



INTERNSHIP *Spotlight*

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TELL US ABOUT YOUR INTERNSHIP.

Through a connection with a previous Madonna University student, I had the opportunity to interview at the historical Westin Book Cadillac hotel in downtown Detroit. Instead of just an internship, they offered me a permanent position as a front desk agent. I am often the first point of contact for guests so I try very hard to start their stay off on a high note.

WHAT WAS THE MOST MEMORABLE EXPERIENCE DURING YOUR INTERNSHIP?

During my first week, I met a couple that spent their wedding night at the hotel 50 years ago – before it was abandoned and practically destroyed. Thanks to the Westin’s amazing renovations, the couple was able to celebrate their milestone anniversary in the same place their marriage began. That interaction opened my eyes to how everyone has a special reason to stay with us and that it is our responsibility to make it great.

WHY DO YOU THINK THE EMPLOYER CHOSE YOU?

In my interview, I made it well known that I wanted to learn and grow at the location. My interviewers understood that since hospitality and tourism management was my major, I had great interest in the job and would take the position seriously. I mentioned that I wanted to get my first step in the industry but would eventually want to work my way up the ladder. They noticed that I was goal-oriented and gave me a chance.

WHAT CAREER ADVICE WOULD YOU GIVE OTHER STUDENTS?

Dream big and keep your options open. I never thought that I would have the chance to work at such a prestigious location, but after a little extra effort, I have learned that anything is possible. As you make your way through your career, get as many contacts as you can, because you never know who could help take you where you would love to be.

WHY DID YOU CHOOSE YOUR MAJOR?

I chose to work towards a degree in hospitality and tourism management because it deals with two things I love – travel and people. Since my first job, I have always worked with the public. While it may not always be easy, it is always worth it. I also love getting to know the “behind-the-scenes” of how hospitality professionals work their magic.



To learn more about internship opportunities, contact the Career Services Office
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