

LAKE RAYSTOWN RESORT

An RVC Outdoor Destination

History & Facility Overview

Lake Raystown Resort, an RVC Outdoor Destination is currently the largest private concession granted on U.S. Army Corp of Engineers' land. The Resort covers four (4) peninsulas and over 400 acres of natural woodlands at the southeastern end of Raystown Lake in Huntingdon County. Raystown Lake is the largest man-made body of water in the state of Pennsylvania. This 30-mile lake has 118 miles of beautiful shoreline and the depths are in access of 175 feet.

Full phase construction of the Raystown Lake project began in 1968. The dam was topped off four (4) years and \$75 million dollars later in 1972, completed in 1973 and dedicated by Vice President Gerald Ford on June 6, 1974. There were several reasons leading to the development and construction of Raystown: (1) to provide flood control for the Susquehanna River Valley, (2) fish and wildlife enhancement, and (3) to provide guests with recreational facilities.

Today each of the four (4) peninsulas at Lake Raystown Resort, Lodge & Conference Center incorporate both man made and natural resources that provide guests with an abundance of recreational facilities. On the first of these peninsulas is the WildRiver Waterpark. WildRiver Waterpark offers thrills and excitement with two (2) 380 foot twisting slides, a White Water Inner tube Ride, Kiddie Works Splash & Play Pool, a 25 x 50 foot swimming pool. The "Atomic Blaster", an inner tube style water slide with twisting, turning, plunging open and closed currents of water while cascading the rider down five stories at speeds of up to 40 miles per hour in an unbelievable rush and the "Spray Ground" which includes 16 themed sprays triggered by timers and motion detectors. In addition, get ready to bail out Lake Raystown Resort with the giant bucket periodically pours over 500 gallons of water on your noggin! WildRiver Waterpark also offers a concession stand as well as pavilions for group activities.

The Conference Center opened in the spring of 2007. It includes meeting and banquet facilities for up to 300 and up to 500 for meetings. There are four (4) break out rooms, a lounge and ballroom. All meeting areas are equipped with state-of-the art audio and visual equipment

Lake Raystown Resort's Marina can service all boating needs. There are over 650 boat slips available for seasonal or short term leasing. The Marina has daylight and twilight rentals of pontoon boats, fishing boats, jon boats & canoes. The Marina is equipped with a boat launch, fuel docks, dock side restroom and shower facilities, restaurants and a Marina store.

The Marina Café, open daily for breakfast, lunch, and dinner, offers a variety of menus and traditional American favorites in a casual setting overlooking our picturesque marina. Catering services are available for group functions in the Garden Room, aboard the Proud Mary and under our pavilions. The Bistro Express, located on the lower level of the Café complex serves pizza & strombolis, along with fountain sodas and soft serve ice cream. The Bistro was transformed into a great arcade, complete with pool tables, and a juke box with favorite tunes attracting kids of all ages.

Lake Raystown Resort is home to The Proud Mary Showboat. The Proud Mary is a 67 foot long, 20 ½ foot wide, 90,000 pound showboat that was custom designed and built for the Resort. Turn of the century hospitality and breathtaking vistas make each Proud Mary cruise a memorable adventure. Her daily cruise schedule includes; sightseeing cruises, breakfast and dinner cruises, as well as Friday night karaoke cruise. The Proud Mary offers a climate controlled lower deck and an open-air top deck for outstanding views.

The Lodge is built on the northern cliffs of the Marina, with a breathtaking view of Raystown Lake. The Lake's first and only overnight lodging, this complex consists of three (3) picturesque buildings with 18 standard rooms, 32 deluxe rooms and 2 suites.

The Campground at Lake Raystown Resort offers the finest camping in Pennsylvania. Our over 200 four-star rated campsites are designed to meet the diverse needs of modern day campers. Our Campgrounds include super, premium (Waterfront), Waterfront, Pull-Thru, Lakeview and wooded sites.

