

OMNI  INTERLOCKEN RESORT

POOL OPERATIONS INTERNSHIP 2019



INFORMATION PACKET

OMNI® HOTELS & RESORTS

Omni Hotels & Resorts exists to give guests an authentic feel for the local flavor in leading business gateways and leisure destinations across North America. From exceptional golf and spa retreats to dynamic business settings, each Omni property blends seamlessly into the local culture while featuring four-diamond services, signature restaurants, and unique wellness options.

At Omni, we dedicate ourselves to leaving a lasting impression with every guest through award-winning, personalized service. To demonstrate our appreciation to those who are loyal to us, we offer a heightened level of recognition and rewards through our Select Guest® loyalty program and the company's Power of One® associate empowerment program.

Omni Hotels & Resorts is known for its exemplary company culture, authenticity to the markets in which we operate, innovation and exceptional service. Our commitment to career development has created tenure and loyalty that enables us to perpetuate our family atmosphere. Our Associates will tell you: We are large enough to provide diverse career opportunities in a variety of venues, yet small enough to know you by name. Our belief in "The Power of One®" reinforces the continued evolution of the brand. Omni Hotels & Resorts' unique ownership structure and dynamic leadership team provides stability that sets us apart from other brands.

Omni is committed to employing a diverse workforce that includes the talents of soon-to-be and recent graduates. As an employer of choice, Omni attracts college graduates from across the country. Diverse and dynamic learning opportunities are available to all of our Associates; however, Omni's unique commitment to recent graduates is evident. Through our Core Value of Leaders Creating Leaders, Omni prepares its Associates for the future with proprietary training programs that develop aspiring hospitality professionals.



COMPANY HONORS

J.D. POWER AWARD

Omni Hotels & Resorts has achieved “Highest in Guest Satisfaction among Upper Upscale Hotel Chains,” seven times, according to the J.D. Power North American Hotel Guest Satisfaction Index StudySM. Seven key factors were examined to determine overall satisfaction, including: reservations, check-in/check-out, guest rooms, food & beverage, hotel services, hotel facilities, and cost & fees.

Omni has ranked highest as the leading hotel brand in the segment in 2000, 2005, 2006, 2010, 2012, 2015 and 2016. All other years, Omni has ranked within the top 3.



SAY GOODNIGHT TO HUNGER



Beginning June 21, 2016, for every stay booked directly on OmniHotels.com, Omni made a donation to *Feeding America* that provided a family of four dinner for an entire week. Omni Hotels & Resorts has fed over 3 million families since the brand's launch of Say Goodnight to Hunger.

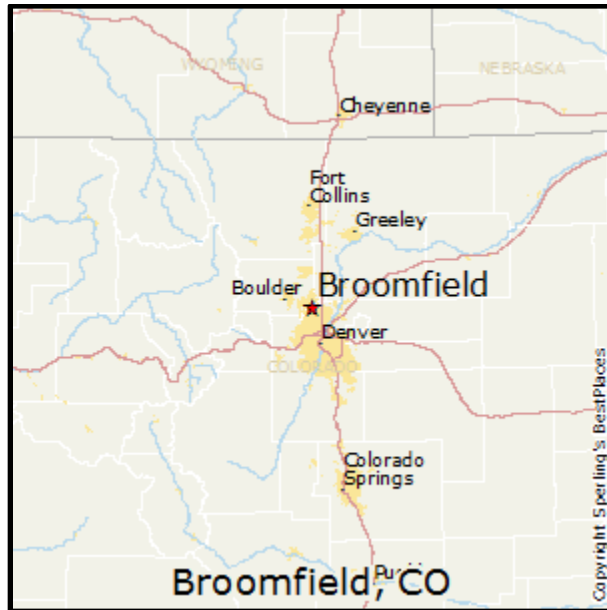
OFFICIAL HOTEL OF THE PGA TOUR

In 2018, The PGA TOUR[®] and Omni Hotels & Resorts announced a sponsorship agreement through 2022 designating Omni as the official hotel partner of the PGA TOUR[®] and PGA TOUR[®] Champions. This deal represents Omni's first major league-wide sponsorship.

