Recreation Department. This will include opening and closing procedures of the health club, tiki hut, and children's room. Within these areas students will learn organization, cash handling, deposits, rentals, budgeting, sale of retail items and time management. Interns will also attend informational departmental meetings and will each keep correspondence for said meetings.

Group Recreation: This is the main focus of our department. Our program participants are both adults and children of private corporate groups. The group recreation individual groups, one on one correspondence with group contacts, communicating with other departments on the needs of your clients, implement the organized event with the group. Interns will also submit follow up evaluations and billing once the program has ended.

Seminars and Orientation: Interns will have seminars with the Recreation Manager and other managers of the hotel. These seminars include question and answer periods where interns will feel free to inquire about any subject in which they have an interest. Students will also participate in orientations designed to give instruction on the operation of the resort and to further their knowledge on hotel history, safety, total quality management, liability, maintenance, and budgets.

Calendar Programming: Each intern will be responsible for planning, implementing, and evaluating a monthly calendar, holiday program, and group activity. This includes all aspects of a program description, budget, decorations, shopping, space requests, and program planning.

Major Project: Each intern will be assigned a major project. All projects will drive from a particular need or advancement from within the department. The intern will have 10 weeks to complete the project.

Maintenance of Facilities: Interns will be responsible for the cleanliness and upkeep of their work areas. The interns are directly responsible for the quality and upkeep of the health club, spas, pool areas, storerooms, children's room, tiki hut, putters club, and bicycles.

Shadowing: Recreation interns will have the opportunity to shadow different departments throughout the hotel. This will further their education in understanding how the hotel operates. Areas to shadow may include but are not limited to:

- FRONT DESK
- HOUSEKEEPING
- FOOD & BEVERAGE
- HUMAN RESOURCES
- CONEICAGE
- EVENT MANAGEMENT
- SALES

Qualifications:

- PARTIAL DEGREE IN RECREATION OR RELATED FIELD
- SOME EXPERIENCE IN PROGRAMMING FOR GROUPS
- CPR & FIRST AID CERTIFICATIONS
- HEALTH INSURANCE COVERAGE (INTERNS ARE NOT COVERED UNDER THE RESORT'S POLICY)
- PROOF OF ELIGIBILITY TO WORK IN THE UNITED STATES
- ENTHUSIASM FOR WORKING WITH PEOPLE AND LEARNING THE INDUSTRY

Housing: Housing is provided in our spacious Island Green Villas, which includes a kitchenette and parlor. Utilities and local phone charges are paid for by the property. All interns are expected to abide by housing rules and regulations.

Meals: Lunch and dinner are provided, free of charge, at the associate dining room, Delsi's Diner.

Clothing: Uniform shirts and khaki shorts are provided. Interns will provide white tennis shoes, white socks, and a dark colored (black, navy, purple, etc...) swimming suit (girls should have a conservative one-piece bathing suit). Interns will need at least one business suit for shadowing sessions. This will be a suit dark in color, with a jacket/blazer, a tie for men, and a pant or skirt (of fingertip length) pantyhose and closed-toed shoes for women.

Working Hours: Interns will work 40-50 hours per week.

Benefits:

- Use of resort's facilities (health club, bicycles, pools, miniature golf)
- Employee discounts on shop merchandise, TPC Valley Golf Course, and restaurants
- Two meals per day in the associate dining room
- Housekeeping 2 days per week
- Payment is \$7.25 per hour

Professional Behavior: Interns must comply with Interstate Hotel's standard of behavior as outlined in the Associate Handbook. Professional behavior is expected at all times.

INTERNSHIP COMPENSATION INFORMATION

**ON-SITE HOUSING
(\$500 WILL BE TAKEN OUT FROM THE FIRST TWO
PAYCHECKS)**

**2 MEALS PER DAY
IN THE ASSOCIATE DINING ROOM (COST: \$2 per meal)**

**RESPONSIBLE USE OF THE HEALTH CLUB, 3 POOLS,
JACUZZIS, BEACH ACCESS AND PUTTERS COURSE**

PAYMENT IS \$7.25 PER HOUR (40 HOURS PER WEEK)

**EMPLOYEE DISCOUNTS ON MERCHANDISE,
ROOM RATES & SPA SERVICES**