|  |  |  |  |
| --- | --- | --- | --- |
| Job Title: | Internship Description | Job Category:  | Front Desk |
| Department: | Front Office |  |  |
| Location: | 18421 N Creek Dr.Tinley Park, IL 60477 | Travel Required: | N/A |
| Level/Salary Range: | School Credit/With potential permanent employment  | Position Type: | Intern |
| HR Contact: | Norma Oliveros |  |  |
|  |  |  |  |
|  |  |
|  |  |
| Applications Accepted By: |
| Fax or E-mail:(708) 614-9222 or norma@akhospitality.net | Mail:Norma OliverosWingate by Wyndham in Tinley ParkTinley Park, IL 60477 |
| Job Description |

* Fully perform all front desk operations, including such tasks as checking guests in and out; answering any inquiries
* Answer in house and outside calls; sell the hotel by taking reservations as well as upselling
* Taking sales leads to prospect clients for wedding block, business meeting blocks or family reunions
* Enhance customer service skills by interacting with Hotel guests in different reals of the hotel
* Gain understanding of the over the housekeeping operations by directly observing and participating in the tasks of the department
* Learn how the hotel utilizes its conference and meeting rooms and how the hotel develops and sustains relationships with clients, by directly observing and participating in the process
* Gain a familiarity of the various amenities the hotel provides, and the local area to help with recommendations for out of town guests
* Demonstrate leadership skills by working independently, direct handle guests issues and complaints
* Report any issues and contact the appropriate department or outside vendor
* Directly interact with outside vendor and be able to direct them to the appropriate department