



## Fan Experience & Hospitality Internship Program

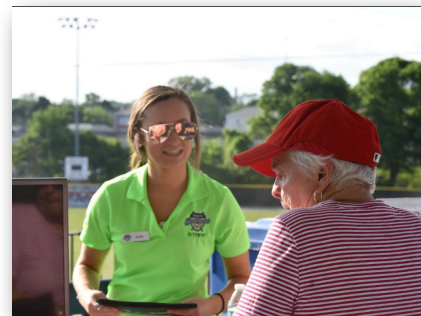
The Worcester Bravehearts Baseball Team has developed an intensive internship program that prepares its participants for a career in sports. Students who intern with the Worcester Bravehearts immediately become part of the gameday staff, learning the different aspects of fan experiences and hospitality in a fast-paced environment. We help our interns succeed by preparing for and learning from actual situations our staff encounters at the ballpark which are discussed daily. The Bravehearts offers many internship paths, including:

### **Fan & Suite Experience - Summer Only**

The most important thing the Bravehearts as an organization focus on is the fan experience. As a member of the Fan Experience department, you will be responsible for ensuring fans in our suite and kids sections are having a blast at the ballpark. Working directly under the Director of Fan Experience & General Manager, interns will learn real-world skills of VIP customer service including:

- Working Fan assistance booths
- Monitoring specialized areas such as Kid's Zone and suites
- Serving and Engaging with VIP guests
- Working with fans for in-game promotion sign up
- Assisting in sponsored booths around concourse
- Managing team raffles and contests
- Engaging with fans as they enter the stadium

Contact: Don Porcaro, Fan Experience & Media Director  
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### **Hospitality/Group Outings Internship - Summer Only**

The Bravehearts biggest fan demographic comes from group and company outings. Companies from all across New England will have their outings at Worcester Bravehearts games. In this internship, you will learn under the Fan Experience Director & General Manager, learning real-world skills of event hospitality such as:

- Connecting with group leaders
- Group engagement
- Working with entertainment and catering departments for ceremonies and hospitality events
- Assisting with sponsor booths around concourse
- Manage nightly giveaway items

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