As an expansion of the Say Goodnight to Hunger program, Omni will provide four meals for a family in need for every birdie-or-better made during each PGA TOUR[®] event. On average, over 60,000 birdies and eagles are recorded annually on tour. So far, over 19,800 additional meals have been donated to local food banks.



BROOMFIELD, CO



Broomfield is a highly visited business destination town located in the greater Denver Area.

It is 13 miles southeast of Boulder, Colorado, and 17 miles northwest of Denver, Colorado. The location is a highly desired location due to its close proximity to these two popular Colorado cities. It is also just an hour and half away from some other popular Colorado destinations, such as Fort Collins, Estes Park and Colorado Springs.

From its breathtaking views of the Rocky Mountains and world-class golf courses, to exceptional restaurants and outdoor recreation, Broomfield truly has something for everyone. There are all kinds of events and activities to check out, from fun festivals to miles and miles of hiking trails.

The average daily high temperature in the summer is 90 degrees with abundant sunshine, and little to no humidity.



OMNI INTERLOCKEN GOLF RESORT & SPA



Retreat to the Rockies

Mountain beauty and luxury at Denver's remarkable hotel

The award-winning Omni Interlocken Hotel welcomes you to a retreat into modern luxury. Nestled against the backdrop of the Rocky Mountains, this year-round Colorado hotel near Denver offers a wealth of on-site pleasures.

Golfers will love our challenging 27-hole championship golf course, with its striking scenery and more than 400 feet of elevation changes. Spa enthusiasts can escape into a sanctuary of relaxation at Mokara Spa or enjoy our two outdoor pools and whirlpool. As you meander around our lush grounds, enjoy the grand waterfall or kick back and relax by one of our large outdoor fire pits. And as you dine in our delicious restaurants, you will discover how even the smallest touches define first-class luxury.

Omni Interlocken Hotel's 390 deluxe accommodations and suites are elegantly appointed and offer modern amenities. With its stunning panoramic views of the mountains or valley, unmatched luxuries and the essence of snow-capped mountain tranquility, Omni Interlocken Hotel is sure to sweep you off your feet.

WHAT TO EXPECT



A message from the Pool Operations Manager

During your internship at the Omni Interlocken Resort, you will learn the ins and outs of resort operations, pool operations, and recreational programming.

You will see the “fun world” of Recreation, but will also play a big role in the inner workings of our Pool Operation and inner hotel workings, gaining a true “behind the scenes” experience. You will learn vital teamwork and communication skills that you can put forth in to whatever career path you choose.

You will get to work with a wide variety of clients, from adults to families with young children to corporate groups and more. You will be called upon for input on programming and daily tasks to make us a better team. You will also be an essential part of our pool operation, which includes a poolside bar & grill. Your assistance in maintain a pristine complex, and offering top notch poolside service with be the very foundation on which we operate.

You will work closely with the management team to help ensure you get the most out of your internship experience. Teamwork is a huge part of our program; you will build relationships with your fellow team members that will help us elevate the success of the summer.

Ultimately, you will get out of this experience what you put into it. We will challenge you to make this more than just a “summer job.” The world of hotel operation is a multifaceted one; be a sponge, absorb it all!

- Shannon

POOL OPERATIONS DEPARTMENT

The Omni Interlocken Pool Operations Department is a diverse operation that is made of several components. From pool operations to recreational programming to food & beverage service, our department controls all outdoor activity.

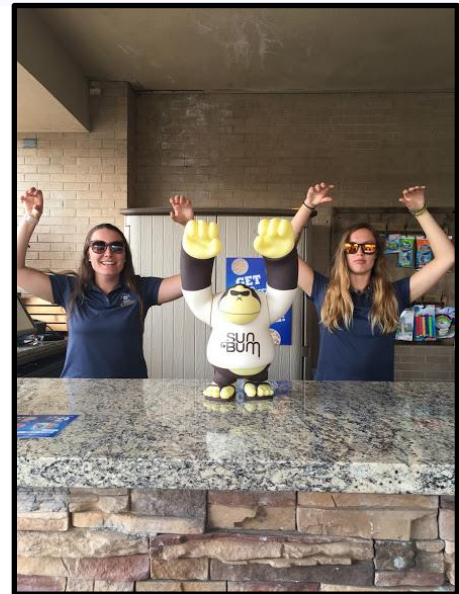
Internship Responsibilities

TOWEL HUT

Located poolside, this is the area where we provide equipment rentals such as bikes and cornhole. This is also the central location for pool towel checkout for all guests.

