



***A Message from the Newsletter Committee:***

In our final issue of the newsletter, we would like to congratulate our fellow associates who have closed the doors of Senior Seminar and opened new ones by accepting internships throughout the country and even the world.

The following articles will highlight each student’s various internship site location, responsibilities, and his or her future plans with the particular companies. The completion of an internship is the final step on the path leading towards graduation. Whether our associates complete their internships during the summer or fall, their hard work and accomplishments will not go unnoticed.

One of our last opportunities to bond as a class was at the Senior Seminar Student Luncheon at the Citizen’s Bank Park this April. At this luncheon, both the main campus and center city classes were proud to present the Associate Dean, Dr. Elizabeth Barber, with a \$5,000 donation to the School of Tourism & Hospitality Management (*pictured top right*). This money was raised for a scholarship fund through the hard work and dedication of all our associates throughout the duration of the spring semester, especially the fundraising committees. The Student Luncheon was a bittersweet day meant for reflection of the semester and the lessons we have learned and friends we have acquired. Now, it is time for us to say goodbye as students and go on our way to becoming ALUMNI.

To the incoming Senior Seminar and all of our professors and faculty members who have helped us along our journey.... best of luck, thank you, and keep in touch!



**STHM Faculty – Thank you for your support!**

*Photos courtesy of Jessica Smeriglio*

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## Hospitality Internships

### Hyatt

**Orange County, California**  
Louis Cirelli

Located in beautiful Garden Grove, California, I will be completing my internship at the Hyatt Orange County. This hotel is very interesting because of its location. It is right around the corner from Disneyland and down the street from the Anaheim



Convention Center. The hotel has 654 guestrooms, 65,000 square feet of meeting space, and two restaurants.

My position will be a Sales Corporate Management Trainee. This position is very interesting because I will be rotating throughout the various departments of the hotel for the first nine weeks. This will give me the opportunity to learn every aspect of the hotel. More importantly, I will be given the chance to get to know all of the employees who work for the Hyatt Orange Country. After the nine week period, I will begin my concentration in sales.

I plan to use this as a major step in my career. I have never worked in hotels before, so this will give me the chance to see the whole picture of the operation. I will be able to understand what it means to work for a professional hospitality operation and take the skills I learn into other endeavors that I may pursue.

**Ripley Castle**  
**North Yorkshire, England**  
Tiffany Timmons



www.ripleycastle.co.uk

Traveling across the world to complete an internship is one of the best opportunities you can embark on. The Ripley Castle Estate is located in beautiful North Yorkshire, England. This prime location is not too far from Ireland, London, and Paris. Working three months at a historical village will give me a unique experience that will allow me to differentiate myself from others in the tourism and hospitality industry.

This internship is a ten week rotation between all of the departments within the Ripley Castle and the Boar's Head Hotel, which is located 150 yards from the castle. At the 25 bedroom hotel, I will spend approximately a week in each department; Housekeeping, Fine Dining, Bistro, and Reception. Similar to the hotel, at the Ripley Castle I will be rotating between the Castle

Tearooms, Banquets, Event Management, and Estate Office. I will have the opportunity to work with the sales, marketing, and event planning teams. The Ripley Castle is known as one of Britain's finest venues to host an event due to their extensive meeting facilities, catering and banquets, and wedding receptions.



www.ripleycastle.co.uk

I believe this internship is primarily beneficial for those students who are looking to gain experience in food and beverage, catering and banquets, and event planning. In the future, I will like to incorporate different international techniques with my work. I hope to start my career at an event management company or in a hotel's catering department. I believe that completing my senior internship at a prominent international site will be valuable to the advancement of my career.

**Ritz-Carlton**  
**Central Park, New York**  
Lauren Ziemba



THE RITZ-CARLTON®  
NEW YORK, CENTRAL PARK

The Ritz-Carlton, Central Park is the flagship hotel in The Ritz-Carlton Hotel Company. It offers extravagant guest rooms and breathtaking views. Not only does the hotel offer the best in the rooms department, but also the hotel has fabulous food and beverage outlets. Located within the hotel there is BLT Market, which is a restaurant offering fresh, unusual, wild and locally grown items, the Starr Lounge which offers cocktails and a light fare menu, in-room dining; the room service department of the hotel, and the banquets department, which is smaller at this hotel, but holds many top notch birthday gatherings as well as small weddings.