Pine Camping Cabins are located in Pine Camp, along the southern side of Buccaneer's Bay. These cabins are designed and cut from stacked hemlock logs. The cabins consist of a double bed, four (4) bunk beds, and a small loft. Each cabin has a bathroom with a shower, toilet, vanity, mirror, sink and air conditioning. There is a full galley kitchen, complete with an under-the-counter refrigerator, stovetop microwave and sink. All cabins have a porch overlooking the lake, a picnic table and fire ring.

Pine Camp Lodge Cabins. Each cabin sleeps six with 2 double beds and two bunk beds. Each cabin has a complete kitchen, bath, shower, air conditioning, bed linens and television. Each has a front porch overlooking the lake at Buccaneers Bay.

Appalachian Maple Camp Log Cabins: Perched high on the cliffs overlooking the lake. These larger cabins sleep eight (8) and feature a 34 foot porch, complete kitchen and bath, two (2) bedrooms and a central common living area, television, air conditioning and bed linens.

Oak Park Cottages: Nestled in the woods at Oak Camp overlooking the lake. These classy cottages are individual luxurious vacation homes with decks. Master suites have a queen size bed and television. There are stairs to a sleeping loft area, central air conditioning/heating, full kitchen, and living areas that convert to sleeping rooms. Living areas are equipped with a TV and wall-to-wall Berber carpeting. Each cottage sleeps seven (7) adults and one child, including the loft.

Beachfront Bungalows: Stay a week in a great waterfront accommodation at our Resort. Each Bungalow sleeps up to six (6) people and has two (2) bedrooms with queen sized beds, full bathroom, modern kitchen with full sized refrigerator, & stovetop. Also equipped with a microwave, coffeepot and ample cabinets, combination living room/dining room with a dining table for six (6), two (2) plush chairs and a pull out sofa bed. Cable television is provided in one bedroom and in the living room. Each Bungalow has central air and heat and a covered porch with a great view of our Camper's beach and Buccaneer's Bay.

Lakeside Villas: Clustered along the water between the Lodge and the Waterpark, these Adirondack themed Villas sleep six (6) and are similar in floor plan to the Beachfront Bungalow. Each Villa is just steps from the lake, great for mooring a boat, and has a large private porch overlooking the lake.

Luxury 60 x 16 Rental Houseboats: Built by one of the industry's premier houseboat builders, Stardust Cruisers, each Houseboat has four (4) bedrooms, two (2) full baths and a full service luxurious galley with appliances, air conditioning, separate dining area and spacious family salon. There are stairs to an upper deck and water slide. Each Houseboat comes complete with everything you need including bed linens (no towels though) and sleeps ten (10).

At full capacity, the Resort houses and entertains more than 5,000 guests on its 400 acres of "Fun in the Sun".

Other amenities at the Resort include 24-hour security, swimming and beach area, basketball and volleyball courts, laundry facilities, mooring posts, daily children's activities, and hiking, biking and fitness trails. There are also three retail outlets that are fully stocked with camping and boating supplies, logo apparel, groceries, ice cream, gifts and souvenirs.

Expecting more than 1.5 million visitors this season, Lake Raystown Resort is one of Pennsylvania's most popular tourist and recreation vacation spots!

Lake Raystown Resort INTERNSHIPS

All internships are paid positions with an approximate starting salary of \$360.00 per week, and a year end bonus of one (1) weeks pay for working the entire season (through Labor Day). Complimentary housing on a first come, first serve basis is available, as well as discounts on meals and retail items. All interns will work a 6-day work week with 50-60 hours per week required.

In addition to your responsibilities within the department you are working in, some interns will take part in our "Manager on Duty" program. As Manager on Duty you will be "GM" of the entire Resort for a scheduled shift. This includes making inspections of all departments, handling any problems or complaints that should arise during the MOD shift and filling out an extensive report to be given to the General Manager and upper management.

The MOD program is a great responsibility and provides interns with experience that few other internships can match. Not only is an internship at Lake Raystown Resort, Lodge & Conference Center an impressive foundation on your resume, it is one of the best and most memorable jobs you can have.

