

Joe Lamb Jr. & Associates Internship Program

Joe Lamb Jr. and Associates is a real estate firm that has specialized in vacation rental property management for over 50 years. We are located on the Outer Banks of North Carolina and manage over 500 individually owned properties.

Website: (www.joelambjr.com)

Email: managers@joelambjr.com

Phone: (252) 261-4444 (ask for a manager)

Employment Link: <https://www.joelambjr.com/management-services/outer-banks-employment-opportunities>

Our Interest in Providing Internships:

In the hospitality industry, service standards are constantly being raised as the industry continues to evolve and expand. Prospective employees with educational backgrounds in hospitality management will be vital to the continued success of companies like ours in the future.

Benefits of the Internship:

It is our effort to provide real-world experience for students looking for careers in the hospitality industry. The real-life problem-solving we do with our vacationing guests and property owners is one of the most important examples. There is often a balancing act that needs to be performed in hospitality to satisfy multiple parties simultaneously. This criteria fits well with our business model of properly managing individual homes and satisfying clients (guests).

Local Industry Break-down:

The Outer Banks of North Carolina are a popular vacation destination for millions of people every year. The area fluctuates from around 40,000 permanent residents to more than 300,000 new visitors each week during the summer months. The majority of rental companies offer seven-night rentals that last from Saturday or Sunday until the following Saturday or Sunday. As a result, "check-in weekends" have become a phenomenon in the service industry, where companies have about six hours to "turn over" nearly their entire inventory of properties (clean up after check-outs and prepare for check-ins). The turnover process includes cleaning, inspecting, and servicing maintenance issues, providing linens and towels, and arranging any special accommodations the guest may need. The industry has also produced an array of vendors that provide services such as landscaping, Pool and Spa Servicing, handyman companies, and even specialty companies such as grocery deliveries. A season usually consists of about 20 consecutive weeks of this cycle (May 15 - Oct 15). Preparations for the next season begin immediately during the off-season. This includes:

- **Updating Owner Contracts:** Adjusting a home's rental advertised rates, commission rates, maintenance vendor contact updates, listing descriptions, and picture updates.
- **Reservations/Accounting:** Booking reservations for the following season, taking secondary and final payments. Answering FAQs and special requests.
- **Maintenance:** Assessing our properties for wear and tear from the previous season and communicating with our homeowners to rectify these issues for the following season.

Offered Internship Levels:*Seasonal/Summer (May-August):*

This is our highest-paced time of year. Interns will interact with all departments of the business to develop an all-encompassing perspective. From taking customer service calls to fulfilling service orders, jobs can range from deskwork to fieldwork.

Semester Long (Spring/ Fall):

This internship is less abridged. Interns will have a chance to grasp the theoretical approach of the business and industry more greatly as a whole.

Post-Graduation (Transition into full-time position):

The most comprehensive level prepares you for a position in our company that bypasses an entry-level position. This program will most likely require the intern to obtain a North Carolina Real Estate License to graduate from the program while working in the company. Prerequisites include: The completion of a Hospitality Degree, as well as our semester-long internship or comparable internship from a similar company. If hired full-time, a graduate of this internship level would most likely be working as a property manager/rental broker. (Interns are not responsible for license fees and will not be required to take classes on their days off.)

Company Breakdown by Department:*Property Managers/Rental Brokers:*

- Led by one Broker in Charge (BIC) as governed by the North Carolina Real Estate Commission. All managers are licensed real estate brokers in North Carolina.
 - Conducts matters that require a license. This work volume primarily involves anything that amends our contracts with guests or owners.
 - Amendments are agreed upon (in writing) by all parties to better specify a guest's vacation arrangement or the management of an owner's property.
- (As interns technically cannot handle manager duties without a license, they will primarily be forwarding requests to managers to become accustomed to those duties.)

Reservations Agent:

- Booking Reservations, ensuring that rental contracts are signed, and taking secondary and final payments.
- Pre-arrival guest customer service/Answering FAQs: (Future guests that have already booked but have not checked in. "What do we pack?" questions). As we know, in the hospitality industry it is not necessarily appropriate to simply have a FAQ website page for guests as questions vary and attention from an actual person remains highly important.

Maintenance Coordinator:

- Current Guest Customer Service/Taking maintenance complaint calls
- Dispatching repair professionals.
- Scheduling routine vendors

Housekeeping Coordinator:

- Our cleaning service is outsourced. Housekeeping coordinators communicate with various cleaning vendors.
- Schedules cleans (provides a report to vendors)
- Handles guest reports of unsatisfactory cleaning and reports back to the appropriate vendor for cleaners to be sent back to the property if necessary.

Inspections Coordinator:

- Schedules inspectors.

- Forwards inspection reports to owners as well as our housekeeping and maintenance departments.

Accounting/Trust Account Management:

- Organizing rental payments
- Separating Commission (Trust vs Management Account)
- Dispersing funds to owners.
- Organizing Owner Reserve Accounts (primarily for unforeseen maintenance costs).
- Handling "Tenant Damage Insurance" claims with the insurance company to reimburse owners.

Marketing:

- Maintain company website including listing pictures and descriptions.
- Managing Social Media Accounts
- Outside Advertising
- Help to highlight unbooked properties at special rates to bring up occupancy levels (when needed).

