

2017 GUEST EXPERIENCE INTERN

Roam's Experience Team believes each guest who walks through our doors should feel valued, encouraged and significant. We realize the impact each person can have, whether a visitor, member, or shareholder. Our goal is to continue to build our brand through these guest experiences at Roam.

POTENTIAL PROJECTS

- In partnership with the Experience Associates, come up with a way to streamline the guest experience for small and medium conference rooms
- Help elevate social media presence at each location through various platforms by identifying demographics, impact and content
- Help develop and execute member gatherings at all locations, finding new and creative ways to connect our members
- Create and implement welcome packet for guests
- Assist with room utilization analysis (best times, days, months)

INTERN MAKE-UP

- You believe hospitality is at the heart of the business and is important to execute at every level
- You personally align with Roam's vision and values and desire to seamlessly integrate them into our guest's experiences
- You have an acute understanding of and interest in social media
- You are an innovator – creative in new ideas, and finding seamless ways to integrate them into current practices
- You work well with multiple teams and communicate effectively

SKILLS/EDUCATION

- Rising college Junior or Senior pursuing a degree in Hospitality, Marketing, Communications, Journalism, Photo Journalism, or related field of study
- Knowledge of and experience in managing social media platforms
- Strong research skills
- Experience in event planning is a plus