An internship at Lake Raystown Resort Lodge & Conference Center could turn into a wonderful fulfilling career. Beautiful surroundings and a family atmosphere make Lake Raystown Resort Lodge & Conference Center an ideal place to work.

Persons considering an internship position should apply before March 3, 2014. Resumes can be faxed, mailed or emailed to:

**Janice Rogers
Human Resources
Lake Raystown Resort Lodge & Conference Center
3101 Chipmunk Crossing
Entriiken, PA 16638
Email at jrogers@raystownresort.com
Fax (814) 658-3584
Telephone (814) 658-3500, extension 167**

Please be sure to include a cover letter stating why you are interested in working at the Resort, and specify which department meets your internship requirements. An interview may be scheduled and an internship granted. Internships are available in the following areas: Accounting, Activities, Guest Services, Group Sales, Food & Beverage, Waterpark management, Conference Center & Waterpark Maintenance

**For general questions contact
Janice Rogers at (814) 658-3500, extension 167**

Fax (814) 658-3584 or email at jrogers@raystownresort.com

**Lake Raystown Resort
ACCOUNTING INTERNSHIP**

Accounting interns will work under the direct supervision of the Accounting Manager. All interns will work a 6-day work week consisting of approximately 55 hours per week.

Job Description:

- **Check the night audit to make sure it matches the shift reports from each revenue outlet**
- **Complete Early Bird report based on night audit figures**
- **Post checks and post invoices**
- **Prepare bank deposits**
- **Make sure the "petty cash" drawer is always plentiful, and that we have enough change on hand to accommodate all departments**
- **Collect the money from our various vending machines on property**
- **Check every shift report from the various revenues outlets. Interns must stay until the last revenue department has closed and turned in their money and shift report**
- **Count the change bags from each department to ensure accuracy**
- **Count the money drop from each department**
- **Verify all credit card machines have been batched out**
- **Count and organize the revenues for that day**

All Interns will be responsible for making change runs and collecting drops throughout your shift.

Qualifications:

The Accounting office is very busy. All interns should be hard working and self motivated. It is very important for all interns to be honest, dependable, organized and possess the ability to pay great attention to detail. All interns must have computer experience and have knowledge of Microsoft Word, Excel, and have basic understanding of Accounting. You must have a positive attitude and be able to work under pressure in a fast paced atmosphere and be able to work past your scheduled shift if needed. I welcome all ideas and criticism from the interns. This is a fun learning experience that will give you valuable training for your future.

**Please direct all inquiries concerning Accounting Internships to:
Jason Hainsey, Accounting Manager
(814) 658-3500, extension 153
or email jhainsey@raystownresort.com
or Janice Rogers**

jrogers@raystownresort.com

**Lake Raystown Resort
GUEST SERVICES INTERNSHIP**

The Guest Services (Front Desk) intern will work under the direct supervision of the Front Desk Manager. A six (6) day work week with at least 55 hours a week will be required.

Job Description:

The Guest Services Intern will learn reservation software and assist in all aspects of the Front Desk responsibilities, including but not limited to:

- Proficiently handle check in and check out of guests
- Extensive knowledge of Resort and the Lake itself will be valuable to effectively answer guest's questions
- Effectively manage the high volume and fast paced atmosphere of a busy Front Desk
- Handle all guest comments
- Balance sales and payment statements and report complete and accurate information to the night auditor.

Majors desired:

**Hotel/Restaurant Management
Business Administration
Accounting
Communications
Education**

**Please direct all inquiries regarding the
Guest Services Internship to:
Janice Rogers
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Lake Raystown Resort

EMBASSADOR OF FUN
(ACTIVITIES INTERNSHIP)

The Activities Department Intern works under the direct supervision of the General Manager, Samantha Patt. A six (6) day work week with a minimum of 55 hours per week is required.