The food and beverage sector of hotels has always been a passion for me. I have most recently secured a position as Food and Beverage Manager in Training for this hotel. Throughout my tenure as a Manager in Training, I will rotate throughout all food and beverage departments to gather experience and knowledge. I will help to oversee the front line staff and familiarize myself with the vision and mission of the Ritz-Carlton Company so that I can move up through the company at a rapid pace.

The first three months of the position that I have secured will be considered to be an internship, and the position will continue for another nine to twelve months. Once the Manager-In-Training program is complete I will move on to be an assistant manager or manager of a food and beverage outlet. To further my career and to swiftly move up, I am willing to relocate all over the country and even the world. My ultimate goal is to be a general manager of a Ritz-Carlton Hotel and one day possibly own my own hotel chain.

**Congress Hall**  
**Cape May, New Jersey**  
 Jessica Smeriglio

I will be interning this summer at Congress Hall in Cape May, NJ. Congress Hall is a property owned by Cape May Resorts, and it is located on the ocean shore of Cape May. Congress Hall offers its guests quite a variety of services including special events, a night club, four restaurants, pool and beach services and much more. Every year, Congress Hall is host to over one hundred weddings and even more banquets. Congress Hall prides itself in being a historic facility dating back to 1816.



[www.congresshall.com](http://www.congresshall.com)

My role at Congress Hall will vary. I will be involved in a few different facets within the resort, including Events, Pool and Beach Services, and the Restaurants, which are all divisions of the Food and Beverage Department. Because I have never worked in the Tourism and Hospitality Industry (being that of a Sport and Recreation major), my goal is to involve myself in more than one division of the Resort so I can experience as much as possible before choosing my career path.

I plan to make use of this internship by taking advantage of the fact that Congress Hall is a renowned facility with an excellent reputation and history. This will help me to advance in the industry, whether I acquire a full-time job with Cape May Resorts, or if my career takes me elsewhere. The experience of working for such a special and popular vacation destination will be rewarding to me both now and in my future.

**Four Seasons Hotels & Resorts**  
**Palo Alto, California**  
 Nadia Forte

Four Seasons Hotels & Resorts, known as the world's premier luxury hospitality company, continues to maintain its position within the industry by providing their guests a one of a kind experience. The company's distinguishing edge from its competition is their highly personalized service; anticipating and satisfying their guests' needs. *Four Seasons Silicon Valley at East Palo Alto* is a relatively new property opened in 2005, with 200 rooms designed with the business traveler in mind.



**FOUR SEASONS**  
*Hotels and Resorts*

Reflecting the company's service initiative, their focus on employees shows their recognition and commitment to their greatest asset as an example; management training programs are individualized and tailored to each trainee. My commencement will be as a

"Roots" manager in training; the first level of the program for new employees. This would be a valuable experience to learn all aspects of the company, food and beverage operations and company culture from the basics and upwards. During this year period I will be rotating in the areas of Room Service, Stewarding and the Quattro Restaurant.

I am eager to begin my career in receiving a full year of training. It will be a good opportunity to apply my academic skills received at Temple University's STHM program to the hands-on operations in the food & beverage department. After completing my year in Palo Alto, I will either relocate to Barbados where there will be a new property opening in 2009 or where the company sees fit at that time. Eventually I intend to further pursue my goals to one day, become a Director of Hotel Operations. Further, I intend to take my experience to entrepreneurship in the fine dining area of the restaurant industry. I believe that the company is a perfect fit for my personality and hope to gain a valuable and successful career with the Four Seasons family.

**Mirage Hotel & Casino**  
**Las Vegas, Nevada**  
 Brooke Esposito

*Sin city, Bright lights, High hopes, Big dreams.* Las Vegas is where you will find the flashiest and most lucrative casino resorts in the world, plus a plethora of other attractions that bring in millions of visitors every year. You will also find Brooke Esposito at the Mirage Hotel & Casino located right on the strip.

No, I will not be partying or vacationing there but rather interning in hotel operations and experiencing the fast paced, demanding, and exciting environment of the MGM MIRAGE Company. During my three months in the flashy, famous city, I will be working with quality industry professionals in front desk, guest services, and housekeeping, putting my knowledge and skills I have learned from Senior Seminar to the test.



