

THE CLUB MANAGEMENT INTERNSHIP PROGRAM AT EASTWARD HO!

“Challenges, Growth, Rewards”



Helping Develop Tomorrow's Private Club Leaders

Chatham, Massachusetts ~ on Pleasant Bay



EASTWARD HO!

Greetings from Cape Cod!

Thank you for your interest in joining the Eastward Ho! Team for our upcoming 2014 season! Our private club is nationally recognized for offering some of the most exceptional facilities, services and golfing conditions in the industry. First established in 1922 and located on a pristine track of land in one of the most spectacular natural settings in the country; Eastward Ho! sits overlooking idyllic Pleasant Bay and the vast Atlantic Ocean beyond in the elite resort village of Chatham, Massachusetts. With dramatic ocean vistas from every hole of our championship W. Herbert Fowler designed golf course (ranked by Golf Magazine as #68 on their list of “Top 100 Classic Courses”) as well as from our rambling, multi-level 30,000 square foot “Cape style” Club House (which recently underwent an \$11 million renovation); our 780 Member families enjoy an unparalleled service experience. We are currently hoping to interview qualified hospitality students and recent graduates with an interest in pursuing a career in the club industry for possible positions with us from May through August.

Members of the Eastward Ho! Team will be afforded the opportunity to gain valuable hands-on experience in the operations of a fast-paced, traditionally oriented and highly regarded private country club. Working side-by-side with our full-time staff and experienced Management Team, our summer interns will play an important role in the generation and delivery of high-level service to our discriminating membership. Aside from a robust à la carte lunch and dinner service 7-days a week in multiple casual and formal venues, together with a busy and diverse banquet/private party component; Eastward Ho! also produces a wide variety of social events, activities and programs for a range of audiences and age groups. From “Sunset Raw Bar on the Terrace” cocktail parties to our well-attended “Kids’ Night Out” events to the gala “President’s Ball” and our amazing Fourth of July Weekend festivities (including a traditional New England Clam Bake and a truly awesome \$30,000 fireworks display over our own stretch of Pleasant Bay), every day brings new challenges and a refreshing, ever changing experience for our staff and Members.

Aside from spending time fulfilling the duties of front-line positions such as server, host/hostess, bartender and management administrative assistant (actually a “taste” of all of the above), selected individuals who distinguish themselves professionally may periodically be called upon to serve in the capacity of Restaurant or Banquet Supervisor. Daily interaction with our full-time professional staff and management team will help you to develop and hone skills that should hold you in good stead as you progress in your club management career. The “collective expertise” of our management team reflects broad and deep experience including executive leadership positions with some of the countries’ finest and most exclusive private clubs including The Country Club of Darien (CT), Shinecock Hills Golf Club, and Vermont National Country Club; elite, world class level culinary credentials from Michelin and Mobil rated properties and resorts; long-time participation and involvement with the Club Manager’s Association of America, the Golf Course Superintendents Association of America, the PGA and the American Culinary Federation; and educational experience from The University of Massachusetts–



Isenberg School of Management, The Culinary Institute of America, Johnson & Wales University, Boston University, Cornell University, and Lycee Hotelier “Sevigne” Gap.

Aside from an invitation to participate in weekly “Manager in Development” meetings with the Club Manager as well as weekly “B.E.O.” event planning meetings; our program provides countless opportunities for hospitality students interested in pursuing a career in Club Management to spend a summer working with us and learning “on the job” about life and work at a busy seaside club.

Compensation will be based upon a flat hourly wage and will be paid bi-weekly, less proper deductions for all required withholdings (US Federal Income Tax and Massachusetts State Income Tax) and paid in accordance with the Club’s normal payroll procedures. A letter of recommendation from the Club Manager detailing the scope of the operations as well as an appraisal of the candidate’s personal performance here at Eastward Ho! will be provided for those who completely and successfully fulfill the length of employment as stated in the first paragraph above. As non-exempt Intern/Trainee employees, individuals in these positions will not receive company benefits such as paid vacations, health coverage or reimbursement for housing. In addition, compensation for overtime will be paid in accordance with company overtime policy and federal and state laws. Employees may be required to work various hours and shifts that depend upon the business volume and seasons.

