



Project | SEARCH

New Hampshire Seacoast Region

Internship Site Overviews

2019 -2020

Concierge Department

Front Desk & Valet

Front Desk Tasks (performed in the morning):

- Greet patients, visitors and staff in the front lobby
- Give directions to various hospital locations
- Escort people throughout hospital
- Retrieve and sanitize wheelchairs
- Organize magazines and newspapers
- Deliver flowers
- Sanitize all surfaces
- Enter data in spreadsheet

Valet Tasks:

- Greet people entering the hospital at Valet podium
- Work with Valet drivers to take and give out Valet tickets
- Assist in monitoring parking lot
- Assist in maintenance of parking lot

Skills Developed:

- Interpersonal communication skills; patients, visitors, nurses, co-workers etc.
- Professional facial expressions
- Professional body language and appearance
- Verbal fluidity
- Verbal direction giving
- Hospital navigation
- Ability to identify patient needs
- Ability to maneuver wheelchairs
- Understanding of sanitization standards
- Computer skills

Interaction:

- With Supervisor: Low, intern will not be directly interacting with their supervisor
- With Co-Workers: High, intern will always be working directly with a co-worker
- With Patients & Visitors: High, intern will be constantly having brief interactions with patients and visitors

Environment:

- Noise: Moderate, depending on the level of foot traffic, and traffic in the parking lot
- Pace: Low but CONSTANT. Intern must always be "on" and ready to help
- Room conditions: Open, with windows and doors to the outside opening frequently.
- Foot Traffic: High, people are always entering and exiting
- Dress Code: Business casual



Laboratory

Tasks:

- Filing reports
- Alphabetizing files
- Put away shipments
- Fill doctor supply orders
- Deliver specimens to be mailed out
- Fax orders
- Check date on supplies for phlebotomists
- Run centrifuge machine
- Distribute samples



Skills Developed:

- Professional body language and appearance
- Ability to use office technology
- Alphabetical filing
- Consistent work rate
- Organization skills
- Blood Borne Pathogen Certification
- Attention to detail
- Accuracy

Interaction:

- With Supervisor: Low, located in different lab, available as needed
- With Co-Workers: High, direct interaction for tasks to complete
- With Patients & Visitors: Low, may have brief interaction with patients and visitors

Environment:

- Noise: Moderate, noise from printers, telephones and cooling system
- Pace: variable, daily tasks can be completed in a timely manner
- Room conditions: Cool, fairly open office setting
- Foot Traffic: Moderate, Lab and hospital staff frequently in and out
- Dress Code: Business casual, lab coat provided

Food & Nutrition (Cafeteria)



Café

Dining Room attendant tasks:

- Stock food items, condiments and beverages maintaining FIFO (first in, first out)
- Stock dining area stations (i.e. utensils, condiments, cups, napkins)
- Wipe down all tables, chairs, countertops, and surfaces)
- Cashier – complete dining purchase utilizing the dining hall cash register

Front Line Server tasks:

- Ask for customer food selections
- Place food selections onto plates following portioning guidelines
- Keep front line station clean by wiping down surfaces, and sweeping up any food items off of the floor
- Replenish stock of cups, lids, plates, condiments as needed

Kitchen

Dishwashing tasks:

- Retrieve finished dining trays from patient care wards, and return to dish area
- Deliver clean tray carts to wards
- Scrape remaining food items off dishes and trays, separating organic waste and non-organic waste in correct refuse containers
- Wash dishes utilizing hand sprayer and commercial washer
- Place cleaned dishes and pots onto shelves

Tray Line tasks:

- Fill patient meal orders as noted on their order tickets, while adhering to special diet instructions (i.e. cardiac, diabetic)
- Place food items onto plate/trays following proper portioning guidelines.
- Follow special dietary procedures for “soft food” or “liquid” diets only.
- Deliver meal order to patients, greeting patients upon arrival

Food and Nutrition (cafeteria)

Skills Developed:

- Appropriate interpersonal communication skills; patients, visitors, hospital staff, co-workers etc.
- Ability to prioritize tasks
- Flexibility
- Professional body language and appearance
- Ability to identify customer needs
- Understanding of sanitization standards
- Stock rotation (FIFO)
- Visual inventory
- Customer service
- Teamwork
- Systematic food preparation
- Electronic cash register
- Serving etiquette
- Time management
- Quality assurance