[www.mgmmirage.com](http://www.mgmmirage.com)

The experience I will gain from this internship will determine whether I stay in the west coast and try to segue into casino operations, or pursue hotel operations within the MGM MIRAGE Company. I could start out as a front desk supervisor or manager for either the Mirage, Bellagio, or MGM Grand. Eventually I would like to be part of the team that will work in CityCenter, a \$7.8 billion dollar urban resort that will open in the near future right in the heart of Vegas.

**The Hub**  
**Philadelphia, Pennsylvania**  
 Phil Skowron

My internship will be held at The Hub, meeting and event center. With the position of sales and technical manager, my requirements and expectations are to be proficient in various hands-on applications related to the set-up and maintenance of audio visual rental equipment for both onsite and offsite events. These include screens, LCD projectors, laptop computers, video-



teleconference units, and sound systems. With this knowledge, I will be working on a daily basis to accommodate all of the guests with any audio-visual requirements needed. My primary duties will be the proactive selling and marketing of The Hub's "On-The-Go" program to area restaurants, hotels and meeting venues, including The Hub's three Philadelphia facilities. As a member of the Sales Team, I will use technology features to attract potential clients and to up-sell and maximize revenue among current on-site clients at the Cira Centre and CityView locations.

Developing high-quality personal, marketing and sales skills will be developed with time and experience. As a young professional in the hospitality business, I will have the opportunity to continually learn from distinguished professionals and mentors at The Hub on a daily basis. Because of this company's renowned success, I will have the experiences necessary to cultivate my capabilities, ultimately making me the perfect addition to The Hub team's success.

**Crestline Hotels and Resorts**  
**Annapolis, Maryland**  
 William Hamby

Being somewhat on the lower spectrum of age for the population, I feel I have no limits. The world is mine for the taking. I have always been taught to shoot for the moon, and that is exactly what I do every single time I tackle a task.

Over the past year I have been in close contact with Crestline Hotels and Resorts. Being one of the major management companies with an international background, I felt that this company fit my lifestyle perfectly and gave me a chance to follow my dream to travel the world. I truly believe a person must see the entire world to let them grow, intrinsically and extrinsically. So, when



I was told that I was choice number one for this year's MIT (Manager-In-Training) program, I was ecstatic. One day, I received a call from the recruiting manager of Crestline, telling me that I would not be a decent fit for the program. I asked why and she said she wanted me to interview for a direct placement position. So, I boarded my shuttle and shot for the moon. The position: P.M. Manager for the Sheraton Annapolis. After two long weeks of wondering how I did in my interview, I got the call. Located right in the middle of beautiful Maryland, nestled between Baltimore and Washington, D.C., Annapolis is a prime location along the mid-Atlantic coast. In this position, I will be managing the restaurant located within the property and leading a handful of P.M. employees. This is a great chance for me to become extremely experienced on a side of hospitality that I am not familiar with, Food and Beverage.

I feel that this position, not internship, will help propel me into the increasingly popular industry at a level that no one has imagined before. I am no longer shooting for the moon...the stars is where I belong.

**Loews Hotels**  
**Philadelphia, Pennsylvania**  
 Meagan Kearney

*A luxury hotel brand with a vibrant twist.* Loews Hotels has established themselves as a "Four Diamond AND MORE" hotel brand, offering to their guests one-of-a-kind hotels each with a distinct personality. Each property not only provides the typical luxury of a Four Diamond establishment, but goes beyond the expected standards to bestow extremely comfortable, uniquely local, and personalized experiences for each visitor. Loews has been well immersed in the hospitality industry for over six decades and has positioned themselves in prime destinations throughout the United States and Canada. They will only continue to expand and differentiate themselves from their competition in the years to follow.

I recently acquired an internship opportunity with Loews Philadelphia Hotel, and will be the first student at the property to enter the Management Training Program (MTP) as a trainee for Food & Beverage Management. For the duration of 12 months, I will be a Management Trainee, and over the first half of that year will be rotating through all of the major departments such as Rooms Division, Sales & Marketing, Human Resources, and Accounting. After I gain knowledge and expertise in all the key departments, the rest of my rotation will be spent as an assistant manager in the Food & Beverage department.