Job Description:

- **THINK OUTSIDE OF THE BOX** TO create and carryout weekly activities schedules
- Organize activities such as mini-golf tournaments, face-painting, bead jewelry, scavenger hunts, arts and crafts, volleyball, basketball, Frisbee, etc.
- Plan special activities around the Resort's themed weekends (usually four (4) weekends each summer)
- Send mailings to our guests to keep them updated as to our themed weekend activities
- **Interact with guests/participants** to ensure a fun and upbeat atmosphere at all activities
- **Participate and lead** activities at our all ages dances on Friday and Saturday nights
- **CREATE MEMORABLE VACATIONS FOR GUESTS AT LAKE RAYSTOWN RESORT, LODGE AND CONFERENCE CENTER**

Majors desired:

All majors

**Please direct all questions regarding
the Activities Internship to:
Janice Rogers at (814) 658-3500, ext. 167**

Email jrogers@raystownresort.com

Lake Raystown Resort

FOOD AND BEVERAGE INTERNSHIP

The Food and Beverage intern will be under the direct supervision of the Food and Beverage Director. A 6 day work week with a minimum of 50-55 hours per week would be required.

Job Description:

- Follow food preparation methods, portion sizes, garnishing, and presentation of food
- Help with maintaining high standards in areas of performance, productivity, preparations, and sanitation
- Comply with health and fire regulations regarding food preparation and equipment maintenance
- Help with set up, maintenance and tear down of a functional production line
- Cook menu items as appointed by station to ensure economical use of food and time preparation
- Help implement sanitation measures for safe consumption of food
- Assist in the planning and execution of daily restaurant tasks, i.e., prepping the line, banquets and check in of deliveries
- Daily cleaning, sanitizing and stocking of all food contact surfaces and equipment
- Assist with food and equipment inventories
- Intern must be ServSafe certified
- Holidays are required to work

Majors Desired:

**Hotel and Restaurant Management
Culinary Arts**

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Lake Raystown Resort

MARINA INTERNSHIP

This position is a working supervisory position. You will report directly to the Marina Manager. This position requires a 6-day work week consisting of approximately 50-55 hours per week. There are three primary areas that the supervisor will be accountable. The fuel dock, boat rentals, and custodial and general maintenance of the marina area. The primary goal of these tasks is to maximize customer service and satisfaction. Supervisors will develop a daily duty roster for each employee and assist in the execution of each task. The supervisors will prepare financial shift reports according to the standards established by the Accounting department. The successful candidate should have the following skills:

- Working knowledge of Windows XP
- The ability to learn a windows based marina software application
- Working knowledge of Excel & Microsoft Word
- Understanding of basic accounting principles
- Must be comfortable around water
- Any boating experience is a plus
- A friendly, positive attitude is a must

Majors desired:

**Business Management
Environmental
Parks and Recreation**

**Please direct all inquiries regarding
the Marina Internship to Janice Rogers
(814) 658-3500, ext. 167
Email jrogers@raystownresort.com**

Lake Raystown Resort

Network Management Assistant Internship

Description: Network Management Assistant Intern

Job Purpose: Assist the network manager in the day to day operation of the Client server network serving the Resort operations. Troubleshoot problems at workstations and server locations.

Network Management assistant Intern Job duties:

- Maintain Performance by network monitoring, and performance analysis.
- Monitor bandwidth usage, and track potential threats to security.
- Provide in house service to users on the network at the workstation level
 - Help support basic applications such as Office, Google apps etc:
 - Provide limited connectivity support on specialized software designed for specific applications used for reservations marina and boat rentals and event planning.
- Maintain the operational integrity of the 6 public WIFI access points located around the resort property.
- Troubleshoot router interruptions and firewall conflicts.
- Assist management in enforcing employee internet usage policies around the resort.
- Monitor and assist in authorized BYOD usage for company communications.

Skills/Qualifications: A working knowledge of client server network architecture. LAN knowledge. Understanding and the ability to manage multiple IP subnets and routes through multiple gateways. Working knowledge of windows XP Professional and Windows 7 Professional. Successful candidate must be a quick study and have the ability to multitask.

