



Operations ***Internship Guidelines***

*Lake Austin Spa Resort
1705 S. Quinlan Park Rd
Austin, TX 78732
512-372-7300*

Selection Criteria:

- Pursuing a two or four year degree in hospitality/business or fitness/wellness related area
- Excellent communication skills
- Ability to perform all physical requirement of assigned job
- Optimum candidate will have flexible schedule and be able to work evenings, weekends and holidays
- Should have previous customer service experience, preferably for at least 1 year
- Has demonstrated leadership ability in past employment and/or class projects
- Must be able to commit fully to assigned tasks and be willing to rotate to the different departments of the resort without exception
- Must demonstrate at all times a positive attitude in past classes/employment and provide references that verify this behavior
- Must successfully complete a series of interviews with current resort management

Hospitality Internship Position Description:

Position Title: College Intern

Immediate Supervisor: Operations Manager
depending on the area of study

Length of Program: One semester

Major Function:

To gain practical knowledge of the resort environment with the goal of employment in the hospitality field after graduation.

Essential Requirements:

Rotation in at least four areas during a minimum 12 week semester to include:

- Front Office
- Housekeeping/Maintenance
- Resort Activities

- Spa Operations
- Reservations /Administration

Rotations may also include:

- Grounds
- Kitchen/Dining Room
- Boutique
- Marketing

Additional Guidelines:

- Internship must be a requirement of a class at the university.
- During rotations administrative assignments may be assigned to intern for completion in a timely manner.
- Intern will be expected to attend weekly management meetings and provide input from the current area of the hotel in which they are assigned.
- Intern will be expected to follow grooming standards and dress appropriately. This may include wearing a uniform which would be provided.
- Intern will be expected to complete an orientation as any other staff member would do and follow the guidelines presented to them.
- Provide proof of your school's student workers compensation insurance

Summary of our facility and additional details about our student internships:

Lake Austin Spa Resort

We are a . . . Destination Spa nestled on 19 lakefront acres in Central Texas' legendary Hill Country and located just 30 minutes from downtown Austin

- 40 guest cottages
- Fitness facility offering up to 20 different resort fitness activities daily
- LakeHouse Spa features a menu of more than 100 body treatments and therapies
- Co-Ed facility, predominately female ages 35-55, youngest age allowed is 14

Awards

- # 1 Destination Spa – North America, *Condé Nast Traveler* Reader's Choice Awards 2008
- # 2 Destination Spa – North America, *Condé Nast Traveler* Reader's Choice Awards 2007
- Top 5 Spa, *Zagat Survey* 2007, 2006, 2005, 2004 and 2003
- Top 15 Spa, *Travel + Leisure* World's Best Awards 2007, 2006 and 2005
- Top 10 Spa, *Celebrated Living* Magazine 2007 and 2006
- Top spa in six categories, *Spa Finder* 2007

Internship Benefits

- Spa Treatment Discounts
- Access to all classes and lectures (space permitting)
- Access to special programs including cooking school, famous authors, guest instructors (space permitting)
- Beautiful environment
- Access to our newly renovated Training Room with new Cybex equipment overlooking the lake

Non-paid

- This is a non-paid internship

Housing

- Housing is not provided. You must have your own housing in the Austin area.

Contact Information

Human Resources Department

- Susan Van Nostrand / Human Resources Director
- 512-372-7282
- Email: svannostrand@lakeaustin.com