



CETUSA
Council for Educational Travel, USA

Trainee/Internship Program Offer

(10910) Front Office Program – Cincinnati, OH



Program Duration: 12 months

Compensation: \$18.00--20.00 per hour

Housing: 30-day temporary stay upon arrival

Number of Position Offered: 3

Host Company Description:

This 4-star hotel features modern rooms and amenities inside a historic building in downtown Cincinnati. Guests are welcome to experience many local attractions, including the Cincinnati Zoo, Paul Brown Stadium, as well as local shops and restaurants. The hotel also accommodates large events and weddings in their elegant events hall.

Position Description:

- Learn how to provide exceptional customer service by warmly greeting guests, addressing their needs, and ensuring a memorable stay.
- Assist with check-in and check-out procedures
- Handle guest inquiries, requests, and concerns promptly and professionally
- Learn and utilize hotel management systems for guest registration, room assignments, and billing, ensuring accuracy and guest privacy.
- Collaborate with other departments, such as housekeeping and concierge.

Applicant Qualifications:

- To apply for the **Internship** program, applicants must be **tourism or hospitality degree** undergraduate/graduate students OR be recent graduates who begin the program within 12 months of their graduation date
- To apply for the **Trainee** program, applicants must hold **tourism or hospitality degree** and have at least 1 year of professional work experience in the hospitality field OR have 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