

Offer: Internship in Malta

We are offering three kinds of internships at the Seashells Resort at Suncrest in Qawra, Malta - a leading 4 star hotel on the Maltese Islands since its very first days. The hotel is located on the seafront for fantastic views of the Mediterranean Sea in the main tourist hub on the island. There are entertainment facilities all around and the bus stop to discover the island can be found directly in front of the Hotel.

You can find a more detailed overview on our homepage: <http://seashellsresortmalta.com>

Currently we are looking for a preferably **German-speaking intern with advanced English communication skills** for our **Front Office**. Any other language skills are advantageous– to start at any time period. Tasks would include, amongst others:

- Knowing the standards and putting them into practice into your daily work, thus actively pursuing the Hotel's objectives
- Being alert on check in's, explaining all outlets and upsells
- Having clear knowledge of all room types and room information
- Being available for guest at all times as a point of contact and being responsible for appropriate treatment of guest complaints, passing on and documenting complaints
- Accepting and passing on requests of guests to the corresponding department
- Working within the operation carrying out duties such as hosting, making first contact and maintaining contact with our guests, seating them and ensuring their overall satisfaction whilst using good selling tactics to ensure future sales
- Being flexible in working hours according to the departments requirements
- The intern is also expected to perform any duties as per operations requirements as instructed by the Front Office Manager

Additionally, from any time period possible, we are looking for an **intern** within the **Events & Conference Department** with **very good English** skills.

- Assisting the Events & Conference Manager and Coordinator
- Assisting in Co-ordination and supervision all events happening in-house (e.g. planning, organizing and supervision of events)
- Assisting in providing all information and guidance for the client in order to obtain accurate event specifications
- Compilation of Reports (Profit and Loss Sheets, Guest Feedback Forms, Daily Enquiries per segment Report and Business on the Books Report)
- Assisting in Co-ordination all details for the organization of upcoming events (Welcome boards, personalized menus, table place names, table plans etc.)
- To ensure that clients and guests receive a pleasant and efficient personalized service, through constant co-ordination with other departments so as to ensure the proper welfare of guests when in-house
- Assisting in collecting information and build a database of guests' history (brookers and residents)
- To assist in all aspects of the Hotel operation

For further questions please contact: hr.seashells@axhotelsmalta.com