



Lifeguard Supervisor Intern

Location: Deep River Waterpark, Crown Point, Indiana

Department: Aquatics

Position Type: Seasonal Internship

Ideal For Majors In: Recreation Management, Sports Management, Kinesiology, Public Health, Hospitality, or related fields

Internship Overview

The Lifeguard Manager Intern works alongside the Water Safety Supervisor to support daily lifeguard operations at a high-volume waterpark. This internship is designed for college students seeking hands-on experience in leadership, safety management, and staff supervision within a real-world aquatic setting. Interns will gain practical management experience while contributing to a safe, engaging, and well-run guest environment.

Learning Objectives

By the end of the internship, students will gain experience in:

- Staff supervision and team leadership
- Risk management and aquatic safety operations
- Professional communication and conflict resolution
- Scheduling, operations planning, and performance management
- Incident documentation and operational reporting

Key Responsibilities

- Assist Water Safety Supervisor with daily supervision of lifeguard staff
- Support staff scheduling, rotations, and break management
- Be a leader for our swim lesson programs
- Observe and help evaluate lifeguard performance and professionalism

- Assist with onboarding, training sessions, and in-service drills
- Ensure compliance with safety protocols, policies, and emergency procedures
- Help manage guest interactions, concerns, and incident follow-ups
- Maintain accurate documentation related to incidents and operations
- Serve as a leadership role model by promoting accountability, teamwork, and guest service
- Assist management team by assuming duties as a manager on duty

Qualifications

- Current college student or recent graduate
- Minimum age: 18
- Current Starguard lifeguard certification (or ability to obtain prior to start date)
- CPR/AED and First Aid certification required
- Strong interest in leadership, management, or aquatic operations
- Excellent communication, time management, and problem-solving skills
- Ability to work flexible hours, including weekends and holidays
- Ability to work outdoors in all weather conditions

Preferred Qualifications

- Previous lifeguard or aquatic experience
- Experience in a leadership, supervisory, or team lead role
- Coursework related to management, recreation, or safety

Internship Benefits

- Hands-on management experience in a professional setting
- Mentorship from experienced Aquatics Managers
- Opportunity to earn college credit (if applicable)
- Resume-building leadership and safety experience
- Potential pathway to future supervisory or full-time roles



Operations Manager Intern – Park Services & Guest Experience

Location: Deep River Waterpark, Crown Point, Indiana

Department: Operations / Park Services

Position Type: Seasonal Internship

Ideal For Majors In: Hospitality Management, Operations Management, Business Administration, Sports & Recreation Management, or related fields

Internship Overview

The Operations Manager Intern – Park Services & Guest Experience supports the Operations leadership team in overseeing daily park operations with a focus on cleanliness, presentation, and guest comfort. This internship provides hands-on experience managing park services functions—including restroom sanitation, waste management, and overall park appearance—while developing leadership, operational planning, and guest experience skills in a high-volume waterpark environment.

This role emphasizes the operational importance of cleanliness as a core driver of guest satisfaction and safety.

Learning Outcomes

Upon completion of the internship, the student will be able to:

- Apply operations management principles in a live hospitality environment
- Understand the role of park services in guest satisfaction, health, and safety
- Assist in supervising frontline teams responsible for cleanliness and sanitation
- Analyze operational workflows, staffing needs, and service frequency
- Communicate effectively across departments to support park-wide operations

Supervision & Evaluation

- Intern will report directly to the **Operations Manager**

- Ongoing coaching, mentorship, and performance feedback provided
- Mid-term and final evaluations available for academic credit
- Internship hours and learning documentation supported per academic requirements

Key Responsibilities

- Assist Operations Managers with daily oversight of Park Services operations
- Support supervision of Park Services staff responsible for restroom cleaning, trash removal, and park cleanliness
- Help ensure restrooms, common areas, and guest spaces meet cleanliness and presentation standards
- Assist with staffing plans, break coverage, and task assignments for Park Services teams
- Monitor park conditions throughout the day and respond to cleanliness needs in real time
- Support health, safety, and sanitation standards in coordination with Operations leadership
- Respond to guest feedback or concerns related to cleanliness and park appearance
- Assist with operational reporting, inspections, and continuous improvement initiatives

Qualifications

- Current enrollment in a hospitality, operations, or related academic program
- Minimum age: 18
- Strong interest in operations, guest experience, or facilities services
- Excellent communication, organization, and problem-solving skills
- Ability to work in a fast-paced, outdoor environment
- Willingness to work flexible hours, including weekends and holidays
- Ability to work outdoors in all weather conditions

Preferred Qualifications

- Experience in operations, facilities, custodial leadership, or customer service
- Experience supervising or leading teams
- Coursework in operations management, hospitality leadership, or service quality

Internship Benefits

- Hands-on experience in operations and park services management
- Exposure to sanitation, cleanliness standards, and guest satisfaction metrics
- Mentorship from experienced operations leaders
- Opportunity to earn academic credit (if approved by institution)
- Resume-building experience applicable to hospitality, attractions, and facilities management



Food & Beverage Supervisor Intern – Multiple Outlets

Location: Deep River Waterpark, Crown Point, Indiana

Department: Food & Beverage

Position Type: Seasonal Internship

Ideal For Majors In: Hospitality Management, Culinary Management, Business Administration, Tourism, or related fields

Internship Overview

The Food & Beverage Manager Intern supports the Food & Beverage leadership team in overseeing daily operations across several high-volume food and beverage locations within the waterpark. This structured internship is designed for college students seeking hands-on experience in multi-unit food service management, guest service excellence, and operational coordination in a dynamic hospitality environment.

