



# College Internship Program

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## *Who We Are*

Managed by Eastern Sports Management, LLC, the Fredericksburg Field House, at 75,000-square-feet, is one of the largest indoor sports facilities in Virginia. We offer a wide variety of sports options for both youth and adults. Our facility houses 2 Large Indoor synthetic turf fields (82' x 174'), 1 Small Indoor synthetic turf field (40' x 100'), 1 Medium Basketball/Volleyball Court (92' x 92'), 1 Small Volleyball Court (45' x 100'), 1 Small Outdoor turf field (60' x 90'), as well as 1 full-sized Outdoor turf field (80yds x 120yds). The Field House also consists of a Food & Beverage department, with full kitchen, 4 party rooms, and a spacious lounge.

We offer leagues in soccer, volleyball, flag football, lacrosse, field hockey, and softball during 5 seasons throughout the year, each season lasting around 8 weeks. In addition, we hold special events throughout the year, such as Dog Shows, Benefit Concerts, and Tournaments.

## *Our Mission*

Fredericksburg Field House is grounded in three core concepts. These concepts are captured in the facility mission statement and are the foundation on which we operate the organization

1. To provide the most complete guest service experience in the local area and in the sports facility industry. We refer to people only as our guests, never customers, because the facility is our home, and we only invite guests into our home.
2. We operate, facilitate and supervise sports leagues. This is our area of expertise. Our leagues are well organized, scheduled properly, have all necessary personnel and equipment, and allow our guests to enjoy the games, concerning themselves only with having fun.
3. We increase sales for our sponsors. We view our sponsors as employers and treat their business as if it were our own. Being responsible for our sponsor's business leads to exciting and creative ways to sell more products for them.

## *The Internship Program*

Most students will complete a 400-hour internship to satisfy graduation requirements. This equates to 40 hours per week for 10 weeks. Some students will need to stay longer and some will have shorter practicum requirements with less time commitment. These cases will be addressed individually. We do not require a set intern schedule, but will be flexible to accommodate any individual requirements. We offer several areas of specialization: Sports Manager, Business Administration, Food & Beverage, Youth Programming and Camps, Clinics & School Year Programs. These areas include daily tasks, projects and routine assignments. In addition to specific tasks, interns may be required to help out during special events and additional projects that are not related to their specific area. Below is a brief description of each position:

**Sports Manager** - Students work directly with an assigned sports director. These managers are responsible for the promotion and operation of all sports leagues, camps, clinics, tournaments, and other special events. They are immersed in the scheduling, execution, and management of these programs.

**Business Administration** - Students learn the administrative details of a sports business, including human resources (staff recruiting, hiring, firing, records, etc.), payroll, profit and loss reports and analysis, guest management, and inter-office communications.

**Food and Beverage** - Interns work with the Food and Beverage Director to ensure that the department runs smoothly. Tasks include helping with inventory, daily operations, and special event catering and party preparations. Concessions account for over 20% of the facility budget and is vital to the success of the organization.

**Youth Programming** - Interns work with the Youth Program Director and Camp Coordinator(s) to plan and execute youth developmental programs and camps. Tasks may include ensuring licensing procedures are adhered to, interacting with campers, scheduling staff & a variety of programs, marketing & executing programs, and handling participant paperwork. This department also oversees party scheduling, preparation and execution.

The FFH internship program provides hands-on training, real experience, and mentoring opportunities. Interns develop skills, make connections, strengthen their resumes and references, learn about a field, and assess their interest and abilities. Interns use their novel perspectives, fresh ideas, and specialized strengths and skill sets to aid in the company's continued success, customer relations, and problems solving resolutions.

## *Program Training*

In addition to each specific position, every intern is trained in several departments of the organization. We require training in these areas so that students can easily understand organizational procedures, as well as make acculturation easier. The areas that students are exposed to include: Facility Management, Front Desk (Guest Service and Sales), Field Marshaling, Food & Beverage and Youth Programs.

Below are some of the experiences that students are exposed to:

**Front Desk (Guest Service & Sales)** - Interns will see the front desk operations. The front desk acts as the communication center for all of our guests; it is a crucial component in all guest service operations and the front line of our business. Responsibilities include guest relations, assisting in league registrations and rental bookings, providing information to our guests, managing the computer system, and proper telephone etiquette.

**Facility Management** - Students will see the maintenance and cleaning of the property and how a 75,000 square-foot building is maintained on a daily basis. In this elite facility, students will be exposed to high tech audio/visual components, state-of-the-art HVAC systems, and complex security systems.

**Field Marshaling** - Interns will have the opportunity to be the eyes and ears of the sports leagues. The field marshals patrol the courts and fields, sign guests in at the games and pose as authoritative representatives of the facility. The responsibility of the field marshals is important to the running of the leagues, tournaments, etc.

**Youth Programs** - Students will work with our "Lil's" (Youth Developmental) Programs, geared to our younger guests that focuses on helping children build strong physical, intellectual and emotional skills that will help them be successful on and off the field/court/surface. Additional experiences include special event management (i.e. birthday parties and camps), and supervision and maintenance of our indoor playground.

**Food and Beverage** - Interns will experience the operation of our food and beverage department where they will be further exposed to guest service, as well as to logistical operations, such as ordering, preparation, and inventory management.

## *Our Partnership with Colleges and Universities*

The Eastern Sports Management and Fredericksburg Field House Internship Program trace the success of the organization back to the many interns we have had over the years. Therefore, we welcome students and support our interns in any way possible. We will comply with all of the processes and procedures required by your institution. We will maintain an open line of communication to make this the best internship experience for your students.

## *Application Deadlines*

Below are the deadlines for resume submissions. Those who apply after the deadlines will still be considered, although those who applied by the proper deadline will be considered first, before additional candidates are reviewed.

<b>Spring Semester</b>	<b>October 15<sup>th</sup></b>
<b>Summer Semester</b>	<b>February 15<sup>th</sup></b>
<b>Fall Semester</b>	<b>June 15<sup>th</sup></b>

## *Gratitude*

Thank you for considering our program. Our goal is to be a true partner with your school, and help you provide students with the most positive experience possible. We are currently accepting resumes for the Fall, Spring and Summer semesters. We house out-of-area students that are selected into our program.

If you have any questions or comments, please contact:

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