I chose Loews Hotels because of the amazing opportunities presented to me, along with its unique vision and culture. After successful completion of the Management Training Program, I hope to be in a position of leadership at one of the many desired properties throughout North America. Loews plans on expanding by adding three hotels every year for the next five years. If plans go accordingly, I hope to advance just as quickly with the company.

**Recreation Internships**

**Walt Disney World Resorts**  
**Orlando, Florida**  
 Andrew Daniels

For the 2008 spring semester, I have the privilege of working within the Management-in-Training program for the Walt Disney World Resort located in Orlando, Florida. Walt Disney World opened in 1971 with one theme park, Magic Kingdom. Now it contains four theme parks, two water parks, thirty themed hotels, eight golf courses, and numerous shopping, dining, entertainment and recreation venues on over 35000 acres. Approximately 52,000 cast members work in Walt Disney World Resort and they serve millions of guests annually.



For this program, I will be placed as a Main Entrance Operations cast member specifically for the Fall Advantage 2008 season. They use the term Fall Advantage because it is a combination of both summer and fall semesters in which I would spend a considerable amount of time learning about the Disney operations. During my time, I could find myself doing any number of activities including cash handling, operating a large motorized parking tram and delivering narrations on a microphone, staffing outdoor Toll Plaza areas, selling various ticket media at water parks, or using computerized ticketing systems.

Overall, I see this program/internship as a great opportunity to find my place within the field of tourism and hospitality. By making the most of this opportunity, I can use my time in the program as a stepping stone into a much more important position within the Disney Company. It is important for me to realize that I will not receive a prime managerial position for my summer internship. Quite frankly, it is not helpful in my career to be placed in such a position since I know very little about how the tourism industry works.



**Dave & Buster's**  
**Philadelphia, Pennsylvania**  
 Sarah Bluebond

During the end of the 1970's in Arkansas, two men had two different businesses. Dave was running a business full of games for adults to play, while right next door Buster owned a restaurant. After realizing that customers were bouncing back and forth between the two, they decided to create one location, Dave & Buster's. The first D&B opened in a Dallas warehouse in 1982 catering to men, women, adults and children. Now, with nearly 50 locations in the U.S., their guiding principle has led them to this success: Great food and big fun served up by the friendliest people in town!

I will start my Management Intern position in the beginning of June. The first 12 weeks, I will be enrolled in the Management-in-Training program. During this time, I will rotate through the different management positions; however, I will be concentrating on front of the house operations. Direct placement will be offered upon completion of this program, based on performance standards.

Since I am confident that I will perform accordingly, I plan to start my career with Dave & Buster's as a manager in September. Seeing as I was fortunate enough to receive my first choice internship, I expect to receive substantial satisfaction within this company. If this statement holds true, I would like to go through the ranks sequentially, first becoming an Assistant General Manager, and then a General Manager for one of the locations. After talking with numerous D&B recruiters, I have concluded this goal is achievable within eight years. I will challenge myself by attempting to achieve this goal in five years!

**Dorney Park & Wildwater Kingdom**  
**Allentown, Pennsylvania**

Jessica Tkachuk

Dorney Park & Wildwater Kingdom is a theme and water park owned by Cedar Fair Entertainment Company. The Park is located in Allentown Pennsylvania with over 200 acres of more than 100 rides, games, restaurants and attractions. Dorney Park is continually growing, with new rides and attractions added every year. In this year, the park added an inverted shuttle coaster, VOODOO.

The internship that I have obtained with Dorney Park has placed me as Team Leader for the inverted rollercoaster, Talon. My position requires me to; lead the Talon team to assure that the coaster runs and operates smoothly, have all staff follow the company policies, run daily maintenance checks on the coaster, complete evaluations, and lastly, insure that every guest experience



is memorable.

I am expecting to improve my ability to lead and manage a group while interning at Dorney Park. This experience will complement what I have learned in the classroom during my three years at Temple as a sport and recreation major. During my time with Dorney Park, I will eagerly learn the operations behind running such a large production. This experience will be invaluable in jump starting my future in the industry.

**Mercer County Park Commission**  
**Mercer County, New Jersey**

Kevin Drulis



*Serving, assisting, accommodating, satisfaction.*

These are the words that come to mind when I think about my summer internship. I will be conducting my senior internship this summer with the Mercer County Park Commission. Mercer County is located in the heart of New Jersey. The Park Commission originated on April 15, 1958 when the Board of Freeholders noticed the need for recreation facilities in the county. This came about in 1956 when a National Recreation Association survey results revealed that Mercer County was scarce in recreational land and buildings.

