

# Trailblazers of Tomorrow Internship Program

## The D Las Vegas and Golden Gate Hotel & Casino

The internship program typically takes place over 10-12 weeks during the summer. Throughout this time, participants will rotate amongst departments pertaining towards their interest and development. Each program participant will be required to send a weekly report to the Director or Manager of the department they worked with and observed. This report will include an overview of tasks completed, skills acquired, and memorable interactions. These reports will be shared with the executive team as updates for each participant's progress. Each participant will be assigned a summer long project that will be presented to the executive team at the conclusion of the internship.

### Examples

**Department name:** Table Games

**Topics participants will learn:** Program participants will learn rules of all table games offered by the D and Golden Gate. Training will include on site pit training. A pencil/paper exam will be conducted at the end of the period to test aptitude. Participants will practice dealing Blackjack, Three Card Poker, and Ultimate Texas Hold'em

**Department name:** Slots

**Topics participants will learn:** Participants will learn the functions of a Slot Floor Person and Slot Shift Manager. This will include taxable jackpot protocol including W-2Gs, fixing machine issues, and other daily tasks performed by slot operations employees. Participants will also be exposed to slot analytics and study different reports developed by Database Analytics.

**Department name:** Hotel Operations

**Topics participants will learn:** Participants will learn to use hotel system OPERA. The first week will consist of training and observing, while the second week will consist of functioning as a front desk agent. Training will include inputting reservations, checking guests in/out, comping guests using the billing profile in conjunction with host recommendations, and other simple functions. Participants will work in VIP services in coordination with the Host Department.

**Department name:** Downtown Las Vegas Events Center

**Topics participants will learn:** Participants will assist DLVEC execute summer events. This will consist of planning, set up, event maintenance, and any other tasks deemed necessary by DLVEC director/manager.

**Department name:** Public Relations/Advertising

**Topics participants will learn:** Participants will be exposed to tracking files, opening creative jobs, managing signage, assisting with digital content management, and assisting with photoshoots and events.

**Department name:** Special Events

**Topics participants will learn:** Participants will help execute events with the Special Events Department. Tasks include event prep, event registration, event execution and scoring, and award banquets. Events will also include bachelor/bachelorette parties.

**Department name:** Player's Club

**Topics participants will learn:** Participants will learn to function as a Player's Club Representative. Tasks will include signing guests up for a player's card on casino floor and at booth, issuing promotions and handling guest issues.

**Department name:** Hotel Sales

**Topics participants will learn:** Participants will learn how to sell convention space, as well as help execute any events or banquets hosted by Sales. Contracts and payments will be discussed, along with sales techniques to capture new business.

**Department name:** Database Analytics

**Topics participants will learn:** Participants will be exposed to developing and analyzing reports about the operations of the company. Tasks include direct mail, pro/post forma statements, gaming reports, and other reports pertaining to the operation.

**Department name:** Host

**Topics participants will learn:** Participants will learn about basic database marketing in casino properties. Telemarketing, direct mail, and other strategies will be covered. Profitable reinvestment percentages and basic guidelines for comping casino guests will be discussed.