This area is also a retail outlet selling items such as sunscreen, souvenirs, and pool toys.

In addition, shaved ice/snow cones are sold in an assortment of flavors, along with the ever popular Dippin' Dots!



DAILY PROGRAMS

One of the position's main focus is to lead our hotel guests and social members in daily poolside activities.

Interns will be able to learn about positive guest interaction, program planning, and self-motivation.

Activities include, but not limited to: pool games, relays, glitter tattoos, crafts, and the ever popular SHARK WEEK festivities!



KIDS MOVIE NIGHT

Fridays and Saturdays throughout summer we host a poolside movie night and sell movie candy and snacks.

Movie nights run from Memorial Day to Labor Day.

POOL OPERATIONS

Recreation is responsible for the cleanliness of our pool and common area facilities. Team performs daily/weekly cleaning duties to ensure it is always in good condition.

Attendants are in charge of distribution of pool towels to our guests. They must perform hourly pool sweeps to collect used towels.

They must bring dirty linen to laundry, and bring clean linen down to restock towel stand. Some shifts may be spent helping in the laundry facility if pool demand requires.



POOLSIDE SERVICE

Another element of the Pool Operation is the H2O pool bar & grill.

Staff is responsible for delivering top notch poolside service of food & beverage offerings daily to our guests.

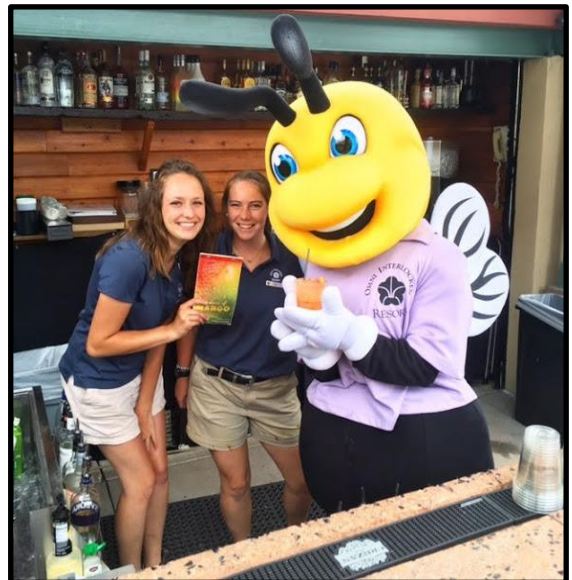
VISTA #III THE HONEYBEE

Weekends throughout summer, our mascot Vista #III makes appearances poolside, handing out ice cold treats to all our guests.

Vista also helps with our Lobby Activations, which is a welcome to all our weekend guests checking in on Fridays.

In 2019, we will be purchasing our own custom Build-a-Bee machine and have creating your own Vista as one of our new summer activities!

The Honeybee mascot comes from the inspiration of our Resort Hives! The Omni Interlocken is home to 250,000 Honeybees, and we produce our own honey on site!



ASSOCIATE PERKS

\$1 EMPLOYEE MEALS

Enjoy meals for just \$1 at the Summit Café!

You can purchase a 10-meal punch card for \$10 from Human Resources!



FREE GOLF & FITNESS

The Interlocken Golf Club is home to 3 award winning 9-hole courses.

Associates play for FREE!
(based on availability)

Associates can also get a free membership to our on-site fitness center!

ASSOCIATE RALLIES

Every quarter, the resort comes together to celebrate our awesome associates! Each rally has a fun theme and chances to win some great prizes!

The Pool Operations Team helps run the event – which usually includes some fun games – like Dunk your Manager!