Interaction:

- With Supervisor: Moderate, intern does not work directly with supervisor
- With Co-Workers: High, intern is constantly taking direction from and working alongside co-workers
- With Patients & Visitors: High, intern is constantly working among patients and visitors as well as hospital staff, and is assisting them on an as needed basis

Environment:

- Noise: Moderate to High, depending on the time of day (louder during lunch)
- Pace: Moderate to High, depending on the time of the day
- Room conditions: Open
- Foot Traffic: Moderate to High, depending on the time of day
- Dress Code: Black pants with blue shirt, tie and hairnet (provided) and non-slip closed toe shoes

Housekeeping Department

Tasks:

- Prepare cart; gather supplies, fill buckets with proper solutions
- Push cart around
- Follow AIDET
- Follow cautionary procedures (wear latex gloves and use hand sanitizer)
- Sanitize all surfaces
- Follow steps to sanitize patient rooms
- Remove dirty linens
- Make bed with clean linens
- High dust
- Dry mop
- Wet mop
- Clean bathrooms
- Empty trash
-



Skills Developed:

- Departmental procedures
- Understanding of sanitization standards
- Ability to work as a team and independently
- Assertiveness in announcing presence
- Navigation throughout hospital
- Visual inventory
- Restocking supplies
- Brief, appropriate conversations
- Spatial awareness
- Consistent work rate
- Time management
- Attention to detail

Interaction:

- With Supervisor: Low, supervisor is there for intern when needed
- With Co-Workers: High, when intern is working on patient floors he/she will often be working directly with a co-worker, at times intern will work independently
- With Patients & Visitors: Moderate, intern will be in hallways, patient rooms and restrooms and will come in contact with patients and visitors frequently

Environment:

- Noise: Low, patients will sometimes have visitors and their machines may beep
- Pace: High, intern will be constantly moving and working with their entire body
- Room conditions: Moderate, intern will be in and out of patient rooms – rooms may be busy, smelly, unsanitary etc.
- Foot Traffic: Moderate, intern will need to be aware of their surroundings
- Dress Code: Scrubs (provided) and comfortable closed toe shoes (sneakers appropriate)

Materials Management

Tasks:

- Deliver supplies to departments throughout the hospital
- Maneuver pallets and carts
- Stock and rotate products in stock rooms
- Clean stock rooms and supply bins
- Scan supply bins using electronic scanner
- Cut boxes down for recycling using box cutter
- Take out trash



Skills Developed:

- Interpersonal communication skills
- Hospital navigation
- Spatial awareness
- Teamwork
- Dexterity
- Understanding of FIFO (first in, first out)
- Sanitization standards
- Inventory technology
- Visual scanning
- Attention to detail
- Accuracy

Interaction:

- With Supervisor: High, intern will frequently work with supervisor
- With Co-Workers: High, intern will be in and out of the department and will frequently work directly with co-workers
- With Patients & Visitors: Moderate, intern will pass patients and visitors while making deliveries throughout the hospital

Environment:

- Noise: Moderate, intern will be moving around a lot and talking with co-workers
- Pace: Moderate, intern will be expected to maintain an appropriate pace
- Room conditions: Moderate, materials department is large and open but some stock rooms are small, and crowded with no windows
- Foot Traffic: Moderate, intern will be navigating through hallways
- Dress Code: Business casual (comfortable shoes-sneaker appropriate)

Environment:

- Noise: Moderate, some equipment used by the department can be loud
- Pace: Moderate, depending on the number of work orders
- Room conditions: Open and Closed, depending on where the intern is working
- Foot Traffic: Moderate, the intern will be working in patient rooms, supply closets and public spaces so foot traffic will vary greatly
- Dress Code: Business casual (comfortable shoes)

