

# Premiere Events, Party Time Rentals Internship Program



industry.

Premiere Events and Party Time Rentals offer paid internships to aspiring students who are interested in being a part of the vibrant and exciting Austin area and Brazos Valley events



These internships are designed to provide: 1) a working knowledge of the events industry and the roles played by various events industry professionals, including event planners; off-premise catering professionals; wedding and event venues; hotel banquet, catering and sales departments; destination management companies (DMC's) and specialty event vendors, including florists, entertainers, photographers and others. 2) experience working in a professional events industry environment providing

party and event rental products and services 3) opportunities to be part of a successful, cohesive events industry team 4) occasions to interact with, and to observe interactions with industry professionals and individual event holder and 5) means of exercising your initiative, creativity and talents, including assisting with marketing activities 6) networking opportunities that may help establish an avenue for full-time employment 7) eligibility to apply for an American Rental Association Scholarship (see Angela Nussel or Delores Crum for details).



## **Premiere Internship Responsibilities and Activities**

Field all **incoming phone calls**. Provide basic information (“what are your hours ?”; “do I need an appointment ?”; “where are you located ?”, etc.)

Beyond these basic information requests, **transfer the caller to an Event Consultant**. If no EC is available, record the customer’s name, call back number and email. Pass the written message directly to an event consultant.

**Process** telephone credit card **payments** for rental reservations and or rental order balances.

Send **delivery notifications** (Monday, Wednesday, Friday and some Saturdays).

If a Customer is picking up a rental order, locate the rental contract, collect payment (if due), record the payment on the customer’s rental order and provide order pick up (and order return) instructions.

Stand up and **greet each showroom guest** with a smile. Introduce yourself. Advise that an Event Consultant will be right with them. Offer a snack or beverage while they wait. Refer to the “free” wedding publications if appropriate (while you’re waiting . . . ). Provide a price list if appropriate.

If Event Consulting Staff are unavailable, ask the guest to complete, or assist the guest in completing, the **Premiere Intake Form**.

**Restore** all **inventory** items used by the customer or Event Consultant to its / their proper showroom location (after each showroom guest visit).

After reviewing assigned handbook excerpts, completing assigned intern exercises and receiving management approval, **process SIMPLE** (less than \$100) **RETAIL rental orders** provided by phone, email or showroom guests. Refer all event professional (caterer, planner, etc.) orders / quote requests to an event consultant for processing.

Prioritize **Gold, Silver and Bronze** Club member messages by sending a “PEAll” email. This will ensure that the first available Event Consultant provides assistance.

If a Gold, Silver or Bronze Club member’s guest visits any Premiere showroom, please **advise** the first available Event Consultant; they will assist the customer.

Complete post-office, office supply store, “Hot-Shot” deliveries and other **errands** as requested (Note: you will neither be asked nor required to complete team members’ “personal” errands”).

Complete **special projects** assigned by management or member of the Event Consulting Team.

**Assist** the Marketing Director, Director of Business Development and Creative Director **as needed**.

### **Daily Expectations**

Keep **price list table** stocked with pricelists, pens, note pads and linen book.

Ensure an available supply of **warehouse directions** (for the South store).

Refill **snacks and beverages** (bottled water and soft drinks), coffee supplies, coffee pods, coffee mugs and disposable cups; refill Keurig water tank). Take dirty dishes to dish room to be cleaned. Report to Angela when getting low on snack station products.

Ensure that **linens and napkins** are properly hung and well organized (at the outset of your workday).

Check each **showroom table** to ensure that everything is in its proper place (at the end of your work day).

### **Premiere Opportunities**

You may request permission to attend ISES, NACE, MPI and Wedding Network USA meetings. Permission will generally be granted (and registration paid). *(Please note, Premiere supports these organizations, as well as SEPA.)*

You will be notified of opportunities to attend Open Houses and other industry events.

You are welcome to create Pinterest Boards, FB Posts, Blog Posts, Instagram and Twitter Messages. Your contributions may be published upon review and approval by Premiere's Marketing Director.

If you are attending Texas State University, Premiere is happy to provide free tickets to all TSU Athletic Events.

### **Premiere Promises**

You can expect to be treated with dignity and respect. Your contributions will be valued and appreciated.

Your creative ideas and constructive feedback are welcome.

You will receive guidance, performance feedback and coaching to help ensure your success in this role.

Your team members are here to help you. They will be thoughtful, kind and accepting, as well as instructive and sharing.

Premiere's Executive Team maintains an Open Door policy. You are welcome to bring any work-related problem or issue to the team's attention.



## Party Time Internship Responsibilities and Activities

Field all **incoming phone calls**. Provide basic information (“what are your hours ?”; “do I need an appointment ?”; “where are you located ?”, etc.)

Beyond these basic information requests, **transfer the caller to an Event Consultant**. If no EC is available, record the customer’s name, call back number and email. Pass the written message directly

to an event consultant.

**Process** telephone credit card **payments** for rental reservations and or rental order balances.

Stand up and **greet each showroom guest** with a smile. Introduce yourself. Advise that an Event Consultant will be right with them. Offer a snack or beverage while they wait. Refer to the “free” wedding publications if appropriate (while you’re waiting . . . ). Provide a price list if appropriate.

If a Customer is picking up a rental order, locate the rental contract, collect payment (if due), record the payment on the customer’s rental order and provide order pick up (and order return) instructions.

If the guest needs assistance and Event Consulting Staff are unavailable, ask the guest to complete, or assist the guest in completing, the **Party Time Intake Form**.

**Restore** all **inventory** items used by the guest or Event Consultant to its / their proper showroom location (after each showroom guest visit).

After reviewing assigned handbook excerpts, completing assigned intern exercises and receiving management approval, **process SIMPLE** (less than \$100) **RETAIL rental orders** provided by phone, email or showroom guests. Refer all event professional (caterer, planner, etc.) orders / quote requests to an event consultant for processing.

Complete post-office, office supply store, “Hot-Shot” deliveries and other **errands** as requested (Note: you will neither be asked nor required to complete team members’ “personal” errands”).

Complete **special projects** assigned by management or member of the Event Consulting Team.

**Assist** the Marketing Director, Director of Business Development and Creative Director **as needed**.

### **Daily Expectations**

Keep **price list table** stocked with pricelists, pens, note pads and linen book.

Refill **snacks and beverages** (bottled water and soft drinks), coffee supplies, coffee pods, coffee mugs and disposable cups; refill Keurig water tank). Take dirty dishes to dish room to be cleaned. Report to management when getting low on snack station products.

Ensure that **linens and napkins** are properly hung and well organized (at the outset of your workday).

Check each **showroom table** to ensure that everything is in its proper place (at the end of your work day).

### **Party Time Opportunities**

You may request permission to attend industry meetings. Permission will generally be granted (and registration paid). *(Please note, Party Time will also provide a SEPA membership stipend to Party Time interns.)*

You will be notified of opportunities to attend Open Houses and other industry events.

You are welcome to create Pinterest Boards, FB Posts, Blog Posts, Instagram and Twitter Messages. Your contributions may be published upon review and approval by Premiere's Marketing Director.

### **Party Time Promises**

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