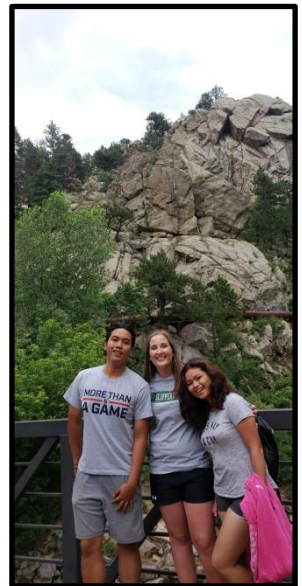
DISCOUNTS

Each associate receives 25% off in any of our four on-site restaurants. You also receive a 25% discount off of golf merchandise and souvenirs from the gift shop, as well as 25% off spa services!



CULTURAL EXPERIENCE

Colorado is the ideal summer destination with unparalleled hiking, camping, whitewater rafting and biking, events and festivals, and a rich cultural heritage. Are YOU **Colo-Ready**?!



INTERN TESTIMONIALS

Anna Seraly

Slippery Rock University

Being that I was 2,000 miles away from home, just after graduating from Slippery Rock made it very difficult at first to get adjusted to the West coast. However, every associate at the Omni Interlocken Resort made us feel so welcomed, and soon enough we had our own little pool team family! Our team at the pool prided ourselves with giving the best service we could to guests and taking care of each other inside, and outside of work. Shannon, our manager, was truly our mama bear treating us like we were her kids. She works hard along beside us on our busiest days and always makes sure we are doing okay, and even would feed us when we don't get the chance to take a break! One of the many great opportunities you get with this internship is not only was I able to learn Pool Operations, and Recreation, but I also got to learn Food & Beverage! I also was given the chance to shadow different departments, such as Banquets and Sales, and learn the whole operations to a hotel! Along with that, I am incredibly thankful that I got to work with THE Shannon Ryan and the rest of the Omni Pool Team of Summer 2018!



Sage Gorneault

Regis University

I loved going to work every day and was excited to spend my day outside at a beautiful pool! Each day was fun getting to meet new guests as well as seeing returners and members. I became close friends with many of my coworkers, and my manager Shannon always made us feel appreciated! She works hard along with us to make our busiest and even our slowest days easier. She made the pool an exciting place to work with activities and games for the guests as well as promotional competitions for the employees! The end of the pool season also brings promotional opportunities, as I have worked my way into a serving position in one of the hotel's restaurants, but I can't wait to work at the pool again next summer!



Jodie Christie

Slippery Rock University

This summer working at Omni Interlocken was an incredible experience. I was able to work the towel hut, movie nights, serving the guests and members, shadowing other departments, and just learning so much about hotel operations. Everyone at the Omni Interlocken cares about each other and that is something you do not find everywhere. Shannon, the manager at the pool, truly cares about each of her employees - we were like her "kids". The operation she created at the pool was phenomenal. So, not only will you encounter great management you have the opportunity to meet and work with people from all over the world. I gained such great friendships with everyone I worked with at the pool and even other departments. I made memories that will last a lifetime, and if I could go back and re-live the summer I would!



Lauren Gerstel

Pennsylvania State University

Working at the Omni Interlocken this summer was absolutely amazing! You truly become a family with everyone you work with. They make you want to come to work every day and you really enjoy being there.

This summer was not only a blast, but allowed me to work more on my service skills in a different environment than any other department in a hotel. Shannon makes this the best place to work and is always willing to help with anything you need. It takes you out of your comfort zone whether it is for making announcements to the whole pool deck or being the mascot, Vista, on the weekends for our guests! Thank you for the best summer with the greatest people that I'll never forget!

2018 OMNI INTERLOCKEN POOL OPERATIONS TEAM



INTERNSHIPS AVAILABLE MAY – SEPTEMBER

(full time offers possible at end of internship, based on performance and availability)

For employment opportunities/application information, please contact:

Shannon Ryan, Pool Operations Manager

(303) 464-3210

Shannon.Ryan@omnihotels.com

Or view current job openings at: <https://www.omnihotels.com/careers>