**Please direct all inquiries regarding the
Network Management Assistant
Internship to Janice Rogers
(814) 658-3500, ext. 167 or email at jrogers@raystownresort.com**

Lake Raystown Resort

Lodge & Conference Center

Conference Center Summer Internship Program

Daily/Weekly Tasks

- Research newspapers, online articles, and chamber sites for related business events.
How are they marketed? What are the rates? Do they have distribution lists?
Each week will be delegated to a certain geographical area
- Complete marketing packets based on incoming inquiries (business & wedding)
- Complete and distribute Group Resumes for all upcoming events.
- Complete and distribute Group Discount Passes for Proud Mary Showboat and/or Wild River Waterpark and Mini Golf
- Compile feedback and generate a report based on past events through making cold calls, sending and receiving surveys/thank you letters.
An opportunity to create your OWN feedback survey and/or thank you letter template that can be used in future business
- Assist in designing ad campaigns for the summer & fall. These items will be used at Blair County Chamber events and the business to business expo in State College. The goal is to attract midweek business groups and holiday parties.
- Create videos of Resort related events and activities to be put on youtube, vimeo & other social media outlets
- Handle special requests for lodging (welcome bags in rooms/cabins/villas)
- Greet all incoming guests and assist with satellite check-ins and check-outs, current on Resort information, directions, maps, etc.
- Assist with event AV setup as needed

Projects

First Project: Business Marketing Packet Flyer

This project will be due at the end of the second week of the internship. The advertisement should be eye-catching and “amp-up” the existing marketing packet! In addition to the advertisement, an updated Resort and off-property activity sheet will be created. Be sure to add as much detail and pictures as possible!

Midterm Project: SWOT Analysis

This project will be due in July. More detail to follow from Events Director

Final Project: Reward Program

This project is an excellent opportunity to showcase your creativity and marketing skills! The “reward program” will be designed for return business to market weekday, off-season, and holiday events. You will be required to name the program, setup benefits, explain logistics, and create a brochure and mailer to market the program!

Additional tasks that may be completed throughout the internship program:

- Photo Books

These books will highlight all events from the season with photos and descriptions. They will be shown to future clients to introduce to them what the Resort has to offer.

- Keep track of 2014

Think of yourself like the historian for the summer intern program at Lake Raystown Resort Lodge & Conference Center! Collect photos and/or videos over the course of your internship, log employee interviews, document theme weekends and show how the Resort operates on a daily basis! This project can be shown to future interns and give them a glimpse what getting back to nature is all about!

National Marina Day! June 14, 2014

You will be in charge of coordinating this fun-filled day and creating the event at the Marina Tent! Research National Marina Day work with the Marina Manager and market to all of the Resort’s guests through the incoming camper packets, marina dock announcement boards, and throughout all retail and food outlets!

National S’more Day! August 10, 2014

You will be in charge of coordinating this fun-filled day and creating the event held on the Tree Tops Terrace at the Conference Center! Research National S’more Day and market to all of the Resort’s guests through the incoming camper packets, marina dock announcement boards, and throughout all retail and food outlets! You will also work directly with activity interns to plan out the family activities for the day. Don’t forget to include S’moree the Lake Raystown Resort Lodge & Conference Center mascot!

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or email jrogers@raystownresort.com**

Lake Raystown Resort

SALES INTERNSHIP

Goal: To ensure a consistent product that maintains the standard of quality set for Lake Raystown Resort Lodge & Conference Center. To improve customer relations and increase the possibility of repeat business. This individual will act as an example of motivation and proper behavior.

Description: This position is under the direct supervision of the Group Sales Director and Marina Café Restaurant Manager, but will interact with all other areas, with emphasis placed on the food and beverage side of the industry.

A 6-day work week with split shifts will be expected. The demands of this position will be stressful, but courteous manners toward all guests at all times will be required.

Evaluations will be given monthly to give direction and help to further define this position. I have an open door policy towards suggestions and complaints and will encourage input from the intern to further develop a winning program.

Specific areas of emphasis will be:

Quality Control: The intern will be responsible for checking the temperatures, appearance and quantity of banquet food prior to the arrival of our guests. You will assist and monitor functions from correct room set-up; audio visual equipment, checking utensils and making sure meals are set properly.

