

Kalahari Resorts & Conventions

2020 College Programs

Wisconsin Dells, WI | Sandusky, OH | Pocono Manor, PA Version



Kalahari Resorts & Conventions is committed to developing tomorrow's hospitality leaders. We provide a unique opportunity that could lead to a future career at one of our four large resorts! Our internships are categorized into two different experiences - Hospitality Introduction or Level II.

Why Choose Kalahari Resorts & Conventions?

As the leader in the waterpark industry, Kalahari has been known as an innovator. As a family-owned company, you'll get a chance to feel the presence of the family and their passion for hospitality, plus learn the inner-workings of a successful entrepreneurial brand. You could even make a difference that becomes part of ongoing corporate policy.

To feel the brand, you must live the culture. You need to see the sense of urgency by which effective leaders live. It's all an aligned effort to push the envelope and grow the brand – one Beyond Expectations moment at a time.



We'll immerse you in specific University of Kalahari training, expose you to a number of new adventures and task you in with different responsibilities. We're so much more than the #WorldsCoolestWaterparks!

Program Eligibility

To be accepted into the Kalahari College Program, applicants must meet the following requirements.

- As of the starting date of the program, you must range from: recently graduated from high school in the last year, to have recently completed college in the past year.
- Students must be at least 18 years of age the day they arrive at the Kalahari to begin their program.
- Participation in this program also requires unrestricted work authorization. Kalahari will not assist in gaining any type of work authorization. International students should contact Alliance Abroad Group (www.allianceabroad.com) for participation information.

Earning Potential & Benefits

This program pays participants between \$9.75 and \$13.00 per hour, dependent on position and program.

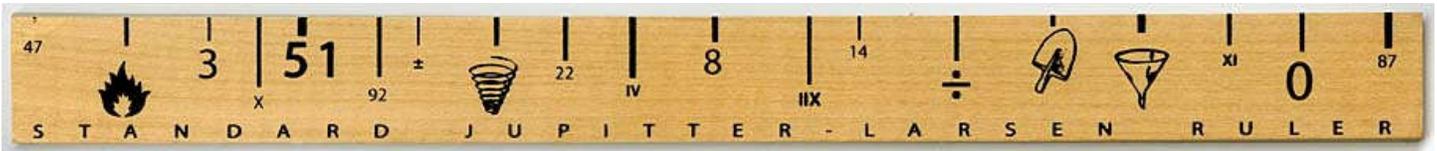
- 40-hours always available in the resort
- Rewards & recognition programs
- Educational opportunities
- Waterpark and attractions discounts
- Fitness Center access



Program Length

Hospitality Introduction and Level II programs must be at least 60 shifts, where start and end dates might vary depending on your specific school calendar.

Hours will be varied and students will need to be available to work 40-hours per week with open availability. During an interview, positions may be - at times - offered on the spot. The expectation is that this would be your only job.



Hospitality Introduction Program



This track is a presentation of Kalahari's brand and culture, while learning what hospitality means to our company. This is a working internship, where you will learn and work in a fast-paced environment. You will be expected to engage with guests and perform the job functions of a line-level hospitality associate.

The next page details the different opportunities for the Hospitality Introduction program.

Hospitality Introduction Program

ROOMS DIVISION

Our guests are accustomed to experiencing a high-level of guest service and cleanliness during their stay. Participants will be able to ensure that guests receive that service at first contact, and that it's maintained throughout their stay. Positions could include:

Housekeeping, Bell Staff, Front Desk, Common Area and/or Laundry

KALAHARI EXPERIENCE CENTER (WI & OH ONLY)

We house a state-of-the-art call center for all inbound telephone communication, including the booking of many of our reservations. Working as a guide, the goal is to enhance the guest experience starting with the first call.

WATERPARK

Everyone being accepted in this department would complete a Red Cross lifeguard certification program. A Waterpark Intern could be involved in:

Lifeguard, Waterpark Maintenance and/or Park Keeper.

FOOD & BEVERAGE

All Kalahari properties have multiple concepts, from quick service areas, coffee and scratch-pastry shop, sit-down restaurants, a beverage operation, to a full-service convention center. As a Food & Beverage Intern you will gain the unforgettable experience of being part of our front-of-the-house teams in concessions or one of our many restaurants.

Level II Program

This track offers on-the-job training, exciting guest interaction, mentoring relationships with regular coaching, and an opportunity to connect and build life-long relationships with hospitality leaders and peers. There is a select number of spots available in this program. This internship is predominately front-line work, mixed with learning various supervisory roles. This experience does not rotate between different areas, but you may be asked to help in other areas as business volumes vary.



We view this experience as a chance for you to showcase your talents and to make a positive difference. Successful interns will be strongly considered to remain with the company after graduation.

One or more of these criteria must apply, to be eligible:

- Have significant experience in the hospitality industry
- Have completed the Hospitality Overview Program
- Have previously been a Kalahari Resorts & Conventions Associate
- Be ready to graduate in 2020 or 2021

Since the Level II Program began in 2011, 51 students have selected Kalahari Resorts & Conventions as their post-graduation employer of choice. The next page details the different Level II internship positions available.

Level II Program

ROOMS DIVISION

Assist our managerial team with the daily operations of running America's Largest Waterpark Resorts. After successfully learning our software systems, SOPs and showing continued growth, each Level II Front Office intern will be given a variety of supervisory tasks to further your education.

HUMAN RESOURCES

Human Resources carry the voice of the associates, acts as business partner to achieve company goals, and continuously promotes diversity and inclusion in our company's culture. A HR intern's duties can include: HRIS projects, applicant tracking, file management, uniform management, and international student program administration.

WATERPARK

Generally reserved for majors such as Park & Recreation or Sport & Event Management, but open to anyone. Learn how to manage staff and park operations for the collection of America's Largest Indoor Waterparks. We have outdoor parks, too!

Other opportunities may come available as plans evolve with the opening of our new property in Round Rock, TX!

Housing & Transportation

Kalahari Resorts & Conventions does not pay for housing, but there are very affordable options ranging from \$85-95 per week. You are not required to stay in Kalahari housing. Additional details can be discussed during the interview process.

It is possible to accept in Wisconsin or Ohio without a vehicle.

Intern Application & Selection Process



After reading about our programs, you'll want to apply! As part of your application, you should include a resume and a cover letter that details: which property you are interested in, which program you have chosen to apply for, what date you could start on, what specific department(s) you are applying for, specific reasons why you would like to join our team, and general notes on your plans for about housing.

The program is full when the last intern has been hired, so there is no application deadline. If Kalahari isn't visiting your school, video interviews will be done via Skype or Facetime.

Email all materials to Jason Manke, Director of Corporate Recruitment at jmanke@kalahariresorts.com