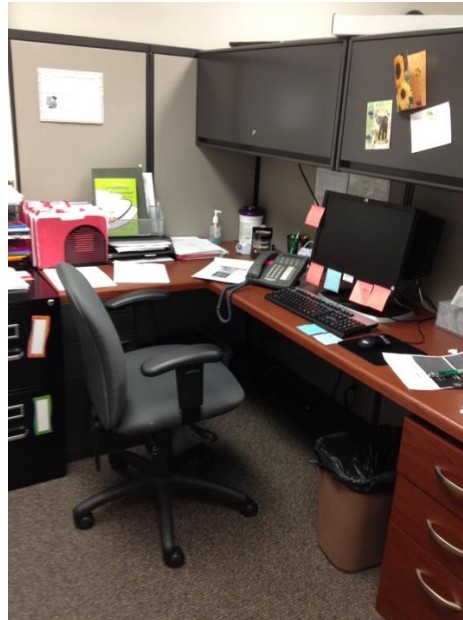
Professional Development

Tasks:

- Deliver and retrieve mail
- Create stroke packets and deliver to nurse's station
- Assemble orientation binders
- Utilize office technology
- Create posters to be displayed throughout the hospital
- Enter data into Excel
- Call co-workers using the interoffice phones
- File alphabetically
- Assist with various projects as assigned

Skills Developed:

- Interpersonal communication skills; co-workers and hospital employees
- Professional body language and appearance
- Hospital navigation
- Packet and binder assembly
- Understanding of office technology
- Filing alphabetically
- Independent work that contributes to a team



Interaction:

- With Supervisor: High, intern will spend a lot of time working directly with supervisor
- With Co-Workers: Moderate, intern will interact frequently with co-workers and may be assigned tasks by them
- With Patients & Visitors: Low, intern may briefly interact with patients and visitors in hallways

Environment:

- Noise: Low, department is very small and quiet
- Pace: Low, work can be completed at intern's pace
- Room conditions: Closed, department is very small and consists of individual cubicles
- Foot Traffic: Low, department is behind a locked door, there is very little traffic
- Dress Code: Business casual

Infusion Center

Tasks:

- Greet patients as they are checking in
- Guide patient to their treatment room
- File alphabetically
- Restock treatment rooms as needed
- Create new patient charts
- Utilize office technology
- Retrieve food and drinks for patients
- Clean kitchens
- Retrieve mail
- Clean wheelchairs

Skills Developed:

- Interpersonal communication skills; patients, visitors and co-workers
- Appropriate facial expressions
- Professional body language and appearance
- Customer service skills
- Filing alphabetically
- Visual scanning and inventory
- Creating patient charts
- Understanding of office technology



Interaction:

- With Supervisor: High, intern will work and interact with supervisor frequently
- With Co-Workers: High, intern will work and interact with co-workers frequently
- With Patients & Visitors: High, intern will work and interact with patients and visitors frequently

Environment:

- Noise: Low, the department is fairly quiet
- Pace: Moderate, there is plenty to do but work can be done at intern's pace
- Room conditions: Open, spaces are fairly large and open
- Foot Traffic: High, patients and staff are moving around all the time
- Dress Code: Business casual

Outpatient Rehabilitation

Tasks:

- Unload and stock clean linens
- Sanitize patient treatment rooms
- Sanitize all equipment
- Create new patient charts
- Make photocopies as necessary
- Laminate as necessary
- Walk service dog when needed



Skills Developed:

- Interpersonal communication skills; patients and co-workers
- Professional body language and appearance
- Departmental procedure
- Understanding of sanitization standards
- Navigation throughout department
- Fine motor skills
- Dexterity
- Visual scanning and inventory
- Restocking
- Independent work that contributes to a team

Interaction:

- With Supervisor: Low, supervisor is on site but is typically working with patients
- With Co-Workers: Moderate, co-workers are constantly moving around but are available for help when needed
- With Patients & Visitors: Low, patients are frequently in the hallways but intern will have limited interactions with them

Environment:

- Noise: Low, the department is fairly quiet, occasionally co-workers will chat
- Pace: Moderate, depends on how many patients are being treated on the day
- Room conditions: Closed and Open, large spaces connected by small hallways
- Foot Traffic: High, patients and staff are constantly moving through the hallways
- Dress Code: Business casual

Patient Transport

Tasks:

