



Hostelling International Chicago
Internship: Customer Service and Hospitality Internship (Summer)
Supervisors: Kimberly Turner, Assistant General Manager and Rey Matos,
Front Desk Manager

Get Ahead at the Hostel!

Hostelling International Chicago is a great place to gain valuable experience for your career. The hostel utilizes interns throughout the year. Internships are unpaid and many interns are able to earn college course credits while working at the hostel. HI-Chicago has three terms for internships, summer, fall and spring, and selection of interns is on a rolling basis until filled. Likewise, start and end times are flexible, established by agreement, and may factor into the selection of a certain intern application.

Benefits of interning at HI-Chicago include

- professional experience to further your career
- substantial responsibilities and direct collaboration with management
- experience with a large, nationwide nonprofit company and international association
- working in downtown Chicago, one of the USA's largest commercial centers

Basic information for all intern positions

- Some interns receive college credit for their work. We will do whatever necessary to insure that your internship meets your school's requirements.
- While all interns and volunteers should have a regular schedule, work times are flexible depending on your work or school schedule and the nature of your projects.
- Internships are unpaid.
- Accommodations are not provided for fall and spring interns. A few summer interns are provided accommodations on a limited basis.
- Decisions are made on a rolling basis. Please include your timeline for making an internship commitment in your cover letter.

Requirements: Summer non-resident interns

- completed application with supporting documentation
- commitment to work a minimum of eight (8) hours per week for a minimum of eight (8) weeks
- current enrollment in institute of higher learning or recent graduate of same

Requirements: Summer resident interns, late May to early August

- completed application with supporting documentation
- commitment to work a minimum of twenty-four (24) hours per week for a minimum of eight (8) weeks
- current enrollment in institute of higher learning or recent graduate of same

Customer Service and Hospitality Internship: Responsibilities

Reports to the Assistant General Manager and Front Desk Manager

- Work at the hostel's busy front desk, checking guests in and out and taking reservations
- Become proficient on RoomMaster, the hostel's reservation database
- Help with housekeeping management as needed
- Take travelers out on at least one outing per month
- Engage with travelers to promote the city of Chicago experience
- Enter online reservations from booking engines into the hostel system

Qualifications

- Current enrollment in institute of higher learning or graduate of same
- Excellent interpersonal skills

- Excellent organization skills
- Excellent verbal and written communication skills
- Outstanding ability to think creatively
- Ability to work on projects independently
- Good computer skills with MSWord, Excel, Outlook and PowerPoint
- At least one strong reference

Application: See the enclosed application. Internship positions are competitive and not all applicants receive a position.

Questions?

Contact Anna Henschel, Community Engagement Liaison for more information

- anna.henschel@hiosa.org
- 312-425-4316