Eastward Ho! offers limited housing accommodations for our employees. We do provide uniforms, meals while on duty and limited golf privileges to all staff.

Employment with Eastward Ho! Country Club is at-will, meaning that, if hired, either the employee or the club may terminate the employment relationship at any time, with or without notice, and with or without cause, for any reason. We request that, in the event of resignation, all employees give Eastward Ho! Country Club at least two weeks’ notice.

Individuals who are offered a position as an Eastward Ho! Country Club Employee will be expected to abide by Club rules and regulations and will be specifically required to sign an acknowledgment indicating an understanding of the Club policies, which will be included in a handbook distributed to all new hires. Upon acceptance of any offer of employment, candidates must provide proof of identification and authorization to work in the US.

Very truly yours,

John

John B. Dufault, CEC, CCM
Club Manager



TESTIMONIALS FROM RECENT ALUMNI OF THE EASTWARD HO! CLUB MANAGEMENT INTERNSHIP PROGRAM:

“As a Hospitality and Tourism student, there was no better internship than Eastward Ho! Country Club. The rotational training schedule gave me experience in a wide range of hospitality positions. From serving to bartending, event planning to marketing, there was no limit to the number of unique jobs I would perform each day. By the end of the program I had become the ultimate utility man, confident in nearly every aspect of the club. With the support of management, I was given opportunities to put my formal education and creativity to work. Whether it was running “Kids Night” and “Barefoot on the Beach” each week, or planning and implementing an original event, there was always a sense of freedom and independence. The incredible staff, clubhouse, and its members make Eastward Ho! the ideal setting for interns to grow as professionals. I am incredibly grateful for the opportunity to have worked at the Ho! and I can’t say enough great things about the program.”

~Aaron P. Lyon, The Isenberg School of Management,
University of Massachusetts (’10)

“As one of Eastward Ho’s first Club Management Interns, I was responsible for helping out wherever needed on the property. From the planning and execution of the Member-Guest Tournaments and other banquet events, to co-managing the Fowler Room; the Club’s more casual a la carte option with one of my peers, each day I found myself involved with something fun and different.

The management at Eastward Ho! took a personal interest in helping us to get the most out of this experience. Following extensive and hands-on training, not only did I spend time on the floor of the restaurant as a waiter, bartender, and banquet server, but also I often found myself in more managerial roles.

One side job the interns were tasked with was to develop a detailed wine list for the waiters and waitresses, describing in depth the 150 wines that the club offered. We developed our own system to grade wines based on professional ratings, food pairing abilities, as well as price and profit. This project gave us a tremendous amount of freedom and flexibility in determining the most effective system on our own, and was a great learning experience.

I assisted the Banquet Manager with the oversight and the execution of various events such as weddings, golf tournaments, special events, and meetings. At the end of the program, the interns were solely responsible for the creation of an event of our choosing. After carefully conducting research on club member interest, we developed and executed a hugely successful and very well attended Member Event.

My favorite job, and where I believe I learned the most, was managing the club’s casual a la carte dining venue, the Fowler Room. Another intern and I were responsible for all the inner-workings of this part of the club. We were the bartenders, waiters, and managers, all rolled into one. Having this much responsibility required me to take all that I had learned in school and put my knowledge to the test in a truly hands-on and one-of-a-kind experience.

The Eastward Ho! Internship program granted me the freedom to take a personal investment in my learning and to make what I wanted of my summer and ultimately allowed me to learn much, much more than I had anticipated. Anyone who is willing and aspiring to take initiative, put in hard-work, and experience a worthwhile and rewarding summer, would be hard-pressed to find a better place than Eastward Ho!”

~Taylor L. Bramhall, The Isenberg School of Management, University
of Massachusetts (’11)

“I knew it would go by fast, but I feel like I just got here! Above all I feel that this internship isn’t so much about what I’m taking away with me as what I’ve gained; experience and friends at EH!CC that will guide and support me throughout my career. Although my time here has been quick, I’m grateful for the opportunity I was generously given to associate with such a prestigious level of hospitality and service – that, alone, makes my internship worth more than I can say. The employees, the members, and the supervisors – everyone has been tremendous”.

