



## The Philadelphia Zoo— Internship



My most recent activity in the industry is my internship experience. I completed my junior internship at The Philadelphia Zoo during the summer of my junior year of college. I interned in the Events Department under the supervision of Stephanie Boysen, the Events Manager. I also worked closely with the representative from ARAMARK to plan the catering side of the events.

During my internship I assisted my co-workers in the planning process of events and was also responsible for answering all phone and e-mail inquiries regarding corporate and family events as well as children's birthday parties.

Once a potential client became a confirmed client, I was responsible for assisting them in the planning of their event. This involved picking a location inside the Zoo grounds for their event, deciding on linens and decorations for their event, negotiating pricing for their event and finally communicating with other departments at the Zoo to secure the date and time for the event.

My most exciting accomplishment from this summer of interning was an event I saw through from start to finish. After securing the client I planned their family reunion completely on my own, with no help from my supervisor. I was there for her throughout the

entire planning process and was also present as the host on the actual day of her event. This is one of my greatest achievements of my professional career thus far.

I learned a great deal from this experience. Mostly I learned about the hard work and the dedication to clients that goes into planning an event. During this internship I was able to enhance my professionalism while answering phone calls, responding to e-mails and participating in meetings with my clients.

This internship is the reason why I wish to pursue a career in Event Management.

## Background in the Industry

My background in the industry is mainly in the food and beverage sector. During my first two years of college I worked as a restaurant and banquet waitress at a Best Western Hotel. In the restaurant I was a hostess and a waitress, this required that I served customers, answered phones, sat

customers and took reservations and room service orders. I also was in charge of training new employees that were to work in the restaurant and report their progress to my supervisor. As a banquet waitress my responsibilities were more extensive. I was responsible for assisting in the set-up of

the banquet, serving appetizers, serving each course of the meal, bussing tables during the banquets and finally the break down of the entire event. This was great a great experience for me to get acquainted with the industry and is what inspired me to study in the field of tourism and hospitality.

### Prior Experience in the Industry:

The Philadelphia Zoo—  
Events Intern

Best Western Hotel—  
Restaurant and Banquet  
Waitress

Lacrosse Referee

African American  
Museum—Volunteer  
Work

Philly Car Show— Ask Me  
Volunteer

### Personal Goals for Senior Seminar:

- Establish myself as a professional.
- Improve on my confidence in public speaking situations.
- Learn as much as I can about the sector of Event Management.
- Continue to perfect my resume and cover letter for future interviews.