



Marine Conservation Education Internship

Dolphin Quest Marine Conservation Education interns will be given the opportunity to perform a wide variety of duties, which relate to marine and environmental education at an informal marine mammal facility. The intern will join the education team in supporting our mission, and will contribute to fun, innovative teaching styles with all ages.

The internship begins with an orientation program, which is inclusive of all departments at Dolphin Quest, to provide the intern a comprehensive understanding of our company, our mission, our program and our expectations of them. The Marine Conservation Education Internship has four focuses that encompasses our goals for the interns.

Goals for Marine Conservation Education Interns

The goals for the Marine Conservation Education Internship were developed to match the mission, vision and values of our company. It is our belief that these goals will be transferable to any marine facility or conservation organization that the intern chooses for his/her future. To that end, the goals for the Marine Conservation Interns include:

- Learn to provide unique and innovative experiences for our guests
- Develop skills to interact with guests and promote marine stewardship
- Cultivate a work environment of trust and respect for every individual
- Learn the importance of character and integrity in a professional environment
- Learn to communicate openly and honestly
- Develop creativity
- Provide an opportunity for personal and professional growth
- Have lots of fun and enjoyment
- Experience and learn about animal health and well being
- Become global stewards
- Develop a strong sense of professionalism
- Learn to deliver sensational service

Marine Conservation Education Internship – Areas of Focus

Education

Interns will develop interpretive skills that will help them connect with guests and provide information using an approach that makes the information relevant to the guest. Basic information will be provided during orientation. From there the interns will assist with Quest Engagement, which provides the opportunity to have one-on-one conversations with visitors regarding dolphins, other marine animals, the marine environment and conservation. In addition, interns will learn deliver informal presentations to the guests visiting our site. Interns also have the opportunity to assist in teaching various children's programs. These programs are based on fun, educational activities that include information about marine life and conservation. Each new step is critiqued and signed off by his/her mentor or Crew Member before progressing to the next level. The timing of the progression will be based on the individual's competencies and skills, but could follow as such:

- Learn interpretation skills
- Practice interpretation skills
- Shadow Quest Engagement
- Practice Quest Engagement
- Demonstrate skills necessary to deliver informal presentations
- Shadow and learn educational programs
- Assist in delivering all aspects of educational programs
- Learn the process of evaluating programs

Conservation and Global Stewardship

The Marine Conservation Education interns will work with the Crew at Dolphin Quest to promote marine conservation and global stewardship. This focus will include learning about and being able help build a public awareness of:

- Dolphin Quest's commitment to global stewardship
- Research supported by Dolphin Quest
- On site commitment and conservation practices
- Personal actions our guests can take to help protect and preserve marine life and marine environments

Sensational Service

During orientation, the interns participate in a Sensational Service Workshop. This two-hour class teaches the basics of providing exceptional guest service to both customers as well as the Crew. This workshop includes a discussion on what is meant by sensational service, why it is important, techniques for delivering sensational service, and an in-depth explanation of our fifteen "Customer Service Standards".

Professionalism and Teamwork

Throughout the internship program, interns are held accountable for skills such as open and honest communication, working as a team, developing not only trust and respect of others, but other's trust and respect for the intern as well, the importance of character and integrity and finally a strong sense of professionalism and proper behavior in a work environment. The goal is to help interns succeed professionally in any chosen field.

Additional Learning Opportunities

Marine Conservation Education Interns will spend about 60% of their time working on the education team, and about 40% of their time assisting and learning about other departments.

In addition, interns will take part in a number of presentations, which may be offered by educators and/or marine mammal specialist or Crew. Topics covered may include up-to-date conservation efforts, marine mammal law, current research and training.

Training Lecture Series

A portion of this time is paired with theoretical learning through the Training Lecture Series written and approved by the Dolphin Quest Community. Each of these lectures is approximately two hours and includes required supplemental reading, quizzes and a final exam. Many interns are able to receive college credit as the result of this lecture series.