



Dear Prospective Intern:

Heritage Hotels and Resorts is pleased to offer a unique program, built around the culture and heritage of the Southwest, that allows an unprecedented look at the hospitality industry through an internship program.

The program is designed to grant internships to college students, high school students, and professionals who are seeking a experience in the hospitality industry. The program encompasses all elements of hotel operations, learning modules on tourism, niche markets, corporate leadership and programs to enrich the internship experience.

Heritage Hotels and Resorts mission is to provide a rich, authentic, cultural experience while exceeding the expectations of our guests, associates, and investors with the goal of becoming the dominant hospitality brand in New Mexico.

We look forward to welcoming you into our home and providing you with a culturally significant experience in the Land of Enchantment.

Sincerely,

Adrian Perez, CHA
President
Heritage Hotels and Resorts, Inc.

ACCOMMODATIONS

Heritage Hotels and Resorts will provide you a comfortable room at the Lodge at Santa Fe or at the Nativo Lodge in Albuquerque for the duration of your internship. You may be paired with another individual during your stay but will be provided an ample sized room to accommodate two adults. You will not be charged a fee to use the room as this will be part of your compensation for your service to Heritage Hotels and Resorts. Heritage Hotels and Resorts will provide access to laundry facilities during your stay for your personal garments. You will also have a small refrigerator and microwave in your room. Compensation may be provided depending on position and if housing is not needed.

DINING

During your internship, you will be provided breakfast each morning. All other meals must be purchased at the property, you may provide your own groceries, or you may leave property to dine.

TRANSPORATION

A shuttle van will be available to transport you to the other Heritage Hotels and Resorts properties, local attractions or for your personal destinations. You may also bring your own vehicle.

UNIFORMS

You will be provided with any required uniforms during your internship. You are encouraged to bring your own professional attire to compliment the various areas within the hotel you may work in. You will be provided with a name tag so you may be easily identified by our guests and associates.

SCHEDULES

You may be scheduled to work at odd times or on the weekends. Heritage Hotels and Resorts will make every effort to grant you two days off each week. Please make sure to communicate any required time off to your Intern Program Manager. During your scheduled time off, you may use the pool, outlets or use of the shuttle van.

HOTEL OPERATIONS

As an intern you will be afforded the opportunity to work in the following areas and in the following positions:

- ❖ Sales and Catering
- ❖ Accounting
- ❖ Food and Beverage
 - ◆ Busser, Server, Expeditor, Cashier, Host
- ❖ Banquets
- ❖ Banquet Server, Banquet set up
- ❖ Front Desk
 - ◆ Reservations, Guest Service Agent, Bellperson, PBX Operator, Concierge
- ❖ Engineering
 - ◆ Maintenance Technician, Groundskeeper
- ❖ Housekeeping
 - ◆ Room Attendant, Laundry Attendant
- ❖ Kitchen
 - ◆ Steward, Prep Cook
- ❖ Corporate Offices
 - ◆ Marketing, Revenue Management, Interior Design, IT, Human Resources, and Strategic Management

You may rotate as needed through each department each of the properties or throughout the Corporate Office. You will also have the opportunity to view some of the other hotels and their operations. Along with your department schedule, you will participate in programs that will allow you the opportunity to meet with the corporate officers of Heritage Hotels and Resorts, local associations, and key individuals in the hospitality industry.

Heritage Hotels and Resorts has the capability to meet your educational requirements and assist you to focus your interests in the field of hospitality.