



CETUSA
Council for Educational Travel, USA

Trainee/Internship Program Offer

(10410) Front Office Management – Louisville, KY



Start Date: March – April 2022

Program Duration: 12 months

Compensation: \$11.00 per hour

Housing: temporary stay upon arrival

Number of Position Offered: 1

Host Company Description:

The host company is a world-renown hotel brand, located in Louisville, Kentucky which is best known to the tourists from around the world as the Bourbon City. This four-star hotel has stylishly decorated Bourbon-inspired rooms and a restaurant that offers over 200 varieties of bourbon and southern, flavorsome dishes made with local and regional ingredients. Located in the heart of the East End, this hotel demonstrates a mix of the style and substance. The location is in close proximity to such attractions such as Louisville Zoo and Louisville Nature Center. The hotel enjoys hosting international intern program and providing opportunities for program participants to learn its signature service standards which represent the hotel brand, while improving their customer service and communication skills.

Position Description:

- Learn all aspects of front office operations, reservation system, guest registration process
- Learn hotel and brand guest service standards
- Learn how to upsell guest rooms and promoting hotel services
- Advance management skills and supervisory duties

Applicant Qualifications:

- To apply for the **Internship** program, applicants must be **hospitality or tourism management** undergraduate/graduate students OR a recent graduate who begins program within 12 months of the graduation date
- To apply for the **Trainee** program, applicants must hold **hospitality or tourism management** degrees and have at least 1 year of professional work experience related to the degree, OR be career professionals of 5 or more years of professional experience in this field
- Applicants must speak **ADVANCED ENGLISH**, have a positive attitude and the ability to communicate with clients and hotel associates

How to Apply:

1. Submit a professional resume with a professional photograph
2. Indicate availability dates (start and end dates)
3. Indicate this offer number and title