The Park Commission prides itself on satisfying the general public at minimum cost with maximum recreational facilities. My job will be to assist in helping ensure that the facilities and special events put on by the Park Commission run smoothly and the service to our residents and guests is second to none. A few of the sporting events which will be occurring throughout the summer at our facilities are the U.S. Rowing Competition, the NJSIAA State Tennis Championships, the Trentonian Softball Tournament, and the JAG's Soccer Tournament. A couple of special events which will be occurring throughout the summer months include the American Cancer Society RUN FOR DAD and the 5<sup>th</sup> annual Mercer County Freedom Festival.

My goal is that I will learn more about the recreation industry working at a full time facility for an organization as large as the Mercer County Park Commission. Hopefully through my experiences and hard work will launch a career working with the Park Commission or another recreational facility.

**Tourism Internships**

**The Caribbean Tourism Organization**

**St. Michael, Barbados**  
Christal R. Greene



The Caribbean Tourism Organization (CTO) is an influential player in the tourism development of the Caribbean region, however, you may have never heard of it before. With offices located in the North America and Barbados, member countries in almost every island in the Caribbean, allied members of private companies worldwide, and eighteen member chapters including one in the Greater Philadelphia-Tri-State area, the CTO is a small organization with a big reach. The goal of the organization is to encourage "Caribbean development through quality tourism," and it has been doing so effectively for almost twenty years.

This summer, I will have the opportunity to intern with the CTO at their headquarters in Barbados. Working with the Human Resources Department and having no prior experience in this area, it will definitely be a challenge but one that I am willing to accept. I will be able to interact with the local people in a professional setting, engage in tourism oriented local events and possibly partake in the 4<sup>th</sup> Tourism Human Resources Conference held in the British Virgin Islands from May 21<sup>st</sup> to 23<sup>rd</sup>.

Tourism is without a doubt the number one revenue earner and the highest contributor to the GDPs of many Caribbean islands. Throughout my time in the Tourism and Hospitality Management program, I have learned about the tourism and hospitality industry specifically in the United States. However, this internship will provide me with a first-hand opportunity to experience the tourism industry that has so greatly impacted the Caribbean region. Being a Caribbean native, this factor is of the utmost importance to me as I hope to become involved in the tourism development, planning, micro-finance and sustainable tourism initiatives in the Caribbean in the future.

**Fager's Island**  
**Ocean City, Maryland**  
Michael Nanouh

Fager's Island Restaurant and Bar in Ocean City, MD is an award-winning bay front restaurant featuring fresh seafood and their famous Prime Rib. There you can enjoy beautiful sunsets, refreshing beverages and live entertainment. In the evenings, Fager's Island transforms to a night club-like atmosphere on the deck.

This summer, I am fortunate enough to intern doing something that has always intrigued me in this industry, but I have yet to explore. Fager's Island has given me the opportunity to lead the Nightlife Marketing Promoter's position for their classy nightclub. A party or club promoter's job is to get people into a club. I will be in charge of printing up flyers, sending out e-mail blasts, and using street teams to get the word out about events that Fager's Island will be hosting. My duties will be far from menial, and I anticipate learning a great deal. I am very ecstatic to have an opportunity to pursue my newfound niche in the industry. With the right job or internship I am going to be exposed to the real world uses of restaurant and nightlife management. This will be immensely helpful to me in choosing my career path when I graduate. My advice to students seeking



an experience like the one I was lucky enough to obtain for this summer is that the most important thing you can do is "put yourself out there."

**KB Experience**  
**Philadelphia, Pennsylvania**  
Greta Waller



The KB Experience is a fresh, up-and-coming, and well-respected event production company based in Philadelphia. Established in 2004 by the President Kristie Bergey, the company specializes in corporate event planning, non-profit special events, and networking events. Assorted clients include; Siam Lotus Thai Cuisine, ME and Blue Boutique, Nationwide Sign Services, Home Inspection Professionals, Friendly Mortgage, Office Furniture Partnership, and Phillies Special Events. KB's goal is to continue thriving in the Philadelphia marketplace, recognize the needs of their customers, and maintain the successes already achieved.

