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Paid 500 euros Front Office internship in Amsterdam, Netherlands

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Location

Amsterdam, Netherlands

Category

Reception

Job Type

Internship

Salary

535 euros gross/month

Languages

Inglés

Description

- Ensure accurate and efficient running of reception including check in/out procedures
- Respond to Guest queries in a timely and efficient manner
- Ensure that both the Front Office Manager and Reception Supervisors are kept fully aware of any relevant feedback from Guests and/or other departments
- Demonstrate a high level of customer service at all times
- Understand thoroughly all hotel room categories, room rates, packages, promotions and other general product knowledge necessary to perform daily duties
- Maximize room occupancy and use up-selling techniques to promote hotel services and facilities
- Understand correct procedures regarding the acceptance of foreign currencies, credit cards and cash in accordance with the hotel credit policy
- Answer switchboard calls, as required
- Ensure all Guest deliveries and messages are received effectively and efficiently
- Act in accordance with fire, health and safety regulations and follow the correct procedures when required
- Act in accordance with policies and procedures when working with front of house equipment and property management systems
- Attend appropriate training courses, when required
- Follow and adhere to company brand standards
- Assist other departments wherever necessary and maintain good working

relationships with Team Members

- Work with your Manager to identify a specific project to complete during your internship placement

Company description:

Our partner is a luxury hotel of a very recognized international hospitality group

Other comments

5-6 months internship mandatory

Aplicar

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