

# HOTEL AND TOURISM MANAGEMENT INTERNSHIP OPPORTUNITY IN OSU RESIDENTIAL LIFE SUMMER CONFERENCES

**PLEASE SUBMIT YOUR APPLICATION THROUGH THE  
HIREOSU WEBSITE BY FEBRUARY 26, 2021**

Each year, beginning with staff training in April and operating from May through the middle of August, the OSU campus offers summer room and board for many different conferences, camps, and events. The events may be academic, athletic, faith-based, business, and many other types of programs. The most important and integral part of hosting these programs is our team of Conference Assistants and Conference Managers made up of student staff. For Hotel and Tourism Management majors, our Conference Manager position has already been preapproved by your program to qualify for your Internship Course!

As a Conference Manager for the Department of Housing and Residential Life, you will be responsible for providing high performance customer service for each Camp or Conference Group you are assigned. You will provide supervision and guidance to the Conference Assistant (CA) staff, evaluate and bolster staff performance, and delegate their schedule. Conference Managers facilitate and supervise key preparations and audits, Camp or Conference Group Check-In and Check-Out processes, report inspection results of residential facilities, guide the operation of the service desk, help with linen inventory management, participate in the 24-hour on-call crisis management rotation, and assist the Conference Coordinator. Each Conference Manager will be involved to some degree with all phases of the Department of Housing and Residential Life Conference Services office operation.

Some key skills that our student staff takeaway from a summer working for Conference Services are:

- Comprehension of what excellent customer service looks like in practice
- Confidence and experience in problem-solving, quick thinking, and independent decision making when problems arise (i.e. water leaks, no air conditioning, etc.)
- Experience working within a team and looking for the best aspects of their teammates
- Ability to handle conflict and deescalate issues in a professional manner
- Strong organizational skills
- Techniques for remaining calm in high-pressure situations
- Knowledge of how to lead by example and motivate a team in a positive manner
- Capability to create and manipulate schedules for a crew of between 35-50 employees
- Strong communication skills both written and verbal, including professional email correspondence
- Experience leading a diverse staff
- Participation in the guest experiences of a variety of diverse Groups and Conferences



**HOUSING AND  
RESIDENTIAL LIFE**  
Marketing and Conference Services

Conference Services  
086 Bennett Hall, Stillwater, OK 74078  
P: 405-744-4471  
E: [osuconf@okstate.edu](mailto:osuconf@okstate.edu)

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Hotel and Tourism Management majors interested in Conference or Event Planning will greatly benefit from this position. This position will give you experience in a fast-paced, large capacity, high-pressure setting. You will learn crucial skills that will help you succeed in interviews and future careers. You will practice adaptability, resourcefulness, and self-sufficiency. You will gain insight and experience in the inner workings of having a career in Conferences or Events.

Beyond the future career benefits, Conference Manager staff will receive housing in a furnished room in an assigned on-campus residence hall in exchange for service in the on-call crisis management rotation and mandatory attendance at all Conference Services trainings and staff meetings. All other hours of work will be paid at a rate of \$9.00/hour. The average work week is 40 hours. There will be opportunities for overtime hours as well.

Internships will only be granted to those who are hired as a Conference Manager. To qualify for a Conference Manager position you must have at **minimum, one** of the following previous employment experiences:

1. Formerly served as a Conference Assistant (CA) for a full Conference Season
2. Served as a Housing and Residential Life Desk Clerk (DC) or Community Mentor (CM) for at least 2 consecutive academic years
3. Served in a supervisory position for 1 full and consecutive calendar year
4. Served as a Graduate Assistant for Housing and Residential Life or comparable Graduate Assistant experience for 2 consecutive semesters

If you would like to spend the summer on campus with your friends, rent free, with cash in your pocket, while learning valuable future career skills, and potentially even fulfilling your internship credit for your degree in a fun and exciting environment, please submit your application through the HireOSU website: [hireosugrads.com](https://hireosugrads.com).

If you do not meet the criteria or are not selected to be a Conference Manager this year, you are **HIGHLY** recommended to apply as a Conference Assistant for this summer!

