

# Carolina Country Club



## CLUB MANAGEMENT SUMMER INTERNSHIP PROGRAM

*“Work together to create memorable moments and deliver legendary service with gracious hospitality.”*

### **PURPOSE**

Enrich your education and come learn with us. The Summer Internship Program at Carolina Country Club is geared toward engaging students who truly desire to make club management their career. Carolina Country Club and our team is committed to devoting its time and resources to assist in the development of student interns to be successful in the club industry.

### **PROGRAM DESCRIPTION**

Carolina Country Club’s Summer Internship Program will provide a hands-on club management experience that is centered around supervising pool snack bar staff with direction from the Grille Room Manager, which is our casual dining restaurant. The program also incorporates every department to allow interns to experience all aspects of the Club.

Interns will have the opportunity to directly meet with all upper-level management, including Jack Slaughter, General Manager/COO, Gustavo Muzzolon, Assistant General Manager and Mark Sipple, Clubhouse Manager. Interns will also have bi-weekly meetings with the training directors to monitor their progress. Interns will be expected to attend weekly F&B meetings, monthly committee meetings and various other management meetings.

Each intern will also be responsible for submitting a summer project customized to the intern’s interests, expertise, and the Club’s current needs. Upon completion of this program, interns will be well-equipped with the necessary knowledge and skills needed to be successful in the club industry.

### **QUALIFICATIONS**

The ideal candidate must be enrolled in a four-year hospitality program or related field. This candidate must have an outgoing personality, exceptional communication skills, positive attitude and be team-oriented. He or she must possess a basic understanding of restaurant service techniques, beverage and wine knowledge, and be proficient in Microsoft Office, email and POS systems. The candidate must be honest, respectful, dedicated, caring and have a strong work ethic; and must be able to handle a fast paced, high-end, sophisticated work environment. The candidate is expected to be self-motivated and committed to exceeding the expectations of the membership and their guests.

### **EDUCATION**

Interns will be afforded the opportunity to attend the CMAA Carolinas Chapter Summer Quarterly Meeting at no cost. All interns will have the opportunity to participate in ongoing training meetings during their time at Carolina Country Club. In addition to education for all front-of-house wait staff on service techniques and wine seminars, we require online training for all staff through classes provided by CCC through ThinkHR. These classes include diversity in the workplace, business ethics, and how to prevent harassment, just to name a few; interns can anticipate completing these courses during the summer.

## DEPARTMENTAL ROTATION

In order to maximize your exposure to all the Club's offerings, Carolina Country Club will devote an extensive part of your time to a departmental rotation. This will afford you the opportunity to work with other department heads and be directly involved in planning and executing a wide variety of club events. Interns can expect to not only be involved in both formal and casual dining, but also work with weddings, private parties, swim team events, golf tournaments, tennis tournaments, youth activities, HR, accounting, and other various club functions not directly tied to food and beverage.

## HOUSING

Through a partnership with North Carolina State University, fully furnished apartments are available just miles from the Club on a first come, first served basis. The Club will provide the monthly rent expenses. Interns will have to furnish essential items such as cookware, dinnerware, linens, etc. There will be a damage/loss prevention deposit of \$200.00 that is refunded once the apartment is vacated and cleared. If you choose to take advantage of housing, the deposit will be deducted directly from your paycheck in two increments of \$100.00 each.

## PAY AND HOURS

Interns should expect to be paid on an hourly basis with overtime pay when applicable. Interns can anticipate on working anywhere from 35 to 40 hours per week. If the intern accepts housing, the hourly rate is set at \$8.00. Without housing, the hourly rate is paid at \$10.00.

## CLOTHING AND UNIFORMS

Uniforms will be provided for your respective departments as needed. You must provide your own black dress shoes, black socks, khaki pants, khaki shorts, tennis shoes and a few "business professional" outfits.

## CLUB INFORMATION

- Carolina Country Club was founded in 1910.
- The current clubhouse was built in 1993 and underwent a \$7 million dollar renovation that was completed in 2007.
- The 18-hole golf course is in pristine condition and host to several regional PGA qualifying tournaments.
- Carolina Country Club has been recognized as a "Platinum Club of America" since the program's inception in 1997 and is also recognized as a Distinguished Emerald Club of the World.
- The Club has 12 outdoor lighted tennis courts, 10 of which are Har-Tru clay, and two hard courts.
- The Pool and Wellness Center was built in 2001 and features a half-size Olympic swimming area, kids' pool, youth center and snack bar.
- The membership consists of approximately 1,250 members.
- Our annual revenues exceeded \$17 million in 2016 with food and beverage revenues exceeding \$5 million.

## APPLICATION SUBMISSION PROCESS

Please return a complete Student Internship Application, your resume and three professional references to:

Carolina Country Club  
Attention: Mark Sipple, Club Manager  
2500 Glenwood Avenue  
Raleigh, North Carolina 27608  
msipple@carolinacc.net