



Internship Description

Housekeeping / Rooms Operations

Work Site Name	Department/Position
Gaylord Rockies Resort & Convention Center - Marriott International	Housekeeping / Rooms Operations

Brief Overview of Internship

The 27J Work-Based Learning Student Internship Program at Gaylord Rockies provides students with hands-on exposure to Housekeeping and Rooms Operations within a large resort and convention center. Interns will learn how clean, organized, and well-maintained spaces directly support the guest experience and the overall success of hotel operations.

Students will observe how housekeeping associates support room cleanliness, public space presentation, cart stocking, guest requests, and other responsibilities that help maintain the appearance and comfort of the property. The internship emphasizes safety, quality standards, teamwork, professional appearance, communication, and the importance of consistency in creating a memorable guest experience.

Through department shadowing, coaching, and a department project, interns will gain practical insight into the rooms division while strengthening professional habits, accountability, and service-focused thinking.

Internship Tasks/Projects

- Successfully Complete: New Star Premiere, Spotlight: Making Genuine Connections Course & PIE (Performance, Image & Exposure): Key Drivers of Career Success Courses
- Complete the Become Career Path Assessment, HPP Performance Reflection & Daring Leadership Assessment & accompanying Reflection Exercises
- Complete 1 Shadowing Assignment based on Department of Preference
- Complete 3 Meaningful Connection RAP Sessions with Department Coach
- Complete 2 1 on 1s with Internship Coordinator & Program Champion
- Complete Department Project in partnership with Department Coach
- Complete Internship Experience Assessment & Reflection Assignment (Project Recap & Results, Wins, Lessons & What's Next)

Internship Learning Goals (new skills/knowledge the intern will acquire)

- Exposure to hotel operations
- Connection with Sr. Leadership
- Exposure to variety of career paths
- Build Professional Development & Communication Skills
- Focus on delivering Extraordinary Service in a High-Volume Premium Hotel Setting

Students will learn resort and guest room cleanliness including but not limited to:

-Public Space (Disposal of items, restroom servicing, elevating the front of house areas)

-Guest Rooms (Room Services: restock linen, beverage items, restroom necessities, making the guest room bed.)

Internship Site Address and Primary Contact Information	Internship Hours Start/End Times
6700 N Gaylord Rockies Blvd, Aurora, CO 80019 Alex Rosario 720-610-6197	Business Operational Times: 7:00AM-6:00PM Times may vary based on Hotel Operations
Physical requirements	Dress Code
Roles may subject the student to Push, Pull, lift and carry up to 50lbs.	MI & Gaylord Rockies Look sharp Standards
Occupational/Educational Requirements (skills, certifications needed)	Age/Grade Level of Intern
Currently in High School	16 Years old or older

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