



Guest Services International Training Program Estes Park Center, YMCA of the Rockies

Phase 1 – Introduction – March 16 to April 14

Objective: The purpose of this phase is to introduce the Trainee to the Estes Park Center procedures and policies as well as operations within Guest registration. He or She will be introduced to our reservation system as well as the Estes Park Area and its attractions, amenities, recreational opportunities, and businesses of interest to guests of the Estes Park Center. He or She will be introduced to the four main areas of Guest Registration including; cash management, communications, project room, and front desk operations.

Tasks: Orientation – The trainee will be introduced to Guest Registration, Conference Office, Reservations, and Group Sales staff. He or She will participate in staff trips to learn about the surrounding area and train with full-time staff to learn about the Estes Park Center, the town of Estes Park, and Rocky Mountain National Park. He or She will attend the EPC HR full-day Orientation to learn about YMCA of the Rockies, its history, policies, procedures, etc. Conference Preparation – The trainee will learn about the reservations system as it relates to our group guests and receive in-depth training in preparing for groups' arrival. He or She will learn beyond the black and white in providing excellent guest service in a professional manner and work in a team.

Phase 2 – Guest Registration – April 15 to June 14

Objective: The goal for this phase is to learn the theory and practice of what makes for excellent guest service.

Tasks: The trainee will learn the following tasks through shadowing the front desk supervisors.

Front Desk – He or She will shadow a supervisor to learn to make financial transactions at one station during shifts. This includes check-ins or check-outs and balancing the drawer, and drafting the shift transaction report for the deposit to be turned in to the evening Cashier. He or She will learn to check in and out family / individual and group as well as making family / individual guest reservations for walk-ins. He or She will learn and use our guest paging system. He or She will take a guided tour of our 700+ lodge rooms and 200+ cabins, as well as 40+ meeting spaces. He or She will learn to verify room assignments, keys, meeting rooms, room rosters, meal tickets, and arrival and departure dates. He or She will learn to answer guest questions about the surrounding area and property. He or She will shadow a supervisor to learn the processing the cash, check,

credit card, and house-charge transactions reported daily from the Estes Park Center's 15 outlets and / or departments. Balancing, reconciliation, and problem-solving will be key responsibilities.

Project Room – He or She will learn to prepare organizational checklists and learn activities to make guests feel welcome and expected such as: preparing room rosters, check-in sheets, maps, stay-evaluations, keys, meal tickets and communicate the group's needs to the next employee handling their stay.

Classes – The Trainee will begin classes once per week for in Resort Management, Leadership, Business, the YMCA's Mission, Hospitality Projects, Resume Writing.

Phase 3 – Department visits – June 15 to August 15

Objective: The goal for this phase is for the trainee to understand how the various departments within Guest Services interact with each other.

Tasks: The trainee will complete the tasks by shadowing the supervisors in each area. Conference Office – She will learn how our reservations system relates to our group / family reunion / conference guests, as well as the processes used to assign lodging and meeting space, procedural steps to working with groups on their contract as written by our Group Sales Office, and the process of moving a group along from the contract phase all the way through the phase of the group's departure and collecting payment. To accomplish this third phase, he or she will shadow a year-round member of the Conference Office. He or She will learn to generate statistical reports for managerial analysis.

Conference Services –the trainee will learn about all aspects of setting up meeting spaces. He or she may also have the opportunity to meet outside production vendors. He or she will experience functionality, readiness, and maintenance of meeting rooms, and will understand theater, classroom, hollow-square, and other seating style arrangements, as well as be able to accurately judge the seating and fire-code capacity in meeting rooms.

Housekeeping Management – The Trainee will shadow a manager in Housekeeping Department.

Food Service Management –He or She will shadow a manager and observe the management of feeding up to 4,000 guests and staff at each meal.

Group Sales – She will shadow a group sales employee group / conference / family reunion reservations are obtained and processed, as well as the procedures involved in generating a contract once a group is booked. He or She will also continue formal classroom training twice per week.

Phase 4 – Cash Management – August 15 to November 15

Objective: The trainee will learn the process of cash management at the front desk. He will also learn more about the operations in Food Service and Central Services. He begin attending training program classes with speakers from the Executive Offices.

Tasks: While practicing his skills in Guest Service at the Front Desk, The trainee will shadow a supervisor to learn the processing the cash, check, credit card, and house-charge transactions reported daily from the Estes Park Center's 15 outlets and / or departments. Balancing, reconciliation, and problem-solving will be key responsibilities. The trainee will visit the Food Service Department for one day to meet with the Food Service Director for an overview of the department. The trainee will visit the Center Services Department for one day and shadow a housekeeping manager to learn about processes in Rooms Management. The trainee will attend weekly classes

Phase 5 – Guest Service Back Office Functions – November 16 – January 15

Objective: The Estes Park Center operates on a budget of about 22 million dollars each year. Through shadowing the Night Auditor, Controller, and hearing a lecture from the Chief Financial Officer, The trainee will learn about the internal cash control policies and budget practices of the Estes Park Center.

The Estes Park Center is 860 acres with 400 buildings and about 130 full time employees. The trainee will learn about the Safety policies in place. The trainee will also be able to learn about functions in the Executive Offices and how a large non-profit family conference center is led and managed by attending classroom lectures given by our CEO, CFO, Financial Development Director, and Marketing Director.

Tasks: While practicing his skills, The trainee will complete the following tasks: Shadow the Night Auditor for 2 -3 shifts learning to generate, review, and distribute Maestro system specific reports to appropriate departments and personnel as well as reviewing the expected Guest Departure list to prepare their charges for the next day. The trainee will also shadow the Controller as he manages the annual inventory counting process and he will participate in a discussion regarding how the inventory process relates to the internal cash control and accounting policies for the Estes Park Center. The trainee will attend a quarterly safety meeting led by the Association Risk Manager. The trainee will attend formal classroom training weekly with classes that include lectures from the Chief Employed Officer, Chief Financial Officer, Financial Development Director, and Marketing Director.

Phase 6 – Guest Services – Final Project – January 16 to March 15

Objective: The trainee will understand the entire operation of the Estes Park Center and how each department is inter-related and integrated to providing our guests with the best possible experience. It is important to understand the big picture to fully appreciate the intern's regular, day to day positions with Guest Registration. The purpose of this phase is to complete his or her training, report back what is learned, and how every department's actions and accountability has a direct impact on the other departments. During this phase, he or she will also review their training and have the ability to obtain additional and optional experience and training according to her own desires.

Tasks: Grasping the big picture – the trainee will visit other departments that interest him or her, including the Program Office so they will better understand the recreational activities and facilities available, as well as the Marketing, Chaplain’s Office, Fund-raising, Membership, and Buildings & Grounds departments. This phase will be specific to each intern, based on their requests and interests, and could include review and / or more intensive computer training, one on one with department supervisors and / or director, or more in-depth experience. The trainee will attend one or more of the weekly department managers’ meetings to observe decision-making discussions and processes. He or she will finish his classes in Leadership, Business, Management, Resume Writing and Interviewing, Hospitality, and the YMCA Global Mission.