

The Maryland Zoo in Baltimore Intern Position Description

Title: Hospitality Management Intern

Department: Guest Services

Supervised by: Senior Director, DEAI and Visitor Services Strategies

Dates: September-December 2026

Time Commitment: Internships are 12-14 weeks and typically follow a part-time work week pattern: minimum commitment is 16 hours per week that can be made up of two full days or up to four half days, Sunday to Saturday. Required to work Sunday for at least 6 hours between 9AM-5PM. Ideally this internship will begin in September and continue through December with a commitment of 2-4 days a week, scheduled Sunday-Saturday, Zoo open to Zoo closing. The department supervisor sets final schedules.

Overview:

Founded in 1876, The Maryland Zoo in Baltimore is the third oldest zoo in the United States and is internationally known for its contributions in conservation and research. The Maryland Zoo is also a major tourist and education destination that welcomes 450,000 guests annually. Our Guest Services department plays a vital role in providing positive, informative human interactions that enhance every guest experience, from first impressions at the Main Gate, to riding the shuttle into the heart of the zoo, it is the Guest Services Agents that are on hand to greet and assist our many guests. As an intern with our Guest Services department, various aspects of hospitality management will be explored, including but not limited to; guest relations, front gate management, problem solving, staffing, training, and scheduling. Interns will gain insight into the operations of Guest Services through training, observation, and shadowing experiences.

Please note: Internships are unpaid, and there is no reimbursement for transportation or housing.

Responsibilities:

- Work independently to speak directly with guests via phone and email. Management will be available via radio;
- Answer guest questions by phone and email;
 - Pricing and admission
 - Upcoming events
 - Guidelines for zoo experiences
 - Membership levels

- Direct guest inquiries to correct department by forwarding phone calls or providing email instructions
 - Membership
 - Special Events
 - Grant-based field trips
 - Paid groups and bulk admission discounts
 - Corporate memberships
 - Facility rentals
- Provide directions to freight drivers for entry at alternate gates;
- Connect guests to department meetings;
- Observe and assist the Guest Service manager on duty with the daily operation of the Guest Services department to include opening and closing of appropriate locations, and problem-solving;
- Observe and assist in managing daily guest operations;
 - Admissions (cash in & cash out procedures)
 - Rides & attractions
 - Sales
 - Transportation
 - Custodial services
 - Customer service
- Interact with guests in a friendly, professional, and informed manner;
- Work with the Guest Services Managers and Supervisor to continually update and plan operational strategy to maximize contribution and level of service;
- Maintain exceptional standards of customer service, cleanliness and physical appearance of all locations;
- Observe guest resolutions; and
- Observe Guest Service manager on duty engaged in employee management.
- Attend hospitality tourism meeting to broaden knowledge of the industry
- All interns at the Maryland Zoo are required to complete a final project and present to zoo staff at the conclusion of their internship. This final project can be tailored to the position and department. Each project may be taken with you and used in your professional portfolio.

Qualifications:

- Must be at least 18 years of age and current college student or recent graduate;
- Must have the ability to handle multiple tasks;
- For college credit encouraged;
- Excellent communication skills and organizational;
- Ability to work with individuals from a wide variety of age groups and ethnic, cultural and economic backgrounds;
- Preferred knowledge of graphic software such as Canva or Wordfly;
- Must be able to operate a variety of machines and equipment including computer, telephone, radio, vehicles, etc;

- Willingness to learn about Maryland Zoo amenities, layout, operations, animal collection and conservation efforts;
- Must be able to stand on hard surfaces for long periods of time;
- Must be able to lift 35 lbs and walk large areas of the Zoo as needed;
- Must be able to work outdoors in all seasons and weather conditions.

Training: All interns must complete Volunteer Orientation, a Self-Guided Tour, and on-the-job training for position.

Benefits:

- The opportunity to learn in an AZA accredited facility.
- Hands-on experience, experiential learning and mentoring by our staff.
- Professional development workshops.
- Zoo Membership during your internship.
- Free Zoo admission, discount on purchases in Zoo gift shops and volunteer newsletter with wildlife news and Maryland Zoo happenings.
- Maryland Zoo Internships may be applied to receive college credit in accordance with your school's policy.

Apply here: <https://www.marylandzoo.org/about-us/internships/>

Please send resume and transcript here after applying: internships@marylandzoo.org