This internship aligns with hospitality program requirements by emphasizing supervised learning, applied management experience, and professional skill development.

Learning Objectives

Upon completion of the internship, the student will be able to:

- Assist in managing food and beverage operations across multiple service locations
- Apply food safety, sanitation, and regulatory standards in a multi-outlet environment
- Support inventory control, ordering, and product distribution across outlets
- Analyze service flow, staffing needs, and guest demand across locations
- Demonstrate leadership, communication, and problem-solving skills in high-volume operations

Supervision & Evaluation

- Intern will report directly to the **Food & Beverage Manager or Director**

- Receive ongoing mentorship, coaching, and performance feedback
- Mid-term and final evaluations available to support academic credit requirements
- Internship hours and documentation provided per institutional guidelines

Key Responsibilities

- Assist Food & Beverage Manager with daily operations across multiple outlets
- Support opening, mid-day, and closing procedures for assigned locations
- Monitor food quality, service speed, cleanliness, and guest satisfaction park-wide
- Help ensure compliance with health codes, food safety, and sanitation standards
- Assist with inventory tracking, receiving, and stock transfers between outlets
- Support labor deployment, break coverage, and staffing adjustments across locations
- Assist with guest service recovery and resolution of food-related concerns
- Participate in audits, operational meetings, and continuous improvement initiatives
- Assist management team by assuming duties as a manager on duty

Qualifications

- Current enrollment in a hospitality, culinary, or related academic program
- Minimum age: 18
- Strong interest in food & beverage and multi-unit operations management
- Excellent communication, organization, and time-management skills
- Ability to work in a fast-paced, outdoor, high-volume environment
- Willingness to work flexible hours, including weekends and holidays
- Ability to comply with all food safety and sanitation policies
- Ability to work outdoors in all weather conditions

Preferred Qualifications

- Previous experience in food service, hospitality, or multi-outlet operations
- Food Handler or ServSafe certification (or ability to obtain)

- Coursework in food & beverage management, cost control, or operations

Internship Benefits

- Hands-on experience managing multiple food & beverage outlets
- Exposure to inventory distribution, labor optimization, and service flow
- Mentorship from experienced multi-unit hospitality leaders
- Opportunity to earn academic credit (if approved by institution)
- Resume-building experience relevant to resorts, theme parks, and restaurant groups



Guest Experience & Group Sales Intern (Hospitality Internship)

Location: Deep River Waterpark, Crown Point, Indiana

Department: Operations / Guest Experience

Position Type: Seasonal Internship

Academic Alignment: Designed to meet college hospitality, tourism, and event management internship requirements

Internship Overview

The Operations Manager Intern – Guest Experience & Group Sales is a supervised, structured internship designed for hospitality students seeking practical experience in guest relations, service management, and group event operations. The intern will work closely with Guest Services, Group Sales, and Operations leadership to support daily guest interactions and coordinated group experiences in a high-volume waterpark setting.

This internship emphasizes professional development, applied learning, and reflective practice consistent with hospitality program standards.

Learning Outcomes

Upon successful completion of the internship, the student will be able to:

- Demonstrate professional guest service and service recovery techniques
- Apply hospitality management principles in a live operational environment
- Assist in planning and executing group events and large-scale guest visits
- Communicate effectively with guests, group leaders, and internal teams
- Analyze guest feedback and contribute to service improvement initiatives
- Exhibit leadership, teamwork, and ethical decision-making in hospitality operations

Supervision & Evaluation

- Intern will report directly to the **Guest Experience Supervisor**

- Ongoing mentorship, feedback, and performance coaching provided
- Mid-term and final evaluations available upon request
- Internship hours, duties, and evaluations can be documented for academic credit

Key Responsibilities

- Support daily Guest Services operations, including guest services, and group sales departments.
- Assist Group Sales with on-site execution of group visits, including schools, camps, corporate events, and private events
- Serve as an on-site liaison for group leaders to ensure smooth arrival, communication, and overall satisfaction
- Assist with guest service recovery and resolution of guest concerns
- Coordinate group schedules, reserved spaces, meal plans, and special accommodations
- Observe and support frontline staff to ensure hospitality standards are met
- Collect and summarize guest feedback, surveys, and service data
- Participate in operational meetings and service improvement discussions
- Assist management team by assuming duties as a manager on duty

Qualifications

- Current college student or recent graduate
- Minimum age: 18
- Strong interest in leadership, management, or aquatic operations
- Excellent communication, time management, and problem-solving skills
- Ability to work flexible hours, including weekends and holidays
- Ability to work outdoors in all weather conditions

Preferred Qualifications

- Prior experience in hospitality, guest services, or customer-facing roles
- Experience supporting events, group visits, or service recovery

- Coursework in hospitality management, customer experience, or marketing

Internship Benefits

- Structured, supervised internship aligned with hospitality program standards
- Hands-on experience in guest experience management and group operations
- Exposure to group sales execution and event coordination
- Professional mentorship and performance feedback
- Opportunity to earn academic credit (if approved by institution)
- Resume-building experience applicable to hotels, resorts, attractions, and event venues