- Transport patients in wheelchairs
- Assist with transporting patients in stretchers
- Bring empty beds to floors that need them
- Bring wheelchairs to mail lobby
- Bring teleboxes to Emergency Department
- Receive transport calls
- Call in after transport is complete
- Patient identity check (verify name and birthday)

Skills Developed:

- Interpersonal communication
- Professional body language/facial expression
- Hospital navigation
- Flexibility
- Ability to move quickly/physical stamina
- Teamwork

Interaction:

With Supervisor: High, intern will be directly interacting with supervisor daily

With Coworkers: Intern must always be with a coworker when transporting (individual transportation requires CPR training/certification)

With Patients & Visitors: High, intern will often have brief conversations with patients being transported

Environment:

- Noise: Variable; depending on where the intern is in the hospital
- Pace: Variable/Fast; intern will be walking and moving through the hospital most of the time
- Room Conditions: Variable: Most time will be spent in hallways and elevators
- Foot Traffic: High, interns will constantly going on "runs" for patients
- Dress Code: Scrubs and comfortable shoes (sneakers appropriate)



IT Department - LTC Partners

Tasks:

- Wipe existing laptops and rebuild them to be prepared for donating or employee buy back program.
- Check all the equipment in IT closet and ensure it needs to be recycled. See if it's under warranty and setup an RMA.
- Deal with any printer issues/ toner replacement.
- Help with any moves.
- Inventory and cleanup of IT closet
- Asset tag and inventory all user equipment.
- Go throughout the building and look for any displaced equipment.
- Answer phones when Help Desk is away and take messages.



Skills Developed:

- Communication skills
- Professional body language/facial expression
- Organization
- Problem solving; determining what to do after completing a task
- Ability to prioritize tasks
- Utilize office technology
- Attention to detail
- Accuracy
- Time management
- Fine motor skills
- Independent work that contributes to a team
- Visual scanning and inventory

Interaction:

With Supervisor: Moderate, he works from home often but is constant communication via email

With Coworkers: High

With Patients and Visitors: Low

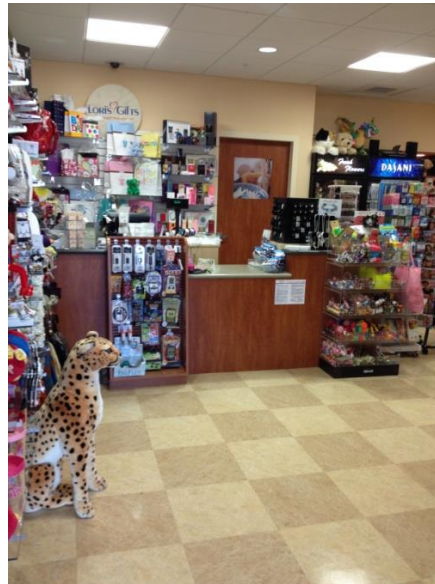
Environment:

- Noise: Low
- Pace: Moderate, there is a lot to do, but work can be done at intern's pace
- Dress Code: Business casual
- Room Conditions: Closed, Intern works in a cubicle most of the time

Lori's Gift Shop

Tasks:

- Greet customers
- Provide customer service
- Assist customers with locating items
- Clean and reorganize displays
- Receive shipments
- Compare orders to invoices
- Stock new inventory
- Maintain FIFO (first in, first out)
- Use cash register (monitored)
- Answer the phone



Skills Developed:

- Interpersonal communication skills
- Professional body language and appearance
- Customer service (in person and while on the phone)
- Verbal fluidity
- Ability to identify customer needs and assist when necessary
- Understanding of shipping and receiving, matching invoices to orders etc.
- Stocking while maintaining FIFO
- Cash register

Interaction:

- With Supervisor: High, intern will spend most of their time working one-on-one with their supervisor.
- With Co-Workers: Low, intern will spend a limited time working with co-workers
- With Patients & Visitors: High, intern will be interacting with patients and visitors frequently whether they are just walking by the gift shop or stopping in to shop

Environment:

- Noise: Low, the gift shop is relatively quiet with soft music playing
- Pace: Moderate, the pace is dependent on the number of customers
- Room conditions: Closed, the gift shop is small and has lots of items making it feel cramped when filled with customers
- Foot Traffic: Moderate, intern will spend time in the front of the gift shop greeting hospital patients and visitors as well as working in the gift shop with customers and will experience a variety of foot traffic
- Dress Code: Black pants with a white, collared shirt