During the internship, my duties will consist of aiding the company in preparing for events scheduled during the summer months. Various tasks will include managing the extensive database of contacts and clientele that The KB Experience commands and performing necessary functions needed on the day of events to ensure a smooth operation of programs. I will also be observing and learning how to manage people and resources on the day of events, and maintain the office. In addition, I will be responsible for the creation and completion of a project idea book, discover how to sell events, aid in networking, and compose site and catering information.

Utilizing the knowledge and skills I currently possess, and will obtain, I hope to acquire an event coordinator or sales position with either an event company or banquet management position in a hotel or resort. I feel that with my ability to implement an event from its foundation, notable communication capability, maintaining contacts, adapting to diverse situations, and learning from a talented mentor, I will be successful in the industry.

**Enterprise Rent-A-Car  
Philadelphia, Pennsylvania  
Ernest Howell**

Enterprise Rent-A-Car has blazed the trail in the rental car business. With more than 65,000 employees, they are the largest rental car company in North America. Looking for a rental car? You will not have to go far from home; Enterprise specializes in renting cars in local neighborhoods. One phone call and customers can have Enterprise at their door step to personally escort them via car to the rental office. This has added personal touch to their service and has separated the company from the competition.



Interns at Enterprise have been exposed to many of the vigorous tasks of running a business. Each individual plays a crucial role in maintaining and exceeding the proposed profits for their respective branch. Many perspective interns have worked in teams throughout their college years. Enterprise also promotes a team atmosphere that has a branch of the company measured up against other branches. Interns should expect to go out into the local branch area and solicit new business, pay close attention to the budget in order to ensure peak performance, manage inventory for maximum guest satisfaction, and most importantly interact daily with customers to secure repeat business.

An individual looking to pursue a career in the hospitality field will have a great hands-on experience of what it takes to genuinely make people satisfied. Hospitality is the friendly welcoming and generous treatment offered to guests. After learning the property management system, the accounting practices, and overall business practices students can build on the knowledge attained from class. The crash course in running a business that students receive can later be used to help diversify their knowledge, and make them better managers.

departments within the Phillies organization including the Marketing, Public Relations, Community Relations, and Fan Development departments. Serving as a tour guide of Citizens Bank Park will prove to be an exciting challenge, as I will be leading groups, mostly consisting of large groups of children, throughout the beautiful ballpark.

This internship will be a launching pad into a career in Major League Baseball. I plan to use my time with the Phillies to improve my knowledge of various marketing and ticketing styles, including a focus on seating for individuals with a disability. I hope to progress through the ranks, from gaining a position handling more complex ticket packages to eventually becoming a manager involved in implementing creative and ambitious ticketing schemes. When entering the School of Tourism and Hospitality Management, my main goal and dream was to have a career working for the Philadelphia Phillies. I am on my way.

**Philadelphia Phillies  
Philadelphia, Pennsylvania  
Craig Solomon**

The Philadelphia Phillies, as a baseball organization, have been around since the year 1883; talk about sustainability! Naturally, throughout the years the notion of a professional baseball league has grown to Major League Baseball and with that, the Philadelphia Phillies grow as their own separate entity within Major League Baseball. The team/organization has called many venues 'home'; their home now is the four-year old Citizen's Bank Park in South Philadelphia.

I will intern in the Marketing and Events departments of the organization, working directly under the Coordinator of Marketing Programs. However, I am expected to work with other departments such as promotions, events, and advertising (and wherever else needed). In this internship I am issued a major

**Sport Internships**



**Philadelphia Phillies  
Philadelphia, Pennsylvania  
Craig McAllister**

The Philadelphia Phillies will soon be adding me as an intern in their sales department. In existence since 1883, the Phillies have been one of the more popular franchises in Major League Baseball. I will be joining a sales staff that sold over 3 million tickets during the thrilling 2007 National League East Division winning season.

I will be a member of the Phillies Phone Center staff. In this role, I will take part in processing ticket sales and performing customer account maintenance. Customer service, providing customers with an answer to any question or problem that may occur, will also be a key to my development in sales. During the internship, I will be able to offer assistance to many other



project; All-Star balloting. The Phillies give their intern complete control over how the balloting operation is performed. Its success shows through the quantity of collections and the quality of a presentation that the intern will be creating. Other assignments are in-game (live and telecasted) promotions, pre-game and post-game event set-up, and assisting with the implementation thereof.

