



54 HOLES BY



DESTINATION FACTS

A semi-private resort with 600 members, Geneva National (GN) is home to 54 holes of signature golf by Palmer, Player and Trevino, a one-acre Himalayas-style putting course, private Members Club, 214 hotel rooms, five restaurants, and an on-site marina -- all located in Lake Geneva, Wisconsin, the state's most popular vacation town.



THE INTERNSHIP

As a Hospitality Intern, you will experience the importance of Front Desk and Call Center operations at a multi-property, semi-private resort while executing the following job duties:

- Learn to process guest check-ins, check-outs, room assignments and special requests.
- Develop refined customer service skills, both in-person and by phone.
- Acquire the ability to anticipate and respond to guest needs.
- Work with the Call Center/Front Desk team to establish and meet sales goals.
- Multi-task by speaking with customers while making online reservations in real time.
- Run and check daily reports using tee time and reservation software.
- Develop guest recovery skills to meet customer expectations graciously.
- Participate in and contribute to weekly team meetings.



THE PERKS

Interns receive competitive pay, complimentary housing, one-on-one coaching and mentorship, breakfast with the COO, and the opportunity to play with members and company leadership at some of the best courses in Wisconsin. Seasonal benefits include free golf, reduced greens fees for your foursome, hotel and dining discounts, and company-sponsored activities including themed monthly associate golf outings, a sand volleyball league, Spikeball tourney, Independence Day celebration, recognition events, and more.





University of Oklahoma intern Katie Wright working the front desk



Intern Class of 2023 with Owner Garth Chambers & COO Glen Murray



INTERN EXPERIENCE



“My time at Geneva National was an incredibly valuable part of my hospitality industry journey. I was able to learn a wide array of skills from in-person customer relations and report generation to booking tee times and hotel and restaurant reservations using various softwares. My favorite part of my time was working along GN’s amazing leaders and staff who create a positive environment and provide continual support.”

- Darci Garrity, Hospitality Intern 2023, University of Massachusetts-Amherst



“The Hospitality internship at GN sets you up for success in the industry because of its amazing staff, training, and beautiful Wisconsin setting. Management here truly cares about your well-being and success and is beyond helpful in sharing the ins and outs of the hospitality industry. My co-workers (now friends) are people I continue to talk to, and the combination of great people and a spectacular vacation setting made for some awesome memories.”

- Jake Kutilek, Hospitality Intern 2023, Michigan State University



“I’ve been with Geneva National for two seasons and also work remotely while in school. At first I looked at my Hospitality internship as a way to gain hands-on experience and harness new skills, which I certainly did, but the experience surpassed my expectations and GN quickly became a place to which I want to return.”

- Evelyn Anadel, Hospitality Intern 2022 & MIT 2023, Elmhurst University

- Paloma Resorts’ Intern of the Year 2022



QUESTIONS? CAREER ADVICE?

Contact Ann Zauss at azauss@palomaresorts.com or 262.245.7081



APPLY

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