Pharmacy

Tasks:

- Adheres to all Board of Pharmacy, JCAHO, FDA standards and pharmacy policy / procedures.
- Receive and check in all medication and supplies by packing slip, purchase order, or invoice
- Organize and maintain a clean work area and keep all areas free of hazards and obstructions
- Rotate inventory to ensure the earliest dating gets dispensed first
- Package and barcode medications in accordance to pharmacy policy and procedure
- Maintain records of all prepackaged medications in accordance to all local and federal regulatory agencies
- Restocks pharmacy shelves / supply room / IV room as directed
- Complete and document monthly station inspections with concentration on proper storage of medications and removal of expired medications
- Meet all department mandated timeframes and guidelines
- Follow all safety policies and procedures



Skills Developed:

- Understanding of pharmacy policy / procedures
- Interpersonal communication skills; pharmacy co-workers, hospital staff, patients, visitors, etc.
- Understanding of shipping and receiving, matching invoices to orders etc.

- Teamwork to maximize operational efficiencies
- Critical thinking & problem solving
- Computer skills
- Phone skills
- Verbal fluidity

Interaction:

- With Supervisor: High. Intern will be directly interacting with the Pharmacy supervisor daily
- With Co-Workers: High. Intern will frequently be working directly or in close proximity to a co-worker
- With Hospital Staff, Patients & Visitors: Moderate. In addition to regular phone and computer messaging with various hospital departments, the intern will periodically be making medication deliveries to various hospital wards.

Environment:

- Noise: Moderate, depending on the amount of calls and patients
- Pace: High - Intern must always be "on" and ready to help
- Room conditions: Open, with windows and doors to the outside
- Foot Traffic: High, people are always entering and exiting
- Dress Code: Business casual

Operating Room-Assistive Support Personnel

Tasks

- Prepare rooms with proper equipment
- Room turnover between cases
- Anticipate which cases will finish and coordinate with nurses
- Patient transport-will help move patients from OR table to their bed or stretcher
- Various duties as assigned
- Provide privacy and confidentiality of patients/family
- Communicate effectively with staff
- Assist clerical and nurse staff when necessary
- Assist in maintaining adequate inventory of clinical/nonclinical supplies
- Orders supplies and restocks work area as assigned
- Returns equipment to storeroom , placing it in the correct area
- Demonstrates self-direction and actively offers assistance
- Will retrieve beds from the floor for the patient postoperatively and place bed in OR hallway



Skills Developed

- Interpersonal Communication
- Organization of materials
- Attention to detail
- Professional body language and appearance
- Comprehension of sanitizations standards
- Restocking
- Teamwork
- Taking visual inventory
- Ability to work independently at a fast pace
- Task initiation

Interaction

- With Supervisor: - intern will touch base with supervisor periodically like we do with new hires
- With Coworkers: High, intern will be working with a team
- With Patients & Visitors: Low, patients are brought in and out of department but patient will not have much interaction

Environment

- Noise: Variable
- Pace: Fast, high quality of work at a fast pace
- Room conditions: Open floor plan with private rooms
- Dress Code: Scrubs, shoe covers and/or specific shoes, a surgical cap and sometimes a surgical mask

Maintenance- Great Bay Community College

Tasks:

- Public area trash & recycling removal
- Sweep parking lots
- Detail GBCC vehicles
- Patch/paint walls
- Clean fitness center machines
- Stack free weights in fitness center
- Clean/sweep entryways
- Clean bleachers
- Snow removal
- Set up rooms for events
- Attend to maintenance requests
- Assist co-workers with various tasks



Skills Developed:

- Interpersonal communication skills
- Knowledge of hand tools and power tools
- Knowledge of general building and grounds maintenance
- Ability to record information
- Spatial awareness
- Teamwork
- Dexterity
- Attention to detail

Interaction:

- With Supervisor: Low, supervisor is around but does not work directly with intern
- With Co-Workers: High, intern will always be working directly with co-workers
- With Visitors: Moderate, intern will be working in community spaces and will come in contact with GBCC staff, students and visitors frequently