This internship will provide me with numerous resources by working together with other departments, networking with

clients and employees. After the completion of this internship, I will have gained valuable knowledge in a professional baseball organization that can position me as a front-runner for future employment possibilities. At this point in time, my success with the Phillies organization could have the potential to place me in a full-time salaried position with the ball club for the 2009 season.

**Philadelphia Phillies**  
**Philadelphia, Pennsylvania**  
 Jillian Ashton



The Philadelphia Phillies organization is celebrating its 125<sup>th</sup> anniversary this year. The team is a staple throughout the city of

Philadelphia, and takes pride on being baseball's oldest team to have never changed location or to have changed its name. This year, along with its 125<sup>th</sup> anniversary, the organization is celebrating its 2007 success of becoming the NL East Champions. With the steady rise in success over the past several years, ticket sales have increased dramatically. The team reached over 3 million tickets sold in 2007 and aims to top that number in 2008.

As an intern in Group Sales, the responsibilities go outside of just selling tickets. Planning pre-game party events with clients, receiving requests for designated group nights, and designing order forms and cover letters for the department are only a few of the responsibilities that a group sales intern is required to accomplish. Another very important aspect this season is the Commissioner's Initiative Program. Every year, Major League Baseball Commissioner, Bud Selig, donates \$50,000 towards tickets to every team so that they can fill ticket donation requests throughout the season. This year, as the group intern, responsibilities for this program include receiving all requests for these dates, designating the requests, and printing the tickets for the requests.

Networking is the most important aspect of an internship with the Phillies. Being a hard worker, reliable, and striving to do more than just of what is asked is not always enough. In this organization, it is imperative to get to know other departments. Also, it is important to help out with other departments to not only prove diversity, but also to figure out the perfect career path. Showing others throughout the organization all of these aspects will help create a better future within that organization.

**Global Spectrum**  
**Philadelphia, Pennsylvania**  
 Kacie Sheppeck

Global Spectrum is a large company that oversees 52 arenas in the United States and Canada. This Comcast- Spectator subsidiary provides many services to these facilities including: innovative marketing, ticket sales, management, operations, special event services, and food service. Global Spectrum is recognized in the industry as one of the fastest growing venue management companies in the country. This company oversees some of the largest facilities in the nation and has recently been awarded the facility operations contract for the new Washington

Nationals ballpark in Washington, D.C., and their resume continues to grow every day.

Global Spectrum recently extended an internship offer to me to help run the ball park where our beloved Philadelphia Phillies play. The 43,500-seat Citizens Bank Park opened its gates on April 12, 2004. The park features a perfect view of the Philadelphia skyline and is considered one of the most beautiful parks in Major League Baseball. After being offered this internship I realized what a great opportunity this was for a soon to be college graduate. I will be assisting the Operations managers at Citizens Bank Park and will be working side-by-side with Philadelphia Phillies employees and Aramark to help keep the facility running properly. Stadium Operations employees deal with any and all things within the facility, they work very closely with the trades (unions including: electricians, HVAC, plumber, housekeepers) to make sure the ballpark is clean and functional.

During my internship I hope to gain more insight into the interworking of unions and what each trade's job entails. I would also like to become familiar with purchase orders, billing, work orders, and the Global Spectrum computer operating program, Micromain. I plan on using this opportunity to truly learn the ins and outs of facility management and network myself with in Global Spectrum and the Philadelphia Phillies organization.



**Northern Texas Professional Golf Association**  
**Dallas, Texas**  
 Katherine Festa



With over 28,000 members and over 400 staff members throughout the country, the PGA of America is the largest working sports organization in the world, and the Northern Texas PGA is one of the 41 sections that comprise The PGA of America. In addition to managing the day-to-day affairs of the Section, this headquarters operates the Northern Texas PGA Junior Golf Foundation. The NTPGA Junior Golf Foundation is committed to its mission of introducing the game of golf to children of all ages and socioeconomic backgrounds, providing instruction and playing opportunities to boys and girls of various skill levels, administering a scholarship program, and serving as the agency for junior golf related activities.

