Guest Relations & GuestPath Internship Program

Target Candidates:
- Hospitality majors
- Communications majors
- Sports Management majors
- Tourism majors
- Business majors

Position details:
- At least one intern will be in the office each day from 10AM to 5PM.
- Interns will attend events to work
- Position is paid. Credit is not required, but accepted

Intern Role:
- Assist the Guest Relations and GuestPath Managers and Coordinator with daily activities and projects
- Assist with the development and implementation of GuestPath to maximize the guest experience.
- Assist with the evaluation of all associates during Boston Bruins and Boston Celtics home games as well as other shows and special events
- Act as guests on game nights to help assess staff
- Gather and present assessment data
- Assist with guest correspondence regarding lost items, event feedback and special accommodations
- Assist with reception desk coverage when needed
- Manage supply inventory and organization
- All other duties as assigned

Our Expectations:
- Qualified applicants are required to work a minimum of 2 office days each week as well as most game days and special events
- Applicants must be able to lift a minimum of 25 lbs. and perform manual labor as an essential function of the position
- Knowledge of Microsoft Office is a must
- Previous office experience is preferred

Compensation and Requirements:
- Internships offered by the TD Garden are compensated
• All interns must provide documentation from their college or university stating the number of hours obligated to work if they are receiving credit
• Before the start of each internship period, all interns must read, agree to and submit a signed copy of the TD Garden Internship Agreement contract
• On event days, business attire is required. All interns will be notified of a dress code for events taking place.
**Intern Learning Opportunities:**
- In office experience.
- Event experience.
- Bi-weekly meetings to focus on learning goals.
- Opportunity to meet with 3 TD Garden/Bruins professionals for informational interview.

**In-Office Policy:** No personal calls, text messages, instant messaging, surfing the Internet or personal emails are allowed. The TD Garden phone and computer systems are intended for professional use only. The TD Garden office is a business casual environment.

**Location:** Interns are required to provide their own transportation to and from work as well as determine their own parking arrangements. The TD Garden is located on Causeway Street in Boston and is easily accessible by car, train or bus. Please note that interns are responsible for their own parking expenses.

**Interested candidates should email a resume and cover letter to:** jobs@dncboston.com