

INTERNSHIP SPOTLIGHT

Jamie Henry



Graduation Semester & Year: Spring 2020

Semester & Year of Internship: Spring 2019

Major: Management

Hometown: North Huntingdon, PA

Minor: None

Hobbies: Spending time with friends and family, traveling, volunteering

Campus Activities: Resident Student Council, Spanish Club, and Accounting and Business Club

Future Plans/Career Goals: Work in the hospitality industry

- **Internship (company/your title):**

I was the front desk agent at the Hampton Inn and Suites in North Huntingdon/Irwin

- **How did you find your internship?**

I found my internship by speaking with my employer, my management professor, and Career Services.

- **What were your duties?**

During each shift I would be checking in or/and checking out guests, creating reservations, restocking treat shop, folding laundry, and keeping the lobby clean.

- **How many hours per week were you at your internship site?**

I work 8 hours per week. However, if it's during the spring or summer months I was called in more frequently since it is our busy season.

- **What did you enjoy most about your internship?**

I was able to learn about the industry I am considering to work in after I graduate. I also enjoyed being able to interact with guests and provide a good experience for them.

- **What was the most difficult aspect of the internship?**

Learning how to respond in difficult situations. Not every time you go in for your shift is every guest going to be happy with their experience. Many times it is completely out of the hotel's control for this dissatisfaction, but you need to be able to diffuse the situation and provide the best solution for guests and the hotel.

- **How did your experience at UPG and in the Management department prepare you for your internship?**

From taking classes in the management department I was able to learn how and why the hotel the managed the way it is.

- **How has your internship prepared you for a career?**

Yes! I was able to learn about my field of interest and I was able to learn from the ground up. Starting in a smaller location allows me to know how to do everything in the hotel no matter where I go.

- **What recommendations do you have for other students about doing an internship?**

Be completely honest if there is something you don't know or understand. Everyone is extremely willing to help you figure out what you are confused about and make sure that you know what to do on your own.

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