My career goal is to work in tournament operations at a prominent course in the United States, so accepting an internship with this organization has been the first step in that journey. I will be traveling to Dallas, Texas for the summer as an intern in the tournament operations department with the NTPGA. My main duty will be to facilitate tournaments in the Dallas metropolitan area, but other responsibilities include assisting with day-to-day activities

[www.mundeleinparks.org](http://www.mundeleinparks.org)



associated with the summer tournament schedule including starting, rules officiating, scoring, reconciling financial results, and press releases. She will also be researching, planning and implementing various new programs and initiatives.

In order to assist in achieving my career goal, I have been awarded the Senior Seminar Endowed Scholarship to help fund the expense of the internship. I am eagerly anticipating the opportunities that the Northern Texas PGA internship position has to offer, and I plan to obtain a greater depth of knowledge in tournament operations and golf administration. I am looking forward to the opportunity of using that knowledge in attempts to earn a greater position within the PGA. Upon graduation I will be moving to Charleston, South Carolina with the intent to earn a position at Kiawah Island Golf Resort where the Ryder Cup will be held in 2012.

**Illinois Junior Golf Association**

**Lemont, Illinois**  
Nicholas Weiant



The IJGA is a not-for-profit junior golf organization that provides playing opportunities for its members, conducts educational clinics, junior golf events, and acts as a junior golf administration

clearing house. The IJGA is the 2nd largest junior golf association in the country and has over 2200 members aging from 6-18. This internship is based out of Lemont, Illinois and will be taking place at dozens of golf courses throughout the state of Illinois.

For the first few weeks of the internship, my tasks will primarily take place in the home office assisting the Manager of Administration with daily office activities. My primary task for this internship will be assisting the Director of Tournament Operations by coordinating and administering of over 100 tournaments and events throughout the summer. During this time, I will be assisting in registration and organization of all the juniors prior to start-off time. When the rounds commence, I will be assisting the juniors in the scoring rules and regulations of the PGA.



In the future, I hope to obtain a career in the golf field similar to my site supervisor's position and eventually become a Director in Tournament Operations. This is attainable by being 100 percent committed to my goals for the future. Most importantly, I will use this internship as a great learning experience and as a path to obtain useful contacts from various golf professionals and staff to help jump-start a career in golf.

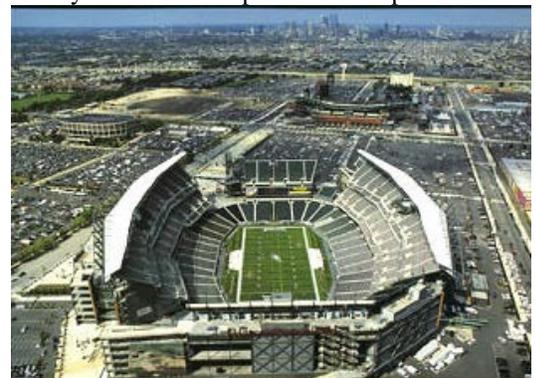


**Philadelphia Eagles**  
**Philadelphia,**  
**Pennsylvania**  
Robert DeBlasio

The Philadelphia Eagles are one of the 32 professional teams belonging to the National Football League (NFL). Owner, Jeffrey Lurie and President, Joe Banner took control of the Eagles in 1994, which quickly changed the fortune of this beloved team. After four straight appearances in the National Football Conference Championship and a trip to the Super bowl, this NFL franchise is now a successful powerhouse. Besides football operations, the Eagles hire for departmental positions in sales, marketing, human resources, community service, and customer relations.

The Eagles require the summer services of an inside sales intern who possesses experience within the industry of professional sports. I will not only fulfill this organizational desire, but I will also be challenged with additional assignments and responsibilities. During the summer internship my role within the organization will be concentrated on premium sales with a distinct focus on customer relations and telemarketing. This will involve two-way communication between the Eagles season ticket waiting list members and me. I will tackle an additional role that will test my leadership skills as I am called upon to guide and monitor five fellow interns.

The overall goal which I strive to complete this summer is to become personally familiar with professional sports. I will set individual objectives to help map out an outline for success. These objectives will include consistently hitting a weekly call quota, working over 40 hours every week of the summer, and maintaining strong relationships with his clients. I will use my sales skills as a conduit to advance to successful opportunities as I climb the industry ladder. One day I hope to use all the experience and knowledge obtained from this internship to become the general manager of a professional sports team.



~ Congratulations and Good Luck ~

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