



Council for Educational Travel USA

Trainee/Internship Program Offer

(10833) Front Office Management – Carlsbad, CA



Training Duration: 12 months

Hours: 32 – 40 hours per week

Compensation: \$16.50 per hour

Number of Position Offered: 1

Host Company Description:

The host company is a charming coastal retreat located in the vibrant city of Carlsbad, California. Nestled just steps away from the sparkling shores of the Pacific Ocean, this hotel offers a relaxing and inviting atmosphere. The hotel features comfortable and well-appointed rooms, providing a cozy haven for guests to unwind after a day of visiting popular attractions in Carlsbad, including LEGOLAND California, the Carlsbad Premium Outlets, and the stunning Carlsbad Flower Fields.

Position Description:

- Assist with guest check-in and check-out procedures, ensure a smooth and efficient process.
- Handle guest inquiries, requests, and complaints, providing excellent customer service.
- Assist in managing room reservations, ensuring accuracy maintain inventory levels.
- Learn and following proper housekeeping procedures and protocols, conduct quality assurance. Learn and develop supervisory skills.

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 have either a degree or professional certificate from a foreign post-secondary academic institution and at least 1 year of prior related work experience in the **tourism or hospitality** field acquired outside the United States OR 5+ years of 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