

Internship 2 – Required Activities

Tournament Operations

- **Activity 1:** *Tournament Concepts and Formats*
- **Activity 2:** *Tournament Budget*
- **Activity 3:** *Tournament Staffing*
- **Activity 4:** *Tournament Publicity*
- **Activity 5:** *Critique of Facility Preparations*
- **Activity 6:** *Golf Course Preparation*
- **Activity 7:** *Preparing for the People*
- **Activity 8:** *Health and Safety Issues*
- **Activity 9:** *Tournament Preparation, Execution, and Follow Up*

Introduction to Teaching

- **Activity 1:** *Research Teaching Styles and Methods*
- **Activity 2:** *Research Learning and Skills Development*
- **Activity 4:** *Conduct a Series of Lessons*

Business Planning and Operations

- **Activity 2.1:** *Write/Revise a Mission Statement*
- **Activity 4.1:** *Conduct a SWOT Analysis*
- **Activity 6.1:** *Identify Business Objectives and Strategies for Pinelake*
- **Activity 7.1:** *Analyze Past Data at Pinelake – Forecast Rounds and Revenues*
- **Activity 7.2:** *Assess Effects of Inside and Outside Factors on the Pinelake Forecast*
- **Activity 8.1:** *Become More Familiar with the Budget Process*
- **Activity 11.1:** *Document Your Facility's Organizational Setup*
- **Activity 11.2:** *Write a Job Description*
- **Activity 12.1:** *Critique Your Procedures Manual*
- **Activity 14.1:** *Conduct a Technology Audit of Your Facility*

Customer Relations

- **Activity 1.1:** *Your Experience of Customer Service*
- **Activity 1.2:** *Your Customer's Moments of Truth*
- **Activity 1.3:** *What Your Customers Think*
- **Activity 1.4:** *Improving Customer Satisfaction*
- **Activity 1.5:** *Task-Relationship Exercise*
- **Activity 2.1:** *Using the Model in Day-to-Day Interactions*
- **Activity 2.2:** *Using the Model in Challenging Interactions*
- **Activity 3.1:** *Stating Your Purpose Clearly*
- **Activity 3.2:** *Providing a Compelling Rationale*
- **Activity 3.3:** *Encouraging Open Expression*
- **Activity 3.4:** *Showing Understanding*
- **Activity 3.5:** *Inviting and Giving Specific Feedback*
- **Activity 3.6:** *Reframing Difficult Situations*
- **Activity 3.7:** *Acting with Integrity*
- **Activity 4.1:** *Using the Directing Strategy*
- **Activity 4.2:** *Using the Convincing Strategy*
- **Activity 4.3:** *Using the Involving Strategy*
- **Activity 4.4:** *Using the Supporting Strategy*
- **Activity 4.5:** *Worksheet for Seminar*