



Expand Your
Career

Internship – Guest Service Agent

About the Company:

From international luxury to local comforts, the company is home to the world's most prestigious and well-known hotel brands. They own powerful brands with deep history and heritage. The hotels attract guests because they are instantly recognized by millions around the world.

Job Description:

Responsible for all activities relevant to the Front Desk such as the reception, check in / out, rooming of all Hotel guests, foreign exchange and assisting them with inquiries

We want our guests to feel able to do their best, achieve their goals and be recognized for their success. To help them we need you to stay One Step Ahead and:

- Create confidence – by being an expert at what you do; by acting and looking the part and adapting your style to match your guests' pace in all you do.
- Encourage success – by supporting and respecting your guests and their goals; by recognizing them and making them feel valued and important; and offering thoughtful choices to help them feel restored and balanced.
- Make it happen – by being perceptive to your guests' needs; by taking ownership for getting things done and working seamlessly with others to help guests be successful.

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Responsibilities include:

- Greets all guests at all times in a friendly and helpful manner and attempts to learn and use guest's name at every
- Registers and rooms all arrivals according to established Maintains intimate knowledge of departmental standards and procedures Performs check in, check out and room change procedures and ensures all data are entered completely into the hotel systems in accordance with reservation Room to have a great start Guest Service Agent
- Maintains cashier float and ensures accurate daily report of all money received
- Cashes hotel guest's personal and travelers checks and assists with currency exchange Keeps abreast of all modifications to accounting policies and procedures Responsible and attends to guest's request of using the service of safety box at all times
- Knowledgeable of all special promotion procedures, for programs such as; Seasonal Packages, Frequent Flyers Programs, and also Intercontinental Hotels Group Loyalty programs.
- Attends to guest's complaints, inquiries and requests, referees problems to supervisor/Assistant Manager if he/she unable to assist
- Is familiar with other Intercontinental Hotels and Resorts so that guest indicating any next destination on the registration card can be "sold" an onward booking to another of the other hotels.
- Does everything possible to ensure that the guests depart the hotel with a positive impression of hotel service
- Performs the audit balances and prepares all works for audit in an orderly fashion
- When on night shift, checks night report, prepare the morning report and prepare all necessary forms for the guest arrival
- Maintains comprehensive knowledge of standard reservation procedures including correct forms to use, how to read telex, e-mail, messages, and how to interpret availability sources within the reservation
- Maintains exemplary department standards of behavior and appearance and attitude as expected in a IHG Brand
- Takes personal interest and pride to ensure that the front desk work area is kept clean and in an orderly state at all times
- Endeavors to maintain the high standards of the hotel with particular regard to the importance of IHG Loyalty Program member and other VIP's and with reference to hotel and to be a health or safety hazard

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Requested Skills

Communication skills are utilized a significant amount of time when interacting with others; demonstrated ability to interact with customers, employees and third parties that reflects highly on the hotel, the brand and the Company.

Able to read and write English

Proficient in the use of Microsoft Office and Front Office System

Qualifications

High School or Vocational Certificate in Hotel Administration, Hotel Management or equivalent

To Apply:

Check our website www.route2china.ch and send your Resume to min.wang@route2china.ch

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Internship – Kitchen Operator

About the Company:

We believe that everyone deserves to eat well and should have access to healthy and tasty food. The choices about what we eat and where we source our food has a direct and powerful impact on our health, community and environment.

Make the right choice, it is not rocket science!

Job Description:

- Set up production equipment according to recipe guidelines
- Come up with new recipe creation along with the managing team
- Staff training for new dishes and kitchen techniques
- Prepares menu items as directed in a sanitary and timely manner
- Follows recipes, portion controls, and presentation specifications
- Cleans and maintains production equipment while practicing exceptional safety, sanitation, and organization skills
- Assists with overall kitchen organization (fridge & dry storage)
- Requisition and receiving of ingredients
- Kitchen organization for special events and group orders
- Work on small side project to improve kitchen operation and management

Required Experience, Skills and Attributes:

- Stable and progressive career history (one or more years) working with demanding Chefs in a food-focused concept

Proven ability to execute food production to meet time, quality, and volume standards

- Strong desire to improve culinary skills and knowledge to a world-class level
- A strong sense of teamwork

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Internship – Service Team Leader

Job Description:

To participate in the sales development of the Café To deliver Wow customer service experience

To support procurement and inventory of all bar related supplies To manage bar operation during the service

To manage service team organization and grooming

Key Responsibilities and Accountabilities

Service

1. Approach customers in a friendly manner and show a helpful attitude at all times. Always hold a smile and be courteous and pleasant according to service standards
2. Always be punctual and aware of other work schedules, report misconduct to the Venue Manager
3. Recommend beverages to customers and pay special attention when customers require another drink.
4. Help sales increase by proposing premium products and/or re-orders
5. Pass on any complaints from customer immediately to Venue Manager.

Procurement and Inventory

1. Complete daily beverage supplies inventory and daily garnishes inventory, according to the venue planning.
2. Complete weekly dry supplies inventory and weekly glassware inventory, according to the Café planning.
3. Order beverage supplies, according to standard stock management, with the Café manager's approval.
4. Order garnishes, according to standard stock management, with the venue manager's approval.
5. Order dry supply, according to standard stock management with the venue manager's approval.

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Bar management

1. Ensure daily “mise en place” according to the Café standards and maintain it throughout the service
2. Have and maintain a complete knowledge of all drinks listed on the standard menu
3. Be familiar with the proper glass and garniture for each drink according to standard menu
4. Prepare drink orders, respecting the standard recipes
5. Serve adequate doses using appropriate measurement tools in order to respect beverage costs
6. Create and develop additional cocktails – alcoholic & non-alcoholic
7. Be prepared to share and teach skills to fellow bar staff
8. Be responsible for the proper handling of working material.
9. Be responsible for bar cleaning and maintenance procedures.

Cashier

1. Be responsible for the cashier throughout service and operate the cashier following the cashier standards
2. Ensure all bills are correct and paid by customers. Answer customers’ questions regarding billed items
3. Process credit and debit card payments and ensure that customers sign the receipts
4. Inform customers about available modes of payments
5. Complete daily closing when the manager is off duty.
6. Complete pay outs following the cashier standards and with the Café manager’s approval
7. Request help from the manager when needed.

Grooming

1. Follow the grooming standards, check and control appearance & uniform of the service team
2. Report any misconduct to the manager

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Complete other tasks as instructed by manager
Carry out instructions given by the management team and head office Adopt a hospitable attitude at all times, according the behavior manual

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