In-field work:

This experience helps obtain an understanding of working in an office setting. In our opinion, learning the actual properties is the best place to start, as it fills a disconnect from a desk.

- Inspecting/Staging Properties:

- Housekeeping:

Interns will not be cleaning homes, but they will be inspecting cleaning or spot-checking and may be requested to remedy small blemishes missed by housekeeping.

- Maintenance Technician / Home deliveries:

Maintenance or handyman work done by interns will not require any professional skills or knowledge

Careers Beyond the Counter * Pathways in Tourism * Internships & Speakers Bureau

CTE Pathway	High School Courses	Aligned Industry Credentials	Content/Experience in Courses	College Majors	Local Tourism Careers	Place Check Beside CTE	
						Internship?	Speaker's Bureau?
Architecture & Construction	Construction Core, Carpentry I, Carpentry II*, Carpentry III* (**Honors Level, Weighted Credit)	OSHA 10-Hour Construction Industry Certification, NC NCCER Construction Core, NCCER Carpentry I, NCCER Carpentry II, NCCER Carpentry III	Safety, introduction to power & hand tools, creating/interpreting blueprints & construction drawings, carpentry skills practiced in live projects (picnic tables, sheds, flooring systems, etc.)	Carpentry, Construction, Construction Management, Sustainable Building Science, Architectural, Civil, Construction, Electrical, Industrial, Mechanical, Nuclear, Systems Engineering	Maintenance Engineer, Maintenance Manager	<input type="checkbox"/>	<input type="checkbox"/>
Arts, AV Technology & Communications	Adobe Visual Design I, Adobe Visual Design II*, Adobe Video, Apparel & Textile Production, Fashion Merchandising (*Honors Level, Weighted Credit)	Adobe Certified Professional Photoshop, Adobe Certified Professional Illustrator, Adobe Certified Professional InDesign, Adobe Certified Professional Premiere Pro	Designing digital graphics/creative web art to use in producing marketing materials & webpages (designing magazine covers, video projects, elements of design, etc.), Copywriting, clothing production, business of fashion	Graphic Design, Game Design, Digital Animation, Computer Graphics, Marketing, Visual Communications, Design and Applied Arts, Theater Arts, Fine and Studio Arts, Journalism, Publishing	Graphic Design, Photographer, Videographer, Web Design, Public Relations, Content Creation, Social Media	<input type="checkbox"/>	<input type="checkbox"/>
Business Management & Administration; Marketing	Marketing, Entrepreneurship I	Venture Entrepreneurial Expedition	Use knowledge about target markets & demographics to drive promotion of a self-made product through advertising channels; create a business plan & build product portfolios through project-based activities	Accounting, Business Administration, Management and Operations, Economics, Entrepreneurial and Small Business Operations, Financial Management, Sales and Merchandising, Human Resources Management, International Business, Marketing, Hospitality Administration/Management, Public Administration	Administrative Support, Marketing Coordinators and Managers, Public Relations, Group Sales, Sales Mgr/Associates, Food & Bev Sales, Property Mgmt, Event Manager/Developer, Meeting Planners, Finance & Accounting, Social Media Manager, Small Business Owners (retail, restaurant, lodging, suppliers and outfitters), Inventory Mgmt, Operations Mgmt, Human Resource Mgmt, Real Estate Sales	<input type="checkbox"/>	<input type="checkbox"/>
Hospitality & Tourism	Marketing, Hospitality & Tourism, Sport & Event Marketing I, Culinary Arts & Hospitality I, Culinary Arts & Hospitality II, Food & Nutrition I, Food & Nutrition II	Certified Guest Service Professional, ServSafe Food Handler, ServSafe Food Protection Manager	Introduction to the industry of travel, tourism, and recreational marketing; customer relations, economics, hospitality & tourism, travel destinations, tourism promotion; introduction to industry of sports, entertainment, & event marketing; understand healthy eating, nutrition, and catering services; students make side dishes, entrees, desserts, breads & soups from around the world in cooking labs	Business Administration, Management and Operations, Culinary Arts, Hospitality Administration/ Management	Chef, Line Cook, Sous Chef, Restaurant Mgr, Hostess, Dishwasher, Wait Staff, Housekeeping Mgr/Asst, Housekeeping Inspector, , Overnight Houseperson, Front Desk Mgr/Asst/Supr/Guest Services, General Manager, Laundry Attendent, Linen Mgr, Night Auditor, Reservations Mgr/Asst, Welcome Center Mgr/Supr/Associate, Event Manager/Developer, Lodging Manager, Travel & Tourism Manager	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Info Technology	Python Programming I*, Python Programming II*, Introduction to Computer Science, AP Computer Science* (**Honors Level, Weighted Credit)	PCAP Python Certified Associate	Design, write, debug, and run programs encoded in Python language; understand programming and coding language, website creation, app development, computer systems design, and software testing	Web Designer or Webmaster, Information Technology, Computer Science, Computer Networking, Network Administration, Computer Engineering, Software Engineering, Computer or Game Programming, Data Communications Analyst	Database Mgr, IT Mgr, Website and Software Development, Website Mgr, Data Analytics	<input type="checkbox"/>	<input type="checkbox"/>

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Contact Person: Kim Dubec

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Email: Managers@joelambjr.com

Type of Internship Offered: Hospitality & Tourism

Name of Speaker(s): _____

CTE Pathway/Speaker Topic: _____