



Ridgefield Raptors Hospitality Operations Internship

Position: Hospitality Operations Intern

Supervisor: Ticket and Hospitality Manager

Hours: Part-time; Starting 10 hours per week with up to 30 hours in the summer; some flexibility to work remotely in April and the first week of May

The Ridgefield Raptors are pleased to offer a paid internship in Hospitality Operations. This position will assist with the group hospitality and the food and beverage operations of all Raptors home games, baseball, and softball camps.

About the Ridgefield Raptors:

Established in 2018, the Ridgefield Raptors are one of the 16 teams in the West Coast League. The West Coast League is a summer wood bat league based in the Pacific Northwest for college-eligible student-athletes. Recruiting players from around the nation, the Raptors have been a playoff contender in two of the three seasons they have competed in. Currently, six former Raptors players have been drafted to play professionally. The Raptors play approximately 30 home games from June to August each year, drawing crowds of up to 1,700 fans. We offer a hands-on business experience for individuals looking to enter the sports and hospitality industries. The Raptors value personal and professional growth and are seeking candidates who will perform within the framework of the organization while showcasing their individual talents. We love baseball, and we love our community.

Job Description:

It is our goal to provide you with hands-on experience and knowledge useful in competing for jobs in the sports industry, beginning with Summer Collegiate Baseball. We will also work with you to fulfill the requirements for college credit if necessary. Our internships are a great learning opportunity where previous experience is not always necessary. The Hospitality Operations Internship runs from mid-May to mid-August.

Desired Qualifications:

- Any experience in any food service
- Experience leading teams
- Experience with Google apps (Sheets, Docs, and Forms)

RESPONSIBILITIES:

- Acting as a lead for concessions and hospitality training throughout the season.
- Assist with all group event operations throughout the season
- Overseeing the timing of all food and beverage service
- Assist with ordering and inventory for the ballpark
- Assist with problem-solving for all food and beverage outlets
- Assist with hospitality planning
- Serving as a liaison during group events

Timeline:

May: Working 2 to 3 days a week – 3 to 4 hours each day

June – August: Working every Raptors home game and all camps - 4 to 8 hours per event

- Week 1 – Introduction/Orientation:
 - Meet staff
 - Visit the park
 - Go over expectations and daily duties
 - Gain access to necessary planning documents
 - Begin concessions training
 - Additional duties as assigned
- Week 2 – Training
 - Meeting the park staff
 - Park staff training
 - Hospitality training
 - Additional duties as assigned
- Season – Weekday start times vary from 10 AM to 3 PM, and finishing times vary from 4 PM to 11 PM.
 - Check what groups are in the park that day
 - Send out pre and post-event emails
 - Assist with prepping group areas
 - Kitchen prep prior to staff arrival
 - Prepping kitchen staff for that day's events
 - Ensuring all food and beverage outlets are ready for sale prior to opening gates
 - Ensuring food and beverages are delivered to group areas in a timely fashion
 - Tracking inventory and working with Ticket and Hospitality Manager for ordering
 - Assigned duties as needed