



Council for Educational Travel USA

Trainee/Internship Program Offer **(10935) Front Office Program – Philadelphia, PA**



Program Duration: 12 months

Compensation: \$20.00 – \$21.00 per hour

Housing: 2-week temporary stay

Host Company Description:

This timeless hotel is located near historic downtown Philadelphia. Guests can enjoy spacious rooms and explore American history, shopping, and world-class dining just outside their doors. This historic landmark hotel blends luxury accommodations with rich cultural heritage, mixing classic architecture and modern amenities, catering to both business travelers and tourists.

Position Description:

- Assist with check-in/out processes, ensuring a smooth and welcoming experience for guests.
- Provide exceptional customer service by addressing guest inquiries, resolving complaints, and offering recommendations for local attractions and services.
- Help manage reservations, update booking systems, and handle room assignments.
- Conduct regular inspections of rooms to ensure they meet quality and cleanliness standards.
- Coordinate with housekeeping, maintenance, and other departments to meet guests' needs.

Applicant Qualifications:

- To apply for the **Internship** program, applicants must be **hospitality management** 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 **hospitality management** 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
- Luxury hotel experience preferred

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