



GRAMERCY PARK HOTEL
2 LEXINGTON AVENUE NEW YORK NY 10010
PHONE 212 920 3300 FAX 212 673 5890
WWW.GRAMERCYPARKHOTEL.COM

Gramercy Park Hotel Internship Program

About Gramercy Park Hotel:

Gramercy Park Hotel, reinvented by iconic hotelier Ian Schrager, represents a sensuous vision of artful diversity -- Bohemia reinvented for the 21st century with an original combination of styles, great pieces of custom-designed furniture, and an extraordinary use of color. Exhibited throughout the hotel are original works by artists Andy Warhol, Jean-Michel Basquiat, Damien Hirst, Fernando Botero, Richard Prince and others.

The bold, individualistic spirit of the public spaces at the Gramercy Park Hotel is carried on into the 185 guest rooms and luxury suites in Manhattan. They are generously scaled and beautifully appointed. Each is different with its own unique layout, vivid Renaissance color palette inspired by Raphael and distinctive collection of art and objects.

The Gramercy Park luxury hotel in New York City is not about a single vision of taste, but about a wealth of independent viewpoints. "This is a one-of-a-kind thing," says Schrager, "It's a complete left turn for me and different than anything we have ever done before, and I expect it will wind up being a prototype for the hotel industry the same way my first hotel was 25 years ago."

About Gramercy Park Hotel Internship Program:

Gramercy Park Hotel offers internship opportunities to encourage students' professional development, understanding of hotel operations, and career guidance for employment post graduation. An internship in Accounting, Housekeeping, Food and Beverage, Front Office, Sales, or the Executive Office will give students meaningful hands-on experience as they develop their guest service and functional hospitality skills.

Hours:

- Full time preferred; Part-time will receive secondary consideration
- 24 to 40 hours a week
- Minimum of 3 months



GRAMERCY PARK HOTEL
2 LEXINGTON AVENUE NEW YORK NY 10010
PHONE 212 920 3300 FAX 212 673 5890
WWW.GRAMERCYPARKHOTEL.COM

Various Internships Available:

- **Accounting**
 - Reconciliation of accounts
 - A/P analysis
 - A/R collections
 - Office Organization
 - Standard Operating procedures
 - Contract/License Compliance
- **Executive Office**
 - Assist General Manager with Projects such as
 - Analysis
 - Purchasing
 - Competitive Shopping
 - Social Media assessment
 - Preparing welcome notes for guest arrivals
 - Administrative Tasks
 - Outlook scheduling
 - Filing
 - Typing, scanning, making copies
- **Food and Beverage**
 - Work with order takers
 - Basic Micros, Daylight, and Adaco Training – Food & Beverage system
 - Inventory
 - Procedures
 - Requisition
 - Learn menus and preparation
 - Banquet Room Set up
 - Room Service tray set up
 - Amenity set up
 - Banquet Buffet presentations
 - Banquet menu knowledge
- **Front Office**
 - Learn basic Epitome – Gramercy Park’s Hotel Information System
 - Search Guest Reservations
 - Search Guest Profile
 - Assist with guest arrivals and departures
 - Prepare welcome amenities list



GRAMERCY PARK HOTEL
2 LEXINGTON AVENUE NEW YORK NY 10010
PHONE 212 920 3300 FAX 212 673 5890
WWW.GRAMERCYPARKHOTEL.COM

- **Front Office (continuation)**
 - Assist PBX
 - Wake up calls and leaving guests voice messages
 - Answer phone calls: internal and external
 - Deliver faxes, packages, documents, etc. to guest rooms
 - Answer guest calls requesting hotel bills; send guest receipts via fax or e-mail
 - Escort guests to Gramercy Park
 - Prepare concierge confirmations - print, put in envelopes, and deliver to rooms
 - Lobby Attendant – greeting guests and escorting to bars, elevator, restaurant, etc.
- **Housekeeping**
 - Check Rooms with a floor manager
 - Answer phones and direct work orders to Engineering and Housekeeping Staff with the Office Coordinator
 - Purchase specialty items needed for the hotel (i.e. soap dispensers, apothecary trays, etc.)
 - Research alternative supplies for the hotel (i.e. cut crystal glasses, mini-bar products)
 - Assist in writing and implementing new standard operating procedures
 - Learn uniform room procedures and assist the attendant when needed
 - Check maintenance and cleanliness of public areas of the hotel
 - Assist with inventories of linen, guest supplies, mini-bar
 - Re-stock mini-bars and charging guests
- **Sales**
 - Prepare sites schedule and announcement
 - Prepare welcome notes and liaising with Room Service and Front Desk for special welcome amenities
 - Learn basic Epitome (Gramercy Park Hotel's Information System)
 - print reports such as arrivals and production
 - look up/reconfirm guest details/information
 - Learn basic Daylight (Gramercy Park Hotel's database)
 - remove inactive email addresses
 - input accounts, contacts, bookings
 - update post trip notes
 - Maintain various team overview charts such as key account chart with midyear production
 - Assist DOS with updating bid platforms and business trips
 - Office organization, research, typing, copying, mailing
 - Researching and updating guest profiles
 - Mail segregation
 - Sending out important packages



GRAMERCY PARK HOTEL
2 LEXINGTON AVENUE NEW YORK NY 10010
PHONE 212 920 3300 FAX 212 673 5890
WWW.GRAMERCYPARKHOTEL.COM

Salary/Pay:

- Unpaid

Requirements:

- Letters of Reference
- Resume
- Transcript
- Non-U.S. students must have proper visa
- No experience required

Recruitment Process:

If interested or for more information, please email jfernandez@gramercyparkhotel.com.