

2024

IN-TR

Marriott GAYLORD PALMS RESORT

# HOTEL MANAGEMENT

Kissimmee, FLORIDA



### ONE OF A KIND ENCHANTED SURROUNDING...

Uncover a one-of-a-kind enchanted surrounding at **Gaylord Palms Resort & Convention Center**. Our upscale resort in Kissimmee, Florida features a premier location just minutes from Walt Disney World® and Universal Orlando Resort™. Whether you're traveling for work or play, you'll love the convenience of having everything in one place. Start your stay in our soaring glass atrium showcasing the landscape of the Everglades, the cobblestone streets and rich history of St. Augustine, and the picturesque scenery and vibrant colors of Key West. Enjoy a day with your children at our water park, or savor some time to yourself at our adult-only pool. We also offer a full-service spa, perfect for pursuing a pampering session. Continue the fun as you delight your taste buds with the finest cuisine from any of our nine restaurants. When it's time to get back to business, inspire new ideas across 400,000 square-feet of impressive meeting space. Unfold extraordinary moments at Gaylord Palms & Convention Center.



**\$18.00 per hour - INTERNS**

**32 hours per week min.**

## TRAINING OVERVIEW

Phases for the HOTEL MANAGEMENT training program include:

1. Arrival & Orientation
2. Front Desk Operations
3. Front Office Operations
4. Specialized Front Office Operations
5. Front Office Leadership

Exchange Visitors will be met by a member of Gaylord Palms' Human Resources department who will assist in the on-boarding and introduction of both the hotel and the surrounding areas. They will learn all aspects of the Front Desk function during the several months at the desk including Marriott's Brand Standard. They will also learn all aspects of the call center and how to take care of our guest. They will also enhance their learning by being introduced to specialized key areas of Front Office such as Celebrity Services, Elite Desk and Elite Recognition. Exchange Visitors will have the opportunity to work alongside Leaders and Supervisors to experience the operations from this perspective. The Exchange Visitor will partner with the leader/supervisor on duty and attend all daily meetings and complete other duties as assigned.



GLOBAL EDUCATIONAL CONCEPTS • 2451 Atrium Way • Nashville, TN 37214 • 615.391.2924

# HOTEL MANAGEMENT

## HOUSING & TRANSPORTATION

*Your Host Organization will arrange temporary housing on-site for the first 14 days.*

- **Temporary Housing** is not required for the placement, but is provided by your Host Organization at NO CHARGE for the first two weeks of your program.
- **Participants** may be required to sign a housing agreement. By signing the program information guide and/or housing agreement, participants are agreeing to stay at housing that has been pre-arranged for the entire length of the agreement.
- **Any** damage to the property will result in participants paying the cost as determined by the housing management.
- **Detailed** housing arrangement will be disclosed by GEC prior to arrivals.
- **Temporary Housing** is provided FREE OF CHARGE for the first 14 days of your program by your Host Organization. After that point, you will be responsible for securing your own permanent housing.
- **Your** Host Organization will assign rooming lists based on arrival/departure dates and specific roommates may not be guaranteed.
- **When** offered the placement, by signing the Training Plan and Program Information Guide, exchange visitors assume responsibility to read the housing rules and abide by all terms and conditions.
- **Various** Transportation options available and might include Public Transportation, Taxi/Shuttle Service, & Ride Share (Uber/Lyft).

*The above information is accurate at this time, but final placement arrangements are subject to change. When you have been selected, please carefully review your final placement details in your Program Information Guide. It is your responsibility to read and understand your placement details BEFORE signing your Training Plan and Program Information Guide acknowledgment form that indicates the acceptance of your placement details.*



## KISSIMMEE, FLORIDA

**Kissimmee, Florida** offers the most adventure and best attractions on earth. Moments to Orlando, a Kissimmee vacation puts you right in the middle of all the activities & attractions for experiences of a lifetime. Travel to Old Town or tour the brick-lined streets of Celebration, where you'll find an exciting mix of dining options, dinner shows and unique shopping possibilities. Stroll the streets of Historic Downtown Kissimmee, all-American town, while its start may have been rooted in cattle and citrus, this former shipping town is now better known for the boutique dining, one-off shops and nightlife scene in the city center along Main Street and Broadway. Located just 25 minutes from Orlando International Airport (MCO), Kissimmee, Florida, is a place where you can find excitement for everyone and time to just be together. Whether you relax at nearby outdoor adventures or explore the close world-famous theme parks, you and your family will never run out of things to do or see. You'll experience the adrenaline rush of twisting rollercoasters, and you can also zip line over gators and see our natural world from an airboat at Boggy Creek Airboat Adventures or above on a hot air balloon ride.