Internship Final Reflection

Working as a reservations agent has been a good experience. As I was hoping, I learned a lot about the hotel industry since it was my first job in the hotel business. I thought traveling had taught me a lot about hotels, but it is completely different being on the other end of things. What may seem an easy or simple request as a guest may actually be complicated for the hotel to accommodate. Nothing is ever guaranteed; in the world of hotels it is impossible to say exactly what the next day will bring, and careful wording is important to avoid foot-in-mouth syndrome or an even nastier confrontation with the guest.

Although I have learned a lot over the past few months, I feel that I could have learned more if I had not also been taking classes. Unfortunately this semester I bit off more than I could chew, and as a result I was not able to accomplish as much during my internship. My manager and I had originally discussed a project, but unfortunately it did not pan out do to time constraints. I think I could have stepped up better in my role as an intern and completed more tasks than a regular reservations agent. As it was, I performed the basic tasks of a reservations agent: I answered phones, made reservations, and entered GDS (Global Distribution Systems, or third-party) reservations.

Though my internship is technically finished, I will continue working in the reservations department. I still plan to take every opportunity I am given to learn more about the industry, and when things slow down I will cross-train in other departments. The Grand America Hotel is a great company to work for, and I hope after I complete my next internship that I may possibly return to the Grand to work through a Masters Degree. I believe my experience with this internship will definitely help improve my chances of being hired in the industry. While I have enjoyed my internship, I am still not certain exactly where in the tourism industry I would like to work, but I look forward to the many more experiences I am sure to have throughout the continuing education of my life.