

**Title**

Hospitality Intern

Organization

The Stephen & Laurel Brown Foundation (Foundation/SLBF) serves the University of Wisconsin and Madison communities by leading Christian thought and formation to shape today's pluralistic university. We gather communities, educate for formation, and produce scholarship within the university context for greater Christian impact. SLBF comprises five initiatives: Upper House Commons, The Lumen Center, New College Madison, Upper House Fellows Program, and STUD|O. The Foundation includes two physical properties: Upper House – based in University Square in the heart of the University of Wisconsin–Madison campus, and Dottie's Ranch – a retreat center located 15 miles outside Madison. Upper House is a member of the Consortium of Christian Study Centers.

Position

The Hospitality Intern—a part-time position averaging 9-15 hours per week—reports to the Hospitality & Guest Services Manager and assists in four areas of the Foundation's work: (1) Event planning for programs developed by the Foundation, (2) Providing excellent customer service and creating a positive guest experience during Foundation programs, (3) Hosting external group gatherings in the Upper House space, and (4) Participating in weekly meetings with the intern team and supervisors, designed for professional and spiritual development.

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Responsibilities

1. Event Planning

- Plan event management logistics, such as program resumes, team facilitation, physical space stream, inventory, and/or menu curation.
- Ideate creative elements to elevate the guest experience at Foundation programs and in the Upper House space.
- Evaluate the effectiveness of event management efforts for future programs.

2. Guest Service & Experience

- Articulate and embody hospitality through intentional guest services during Foundation programs.
- Prepare food for Foundation programs.
- Engage guests and speakers before and after Foundation programs to create a hospitable atmosphere.

3. Hosting External Groups

- Facilitate the setup and reset of the physical space, food, and technology, for external group reservations.
- Be available to direct guests and answer questions during external group reservations.
- Serve as primary Foundation representative, assuming responsibility of the physical space and guest safety.

4. Professional and Spiritual Development

- Meet with Upper House Intern Team and Intern Supervisor(s) once per week to build team dynamics, review previous programs, plan for upcoming programs, and discuss spiritual development reading assignment.
- Meet once per week with supervisor (Hospitality & Guest Services Manager) for training and planning to execute Responsibilities 1-3 listed above.

Qualifications

Other important qualifications include:

- Commitment to the Lordship of Jesus Christ and a high level of spiritual maturity.
- Heart for communicating the gospel to the university community.
- Interest in focusing on behind-the-scenes, operational work.
- Ability to lift at least 25 pounds, move furniture, and stand for long periods of time.
- Strong interpersonal skills.
- Strong leadership skills, including maturity, humility, responsibility, and initiative.
- Flexible schedule.