Meet and Greet: Welcome bus groups to the Resort and escort them on a tour of property.

Banquets: Assist with banquet set-up, banquet service and billing.

Picnic Pavilions: Check the area for proper set-up, clean the area as needed and supervise BBQ meals as needed.

Customer Input and Damage Control: Customer comments are to be noted and passed on to the Group Sales Director. Any damages caused by a group are also to be noted and passed to the Group Sales Director.

**Please direct all inquiries regarding
the Sales Internship to Janice Rogers
(814) 658-3500, ext. 167
Email jrogers@raystownresort.com**

Lake Raystown Resort

WATERPARK CONCESSION MANAGER (Food & Beverage Department)

The Waterpark Concession Manager will work under the direct supervision of the Food and Beverage Director. A 6-day work week with a minimum 50-55 hours per week would be required.

Job Description:

- The Waterpark Concession Manager will assist the Food and Beverage Director in managing the daily operations of the Waterpark concession stand, to include, but limited to employee scheduling, payroll, guest and employee relations.
- Follow work and operational procedures in order to maintain quality service, performance and safety
- Manage a staff of 3 – 4 employees and schedule staff hours and assign duties
- Maintain cleanliness and proper care of food service equipment
- Notify Food and Beverage Director of equipment maintenance and repairs
- Maintain high standards in the area of performance, productivity, preparations and sanitation
- Maintain food and equipment inventories and keep inventory records
- Follow proper cooking and temperature guidelines
- Assist with ordering food, equipment, and supplies
- Verify and balance daily sales transactions
- Schedule and receive food and beverage deliveries, checking delivery contents in order to verify product quality and quantity
- Prepare menu items as appointed by the Food and Beverage Director
- Applicant must be ServSafe certified
- Holidays are required to work

Majors Desired:

**Hotel/Restaurant Management
Culinary Arts**

**Please direct all inquiries regarding
the Waterpark Concession Manager Internship to:
Janice Rogers
(814) 658-3500, ext. 167
Email jrogers@raystownresort.com**

WATERPARK MANAGEMENT INTERNSHIP

Job Description:

- Complete weekly schedules for Waterpark management, lifeguards, maintenance and concession stand personnel.
- Complete bi-weekly payroll for Waterpark and Waterpark Concessions.
- Ensure that waterpark is kept clean and safe daily by completing daily maintenance checklists and opening and closing checklists.
- Assist Resort maintenance staff in keeping chemicals at appropriate levels in all pools.
- Handle all guest problems efficiently or refer to Resort General Manager or Assistant General Manager
- Employee relations.
- Ensure that cash deposit and cash register reading match daily
- Follow Resort's policy on disciplinary action for violations of rules and regulations by seasonal employees (see Seasonal Employee Handbook)
- Hire and terminate employees
- Train waterpark staff
- Draw weekly samples from all pools to be tested for water quality.
- Fill out maintenance requests for needed repairs.
- Attend weekly senior staff meetings.

**Please direct all inquiries regarding
the Waterpark Internship to:
Janice Rogers
(814) 658-3500, ext. 167
Email jrogers@raystownresort.com**

Lake Raystown Resort
Waterpark Maintenance Internship

The Waterpark maintenance intern will report directly to the Facility Operations Manager. A six-day work week with a minimum of 50-55 hours worked per week is required

JOB DESCRIPTION

- Responsible for daily grooming of the Waterpark, mini-golf course & picnic pavilions, which includes but limited to: mowing grass weed eating, landscaping, maintenance of the pond in the golf area, keeping all sidewalks and surrounding areas free of debris
- Chemical testing of all pools. Checking all pump houses and cleaning baskets when necessary.
- Daily maintenance of the kiddies' spray ground areas
- Adherence to schedule of cleaning and stocking restrooms
- Will be responsible for supervising one or two individuals on any given shift

Direct all inquiries to:

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jrogers@raystownresort.com
(814) 658-3500, extension 167
Fax (814) 658-3584