~Rachael G. Nichols, The Isenberg School of Management,
University of Massachusetts (’12)

“This past summer I had the privilege of being an intern at Eastward Ho! Country Club. The private country club is located on Pleasant Bay in Chatham, Massachusetts. With breathtaking views from every hole on the golf course as well as the clubhouse, Eastward Ho! was a beautiful place to spend my summer.

My position as an intern allowed me to see many different aspects of club management. I served, hosted, took reservations, held an administrative assistant position in the office, and planned weekly events for the club. The internship required me to use knowledge from my academic classes, previous jobs, and to take the initiative to learn from any situation that presented itself. I began the summer nervous about serving and other tasks, but by the end of my time at Eastward Ho! I was very comfortable with all of my jobs.

The staff at Eastward Ho! this summer was exceptional. I would not have gotten as much out of the internship if it were not for all of the helpful people I interacted with on a daily basis. The positive attitudes of my coworkers this summer made the environment a fun place to learn.

Meeting with the GM, John Dufault, on a weekly basis helped immensely to know what was happening around the club as well as staying on task with the intern projects.

One of my favorite parts of the internship was planning the weekly family nights at the club. I loved seeing the same families week after week and getting to know the members and their children. This part of the internship inspired me to look into future jobs where I could serve families.

My experience at Eastward Ho! was extremely rewarding. I learned more about club management than I ever expected. This internship will be one I will never forget.”

~Emma Frost, The Isenberg School of Management,
University of Massachusetts ('15)
2013 David Meador Foundation Student Scholarship Recipient

EASTWARD HO! COUNTRY CLUB – CLUB MANAGEMENT INTERNSHIP PROGRAM
“Frequently Asked Questions”

- 1. Is this a paid internship?**
 - a. Yes. Interns will be paid a flat-hourly rate while rotating through a number of front-line operational positions with a goal of gaining a broad and fundamental understanding of overall Clubhouse Operations.

- 2. Does the Club provide housing?**
 - a. Yes. The Club does provide limited housing accommodations for our employees. However, it is the employee’s responsibility to maintain reliable transportation to and from the Club. Additionally, many seasonal employees come to Chatham to work for Eastward Ho! each year and find suitable rentals within reasonable proximity of the Club. We maintain a “pool” of people interested in locating rental opportunities and can add your name to that list to give you an edge on finding a place to live for the summer.

- 3. Will there be formal training?**
 - a. Absolutely. The first three weeks of the program (mid-May through early June) will be devoted to training Interns to succeed as Servers, Bartenders, Management Administrative Assistants, Host/Hostess, and Expeditors/Runners. You will be trained by our senior staff on all aspects of each job so that you may quickly understand and master the technical skills required to successfully perform the various duties of each position on a rotational basis throughout the season. Once your training is complete, you will be assigned a variety of exciting and dynamic opportunities to practice your skills independently and as part of a team devoted to exemplary, elite-level Member Service.

- 4. How many hours a week will Interns be expected to work?**
 - a. Club Management Interns should be available and expect to work between 35 and 40 hours per week, based on business levels. The Internship Program begins in mid-May and runs through Labor Day weekend.

- 5. How many Interns will there be? From where will they be recruited?**
 - a. Three Interns each season will be recruited from various undergraduate hospitality programs around the country including UMass-Isenberg, Boston University, Cornell, Johnson & Wales, Newbury College, University of New Hampshire, University of Central Florida and more. An Intern Exchange program is currently being developed with the prestigious Ecole Hôtelière de Lausanne, in Lausanne, Switzerland.

- 6. What types of individuals is Eastward Ho! interested in hiring for the Program?**
 - a. Eastward Ho! is primarily interested in hiring third or fourth year hospitality students who are seriously interested in pursuing a career in Club Management.

- 7. How do I apply?**
 - a. Visit www.eastwardho.org and fill out an Online Application under the EMPLOYMENT tab of our public facing website. Appropriate candidates will be invited to visit Eastward Ho! for an informational interview. Employment offers for successful candidates will be extended by mid-April.