Training Description:

I received the best training I have ever had while doing my internship for the Grand America Hotel. It was the first time I actually had an orientation. During orientation I learned a brief history of the Grand America Hotels and Resorts. I was introduced to the values and standards of the hotels, and given a tour of both properties in Salt Lake. During the first two weeks of training, I completely online classes, listened to phone calls, studied the properties, and practiced making fake reservations. I was transitioned from listening to calls, to typing for calls to speaking while someone else did the typing. This helped me feel much more at ease than taking a full call by myself. The first day I did take calls by myself, I had a supervisor listening in to help guide me through any questions. I started by only taking reservations for Little and Grand America in Salt Lake as these were the most familiar properties I had actually toured. After a few weeks I was introduced to another property, and another a few weeks after that. Eventually I took reservation for four properties and learned how to make third-party reservations from online sites like Orbitz and Hotwire. After two and a half months working there I learned my fifth property, and finally after three months, I am completely trained on all six properties we take reservations for. I like that they waited until I was comfortable with current responsibilities before adding more; although I feel that I might have been able to be fully trained earlier, I know that I received training as the manager felt that I was ready.