Environment:

- Noise: Moderate, some equipment used by the department can be loud
- Pace: Moderate, depending on the number of work orders
- Room conditions: Open and Closed, depending on where the intern is working
- Foot Traffic: Moderate, the intern will be working in various rooms, supply closets and public spaces so foot traffic will vary greatly
- Dress Code: Business casual (comfortable shoes)

Edible Arrangements



Fruit Expert / Customer Service

Tasks:

- Fruit preparation – inspecting, washing, and using cookie cutter presses to create decorative shapes
- Packaging fruit bouquets for order pick ups.
- Receive and stock fruit and store supplies
- Store food in designated containers and storage areas to prevent spoilage
- Follow sanitizing cleaning procedures for all equipment, dishes, countertops, and floors.
- Trash removal

“Soft” skills developed:

- Social pragmatic communication
- Customer Service
- Ability to prioritize tasks
- Flexibility
- Professional body language and appearance
- Stock rotation (FIFO)
- Teamwork
- Time management
- Quality assurance
- Fine Motor Skills
- ServSafe sanitization standards
- Public Transit

Edible Arrangements

Technical skills developed:

- Systematic food preparation
- ServSafe cleaning and sanitizing procedures
- Safely utilizing cutting tools such as culinary knives, and cookie cutters
- Cash register

Interaction:

- With Supervisor: Moderate, intern works in close proximity to supervisor and/or manager
- With Co-Workers: High, intern works in close proximity to, working alongside co-workers
- With Customers: Low, interns primary role is food preparation; Moderate, increased customer interactions if intern is trained on operation of the cash register (TBD)

Environment:

- Noise: Low to Moderate, depending on use of radio in the kitchen
- Pace: Moderate to High, depending on the number of customer orders, increased volume during holiday seasons (i.e. Christmas, Valentine's Day, Thanksgiving)
- Room conditions: Open – several rooms that include Store, primary production room, administrative office, and storage.
- Foot Traffic: Low to Moderate
- Dress Code: Comfortable clothing, no-slip shoes

Fairfield by Marriott
650 Borthwick Ave
Portsmouth, NH 03801-4115
603-436-6363



Laundry Attendant Internship

Tasks:

- Sort guest linens properly according to type and stains. Wash and dry all guest room linens complying with established standards
- Press and fold all linen neatly and according to guidelines
- Gather soiled laundry from all floors when necessary
- Maintain laundry room cleanliness
- Log number of loads for washer and dryer.

“Soft” skills developed:

- Social pragmatic communication
- Customer Service
- Ability to prioritize tasks
- Flexibility
- Professional body language and appearance
- Teamwork
- Time management
- Quality assurance

Technical skills developed:

- Understanding of Marriott departmental policies/service procedures/standards, including correct maintenance and use of equipment, safety & security procedures & rules
- Proper hand radio etiquette
- Complete knowledge of all Hotel standards including Quality of Appearance (i.e. name tags, uniform, etc), cleanliness standards

Interaction:

- With Supervisor: Moderate, intern works in close proximity to supervisor and/or manager
- With Co-Workers: High, intern works in close proximity to, working alongside co-workers from various departments
- With Hotel Guests: Moderate

Environmental/Physical Demands:

- Noise: Low to Moderate, depending on use vacuums.
- Pace: Moderate to High, depending on the number of hotel guests
- Room conditions: Small enclosed laundry room
- Foot Traffic: Moderate
- Dress Code: Marriott Uniform top

Must be able to lift, push, carry up to 80lbs, frequent reaching, twisting, bending, stooping, walking, standing, handling, feeling, talking, hearing, seeing, smiling.

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650 Borthwick Ave
Portsmouth, NH 03801-4115
603-436-6363



Houseperson Internship

Tasks:

- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.
- Complete general removal of any trash or debris on floors, and exterior areas, i.e. parking lot, patio areas, outdoor pool (seasonal), sidewalks.
- Maintain cleanliness and organization of floor closets; remove trash, wipe down shelves/counters; sweep floor; remove non-floor closet items and transport to proper storage areas.
- Clean designated common areas (such as public bathrooms, hallways, gym, elevators, vending machines, stairwells, entrance way & lobby) with proper chemicals, tools and equipment using OSHA guidelines, making sure all chemicals are in properly labeled bottles
- Dust and polish all woodwork and picture frames.

