



# **Laura Jennen**

**Hospitality Intern**

***TOPS'L Beach & Racquet Resort  
Miramar Beach, Florida***

## **Housekeeping Responsibilities:**

- Perform daily inspections and inform Supervisors and Guest Services of cleanliness
- Report and record any maintenance issues

## **Guest Services Responsibilities:**

- Book reservations for guests and owners
- Advocate for guests for any issues that arise
- Process check ins for guests and owners

## **Project:**

Complete a comparative analysis on how TOPS'L and its competitors set up amenity fee, unit prices and correlation between beachfront and beachside location.

## **Findings:**

- Beachfront is generally at a premium price
- Each resort fee is different and includes varying amenities

## **3 Key Lessons:**

- Be open to trying new things
- Always go the extra step
- Communication is key