“Soft” skills developed:

- Social pragmatic communication
- Customer Service
- Ability to prioritize tasks
- Flexibility
- Professional body language and appearance
- Teamwork
- Time management
- Quality assurance

Technical skills developed:

- Understanding of Marriott departmental policies/service procedures/standards, including correct maintenance and use of equipment.
- Proper hand radio etiquette
- Complete knowledge of all Hotel standards including Quality of Appearance (i.e. name tags, uniform, etc)

Interaction:

- With Supervisor: Moderate, intern works in close proximity to supervisor and/or manager
- With Co-Workers: High, intern works in close proximity to, working alongside co-workers from various departments
- With Hotel Guests: Moderate

Environment/Physical Demands:

- Noise: Low to Moderate, depending on use vacuums.
 - Pace: Moderate to High, depending on the number of hotel guests
 - Room conditions: 103 guest rooms; large dining area; lobby & front desk; small workout gym.
 - Foot Traffic: Moderate
 - Dress Code: Marriott Uniform top
 - Must be able to lift, push, carry up to 80lbs, frequent reaching, twisting, bending, stooping, walking, standing, handling, feeling, talking, hearing, seeing, smiling.
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Sheraton Portsmouth Harborside Hotel

250 Market Street
Portsmouth , NH 03820



Tasks:

Housekeeping Internship

- Clean and services all guestrooms in assigned areas
- Keep areas free of safety hazards and performs all duties in a safe and efficient manner
- Follow appropriate procedure for entering rooms
- Change beds
- Thoroughly clean guestroom bathtub, sink, vanity, mirrors and bathroom floor
- Thoroughly dust and vacuum all guestrooms

Soft Skills Developed

- Social pragmatic communication
- Customer Service
- Ability to prioritize tasks
- Flexibility
- Professional body language and appearance
- Teamwork
- Time management
- Quality assurance

Technical skills developed:

- Understanding of Marriott departmental policies/service procedures/standards, including correct maintenance and use of equipment.
- Proper hand radio etiquette
- Complete knowledge of all Hotel standards including Quality of Appearance (i.e. name tags, uniform, etc)

Interaction

- With Supervisor- Low
- With Coworkers-Moderate
- With Guests- Moderate

Environmental/Physical Demands:

- Noise: Low to Moderate, depending on use vacuums.
 - Pace: Moderate to High, depending on the number of hotel guests
 - Room conditions: 193 guest rooms, lobby, gym , pool
 - Foot Traffic: Moderate
 - Dress Code: Sheraton Uniform
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Sheraton Portsmouth Harborside Hotel

250 Market Street
Portsmouth , NH 03820

Tasks:

Houseperson Internship

- Maintain guest corridors and housekeeping Storage areas in a clean and orderly manner
- Dust doorframes, wall sconces, fire extinguishers and furniture
- Collect dirty glasses and mugs, bring to dishwasher and return clean glasses and must to room attendants
- Collect soiled linens for laundering
- Remove trash from housekeeping carts and housekeeping closets
- Recycle newspapers from housekeeping closets, guest hallways and employee areas
- Vacuum assigned guest floors daily
- Collect trash and waste from guest floors and bring to disposal area



Soft Skills Developed

- Social pragmatic communication
- Customer Service
- Ability to prioritize tasks
- Flexibility
- Professional body language and appearance
- Teamwork
- Time management
- Quality assurance

Technical skills developed:

- Understanding of Marriott departmental policies/service procedures/standards, including correct maintenance and use of equipment.
- Proper hand radio etiquette
- Complete knowledge of all Hotel standards including Quality of Appearance (i.e. name tags, uniform, etc)

Interaction

- With Supervisor- Low
- With Coworkers-Moderate
- With Guests- Moderate

Environmental/Physical Demands:

- Noise: Low to Moderate, depending on use vacuums.
- Pace: Moderate to High, depending on the number of hotel guests
- Room conditions: 193 guest rooms, large lobby, gym, pool
- Foot Traffic: Moderate
- Dress Code: Sheraton Uniform

